

Thurrock: A place of opportunity, enterprise and excellence, where
individuals, communities and businesses flourish

Cleaner, Greener and Safer Overview and Scrutiny Committee

The meeting will be held at **7.00 pm** on **14 December 2017**

Committee Room 1, Civic Offices, New Road, Grays, Essex, RM17 6SL

Membership:

Councillors Roy Jones (Chair), Cathy Kent (Vice-Chair), Clare Baldwin, Russell Cherry, Gary Collins and Terry Piccolo

Substitutes:

Councillors John Allen, Oliver Gerrish, Garry Hague, Ben Maney, David Potter and Gerard Rice

Agenda

Open to Public and Press

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To approve as a correct record the minutes of the Extraordinary Cleaner, Greener and Safer Overview and Scrutiny Committee meeting held on the 15 November 2017.	
3. Items of Urgent Business	
To receive additional items that the Chair is of the opinion should be considered as a matter of urgency, in accordance with Section 100B (4) (b) of the Local Government Act 1972.	
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Queries regarding this Agenda or notification of apologies:

Please contact Jenny Shade, Senior Democratic Services Officer by sending an email to Direct.Democracy@thurrock.gov.uk

Agenda published on: **6 December 2017**

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DECLARING INTERESTS FLOWCHART – QUESTIONS TO ASK YOURSELF

Breaching those parts identified as a pecuniary interest is potentially a criminal offence

Helpful Reminders for Members

- *Is your register of interests up to date?*
- *In particular have you declared to the Monitoring Officer all disclosable pecuniary interests?*
- *Have you checked the register to ensure that they have been recorded correctly?*

When should you declare an interest at a meeting?

- **What matters are being discussed at the meeting?** (including Council, Cabinet, Committees, Subs, Joint Committees and Joint Subs); or
- If you are a Cabinet Member making decisions other than in Cabinet **what matter is before you for single member decision?**



Does the business to be transacted at the meeting

- relate to; or
- likely to affect

any of your registered interests and in particular any of your Disclosable Pecuniary Interests?

Disclosable Pecuniary Interests shall include your interests or those of:

- your spouse or civil partner's
- a person you are living with as husband/ wife
- a person you are living with as if you were civil partners

where you are aware that this other person has the interest.

A detailed description of a disclosable pecuniary interest is included in the Members Code of Conduct at Chapter 7 of the Constitution. **Please seek advice from the Monitoring Officer about disclosable pecuniary interests.**

What is a Non-Pecuniary interest? – this is an interest which is not pecuniary (as defined) but is nonetheless so significant that a member of the public with knowledge of the relevant facts, would reasonably regard to be so significant that it would materially impact upon your judgement of the public interest.

Pecuniary

If the interest is not already in the register you must (unless the interest has been agreed by the Monitoring Officer to be sensitive) disclose the existence and nature of the interest to the meeting

If the Interest is not entered in the register and is not the subject of a pending notification you must within 28 days notify the Monitoring Officer of the interest for inclusion in the register

Unless you have received dispensation upon previous application from the Monitoring Officer, you must:

- **Not participate or participate further in any discussion of the matter at a meeting;**
- **Not participate in any vote or further vote taken at the meeting; and**
- **leave the room while the item is being considered/voted upon**

If you are a Cabinet Member you may make arrangements for the matter to be dealt with by a third person but take no further steps

Non- pecuniary

Declare the nature and extent of your interest including enough detail to allow a member of the public to understand its nature



You may participate and vote in the usual way but you should seek advice on Predetermination and Bias from the Monitoring Officer.

Vision: Thurrock: A place of **opportunity**, **enterprise** and **excellence**, where **individuals**, **communities** and **businesses** flourish.

To achieve our vision, we have identified five strategic priorities:

1. Create a great place for learning and opportunity

- Ensure that every place of learning is rated “Good” or better
- Raise levels of aspiration and attainment so that residents can take advantage of local job opportunities
- Support families to give children the best possible start in life

2. Encourage and promote job creation and economic prosperity

- Promote Thurrock and encourage inward investment to enable and sustain growth
- Support business and develop the local skilled workforce they require
- Work with partners to secure improved infrastructure and built environment

3. Build pride, responsibility and respect

- Create welcoming, safe, and resilient communities which value fairness
- Work in partnership with communities to help them take responsibility for shaping their quality of life
- Empower residents through choice and independence to improve their health and well-being

4. Improve health and well-being

- Ensure people stay healthy longer, adding years to life and life to years
- Reduce inequalities in health and well-being and safeguard the most vulnerable people with timely intervention and care accessed closer to home
- Enhance quality of life through improved housing, employment and opportunity

5. Promote and protect our clean and green environment

- Enhance access to Thurrock's river frontage, cultural assets and leisure opportunities
- Promote Thurrock's natural environment and biodiversity
- Inspire high quality design and standards in our buildings and public space

Minutes of the Meeting of the Cleaner, Greener and Safer Overview and Scrutiny Committee held on 12 October 2017 at 7.00 pm

Present: Councillors Roy Jones (Chair), Cathy Kent (Vice-Chair), Gary Collins, Terry Piccolo and John Allen (Substitute) (substitute for Russell Cherry)

Apologies: Councillor Cherry

In attendance: Ann Osola (Head of Highways and Transportation)
Julie Rogers, Assistant Director - Environment
Fred Raphael, Transport Development Manager
Beau Stanford-Francis, Environmental Protection and Contracted Services Manager
Daren Spring, Street Services Manager
Navtej Tung, Principal Transport Planner
Jenny Shade, Senior Democratic Services Officer

Before the start of the Meeting, all present were advised that the meeting may be filmed and was being recorded, with the audio recording to be made available on the Council's website.

10. Minutes

The minutes of the Cleaner Greener and Safer Overview and Scrutiny Committee held on the 13 July 2017 were approved as a correct record.

11. Items of Urgent Business

Councillor Jones asked Councillor C Kent to provide Members with an update on progress made so far on the Review Panel of the Fly Tipping of Alley Ways. Councillor C Kent thanked members for their contributions and suggestions and that those had been collated by Officers and would form part of the Public Consultation that would commence on the 16 October 2017. A report would be presented at the Cleaner Greener and Safer Overview and Scrutiny Committee in December.

Councillor Piccolo questioned whether there would be sufficient time between the consultation finishing and the December Committee to fully evaluate such a big project. Officers reassured Members that the consultation would be continually promoted and responses monitored as they were received. Councillor C Kent stated that the questions were straightforward enough to enable residents to be able to put their points forward. Councillor Collins asked whether Members could have sight of the questions, Gavin Dennett agreed to send to Members following the Committee.

Councillor Jones stated that Members had expected to receive an update on Route Optimisation from the Waste Service tonight. Julie Rogers, the Assistant Director of Environment, advised Members that the new service commenced in May 2017 and was still being imbedded and further advised that the Waste Disposal Contract procurement was currently underway for new contracts to be in place for December 2017. Once the outcome of this was known a more detailed report and the implications this had for route optimisation, along with the solutions being put in place to address this would be presented to the Committee.

12. Declaration of Interests

No interests were declared.

13. Update on Air Quality & Health Strategy

Ann Osola, the Assistant Director for Highways and Transportation, presented the report that was endorsed by Cabinet in December 2016 and explained that the Strategy framed the authority's approach to improving the air quality and reducing air pollution exposure to safe levels for human health across the borough. Ann Osola updated Members on the following approaches that the Council would be delivering:

- The implementation of measures for managing air quality throughout the borough to prevent new Air Quality Management Areas from arising.
- Implement measures contained within the action plan for existing Air Quality Management Areas.
- Collaboration with external bodies to reduce background pollution from inside and outside the borough.

Beau Stanford-Francis and Navtej Tung briefly summarised the actions from the Health Strategy which covered:

- Monitoring and reducing the air quality in new developments by promoting public transport.
- Working closely with schools to promote walking and cycling and improve those infrastructures.
- Landscaping and tree planning programmes working alongside the Highways Scheme.
- Looking at actions specific to Air Quality Management.
- Promoting heavy goods vehicles management schemes.
- Providing appropriate signage.

A summary of the progress made so far on borough wide actions and those specific to Air Quality Management Areas were provided to Members.

Ann Osola explained that the Air Quality Steering Group had meet for the first time this week to look at actions and identify issues and address any additional work on air quality being commissioned as part of the work of the

Lower Thames Crossing Task Force. That future prediction of air pollution from traffic was crucially dependent on understanding how traffic would use the borough's local networks and the knowing and planning would be key to mitigating those impacts.

Councillor Jones thanked Officers for the report and that the measures being undertaken would be good for Thurrock.

Councillor Jones asked for further information on the General Practitioner Scorecard. Officers agreed to supply this.

Councillor Jones questioned whether any cycle routes in East Stanford were being proposed. Officers confirmed that plans to create a cycle route to connect from the east to the west of Stanford Le Hope were under consideration working alongside Network Rail.

Councillor Allen questioned that with 140,000 vehicles using the Dartford Crossing daily what impact would the Lower Thames Crossing have on the borough. Ann Osola stated that at the moment the Council did not know and that a lot of work had to be done for this to be understood. Ann Osola stated that the Council had to understand the situation that Thurrock was in at the moment, to prepare baseline information which can be monitored and accessed and to look at predictions for the future. That Highways England had their own models and that these would need to be scrutinised thoroughly. An Independent Technical Advisor on Environmental Issues with a PHD in atmospheric chemistry had been brought in to fight Thurrock's case and that the Lower Thames Crossing Task Force Group were meeting again next Monday.

Councillor Allen questioned how traffic movements would be predicted based on the Lower Thames Crossing going ahead. Ann Osola stated that future scenarios had been based on models that the Highway England had commissioned and the Council would be watching very closely for further information and results so that extracts from this model could be used by the Council. Ann Osola explained that the "Ground Truth" model would be used which was the model predicted verses what could be seen to ensure that comparisons between the model and what was there could be undertake to ensure this was used properly.

Councillor Piccolo stated that areas with poor public transport connections and areas with high omissions should be investigated and addressed.

Councillor Jones stated that any proposed plans should be looked into to ensure that they were not being built in already congested areas which would make air pollution even worse.

Ann Osola thanked Members for their comments which could be fed into the Local Plan to ensure a good quality of life for the future of Thurrock residents.

Councillor Allen asked Officers where the bus lane provision would be in Calcutta Road in Tilbury as identified as an action specific to air quality management areas. Officers would report back to Councillor Allen outside of the Committee.

Councillor Collins stated that housing estates should be built near places of work so no transport would be required and asked Officers what air quality was monitored at present. Ann Osola stated that air quality was monitored on a regular basis compared to data from existing sites and could be used for comparisons. Those baselines were still being developed and shared with discussions taking place using very robust methodology and would be shared with Members through the Lower Thames Crossing Task Force.

Councillor Collins asked what gases were being monitored. Gavin Dennett stated that carbon dioxide and nitrogen sulphate were being monitored but particle pollution PM10 was a considerable problem as particles were very small and invisible.

Councillor Jones asked Officers whether diffusion tubes were being monitored. Gavin Dennett stated that they were monitored weekly and analysed to give an annual average, with spikes and dips in levels tended to average the exposure over the year.

Councillor C Kent stated that this was a big subject and asked whether comparisons with other areas had been made and had any confirmation from Government been received to support to reduce omissions. Officers thanked Councillor C Kent for her comments and take away and report back.

Councillor Allen questioned whether data collected from areas in the borough was published. Gavin Dennett stated that all data was submitted to DEFRA nationally and would be compared with other areas.

Councillor Jones stated that residents did not have faith in Highway England's data which required to be continually monitored to ensure figures were true and accurate.

RESOLVED

That the Cleaner Greener and Safer Overview and Scrutiny Committee commented on the progress of implementation of the Air Quality and Health Strategy.

14. Linford Household Waste & Recycling Centre - Future Site Redevelopment

Julie Rogers, Assistant Director of Environment, and Beau Stanford-Francis, Environmental Protection and Contracted Services Manager, presented the report that explained that Thurrock Council operated a single Household Waste and Recycling Centre in Linford. That this site was operating significantly over capacity and that the layout and infrastructure is not in

keeping with modern sites and that the recommendation would be to undertake a planning application for the redevelopment of this site.

Councillor Jones thanked Officers for the report and the excellent presentation and that good things were happening. Councillor Jones questioned Officers whether having the two entrances would be sufficient instead of the three that were shown on the example layout. Officers explained this was an example layout, not the final layout that will be taken forward, and confirmed that it was viewed that initial feedback is that colleagues would favour two entrances, planning input would need to be considered but it was important that segregation of cars and heavy goods vehicles is vital.

Councillor Collins thanked Officers for the presentation and agreed that the review was long overdue and questioned that any reusable products suitable for charities could be considered.

Councillor Collins questioned the requirements stated in the report's Legal Implications but Officers stated this was a statutory requirement that had to be undertaken and formed no part of the planning process. Officers explained that the right specification would attract the right bids.

Councillor Allen agreed that it was clear that consideration should now be given to how the site should operate going forward and agreed that the site needed updating. Councillor Allen stated that the presentation and report was absolutely fantastic and fully supported for this to be implemented as soon as possible.

Councillor Piccolo echoed Members remarks that improvements were now required and that cost savings could be considered for reusable items for community groups. Officers stated that reusable items would need to be viable for such groups and this could form part of the process.

RESOLVED

That the Cleaner Greener and Safer Overview and Scrutiny Committee are asked to make the following recommendation to Cabinet:

- **To undertake a Planning Application for the redevelopment of the Household Waste and Recycling Centre in Linford, on its current Buckingham Hill site in line with the design principles detailed in 4.3 of the report.**

15. Public Bin Review Update

Daren Spring, Street Services Manager, presented the report that updated Members on the Public Bin Review that would be carried out on all public litter bins throughout the borough and that the review would focus on the location, process for installation, purchasing of new dual process litter bins and the introduction of 10 Big Belly Bins. Monitoring would continue on locations,

requests made and usage and that local schools would be approached to provide designs for the side of the bins.

Councillor Jones thanked Officers for the report and questioned whether the Big Belly Bins would only be for general waste. The Officers confirmed that yes this would be the case. Councillor Jones asked Officers to explain how the notification system operated. Officers advised they are compacting bins which send a notification when the bins need emptying. Councillor Jones further questioned in relation to the Bartec system and how this would support emptying of bins. Officers confirmed that the system would be uploaded with all the bins in the borough, including the frequency of emptying, this will automatically produce a work program and schedule for staff, which would be presented to them on electronic devices.

Councillor Collins questioned whether the Big Belly Bins were reliable and maintained regularly. Officers confirmed that monitoring and servicing of the bins would continue for the period of the trial.

Julie Rogers stated that the Big Belly Bins were already in use in the public domain and are not known to have regular maintenance issues. The trial would identify any issues of high demand and how frequently the sites would need to be visited for bins to be emptied, if they weren't collecting high enough volumes they would be relocated.

Councillor Piccolo asked whether the Barrow Beat Sweepers in all wards could identify areas where rubbish was being picked up to establish where potential rubbish bins could be placed. Officers confirmed this already takes place.

Councillor Allen questioned when the Big Belly Bins would be implemented. Daren Spring stated that the bins were in stock and hopefully be rolled out by the end of October.

Councillor Allen asked that the Barrow Beat Sweeper in Tilbury be commended for the work that he undertakes.

Councillor Jones thanked Officers for a very important report.

RESOLVED

That the Cleaner Greener and Safer Overview and Scrutiny Committee commented on the contents of the report.

16. Work Programme

The Chair asked Members if there were any items to be added or discussed for the work programme for the 2017-18 municipal year.

Members agreed to add a report on Route Optimisation from the Waste Service to the 14 December 2017 Committee.

Members agreed to add a report on Fly Tipping of Alley Ways to the 14 December 2017 Committee.

Councillor Piccolo requested that his report on “Bin It Campaign” be removed from the 14 December 2017 Committee.

RESOLVED

- 1. That the item on Route Optimisation from the Waste Service will be added to the work programme for 14 December 2017 Committee.**
- 2. That the item on Fly Tipping in Alleyways will be added to the work programme for 14 December 2017 Committee.**
- 3. That the item on Bin It Campaign will be removed from the work programme.**

The meeting finished at 8.50 pm

Approved as a true and correct record

CHAIR

DATE

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Democratic Services at Direct.Democracy@thurrock.gov.uk**

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Minutes of the Extraordinary Meeting of the Cleaner, Greener and Safer Overview and Scrutiny Committee held on 15 November 2017 at 7.00 pm

Present:	Councillors Roy Jones (Chair), Cathy Kent (Vice-Chair), Russell Cherry and Gary Collins
Apologies:	Councillor Terry Piccolo Aaron Watkins, Portfolio Holder for Environment
In attendance:	Julie Rogers, Director of Environment and Highways Daniel Helps, Senior Manager, Counter Fraud & Investigations Jenny Shade, Senior Democratic Services Officer

Before the start of the Meeting, all present were advised that the meeting may be filmed and was being recorded, with the audio recording to be made available on the Council's website.

17. Declaration of Interests

No interests were declared.

18. Thames21- Presentation Only

The Chair announced that Emma Harrington, the Development Manager for Thames21 had been taken ill and would not be presenting her report tonight. The Chair asked that this item be added to the work programme for a future committee.

19. Linford Household Waste & Recycling Centre - Commercial Vehicle Access Policy

Julie Rogers, Director of Environment and Highways, presented the report that following an independent survey undertaken in June 2017 and a separate investigation undertaken by the Fraud Team, it was evident that a significant degree of commercial waste abuse on site was jeopardising the site's environmental permit, exacerbating capacity issues and had created significant avoidable waste disposal costs.

Daniel Helps, Senior Manager, Counter Fraud & Investigations, stated that over an eight day period of investigation and surveillance there had been over 100 visits by vehicles which appeared to be disposing trade waste with some vehicles making multiple visits in one day. This had resulted in penalty notices being issued and in some cases vehicles being seized. It was also evident that vehicles from outside the borough were also using the site to dispose of trade waste.

The report further explored the options to reduce the unauthorised disposal and recommended that a van and trailer permit scheme be introduced. The option to introduce a permit system, to limit the potential for commercial waste abuse on-site, where vans and trailers on-site would be required to show a valid permit each time they accessed the site. Julie Rogers stated that initially there may be potential fly-tipping from those vehicles from outside the borough which the cleansing team will monitor and address.

Councillor Jones thanked the Officers for the report.

Councillor Cherry asked why the producing of proof of residency had stopped on the site. Julie Rogers stated that this was due to the observed activity, health and safety of staff and planned action going forward.

Councillor Cherry questioned whether any staff members on the site were under suspicion. Daniel Helps stated that an ongoing investigation was in place and he was unable to disclose any information at this time.

Councillor Cherry asked if CCTV would be set up on the site. Julie Rogers stated that CCTV was already in place with the camera near the entrance being able to read registration number plates. Daniel Helps stated that CCTV would form part of the redevelopment of the site.

Councillor Collins questioned whether vehicles that fly-tipped could be followed and fined. Daniel Helps stated that if this was the case investigations would take place which could include surveillance; he and Julie have already discussed this as a way forward.

Councillors Collins questioned whether the 12 visits per year had been written in stone or could this be reviewed. Julie Rogers stated that 12 visits had been recommended using best practise and experience of other local authorities and that the balance of 12 visits worked well. If permits were lost or stolen a resident could apply for a new one but would only have the balance of time remaining transferred to the new permit.

Councillor Cherry questioned whether the permit was designed specifically for one person with one vehicle. Julie Rogers stated the each permit would have its own serial number and would include the vehicle registration number so that it could not be copied or transferred. A temporary arrangement would also be set up for hired vehicles.

Councillor Jones questioned those residents who used small trailers to dispose of waste and how would the permit scheme affect them. Julie Rogers stated that yes it would apply to those trailers and that this decision had been based on best practice at other councils. Initially there would be some flexibility and staff would use their discretion but it would give the team the opportunity to re-educate users on how the site should be used.

Councillor C Kent questioned whether residents would still need to show some proof of residency when visiting the centre. Julie Rogers confirmed that yes this was the case and that this would take effect from next week.

Councillor C Kent made a point of clarification that no charge would be made to residents to use the permits. Julie Rogers stated there were no plans to charge for the permit scheme. However, if the permit had to be replaced more than once an administration charge may apply.

Councillor C Kent questioned whether staff had been given the appropriate training. Julie Rogers stated that Kingdom Enforcement Staff would be conducting this element of work and would provide the appropriate support on any challenging behaviour. Julie Rogers stated that no team members should place themselves at risk.

Councillor C Kent asked how this information was going to be advertised especially for those residents who do not have access to social media. Julie Rogers stated that work was underway with the communications team to prepare posters and leaflets. Julie Rogers also stated that it would be a challenge but some flexibility would be given to begin with and that it would be an opportunity to re-educate those using the site inappropriately.

Councillor Collins asked for clarification that would those residents with a permit still need to show a proof of residency. Julie Rogers stated that she would check and report back to Members.

Councillor Collins asked Officers when the permit scheme would commence. Julie Rogers stated that the scheme would start subject to Cabinet approval, in January 2018.

Councillor C Kent questioned whether the savings published had been earmarked to clear any potential fly-tipping. Julie Rogers stated these were not savings, they were mitigation for budget pressures currently being experienced; however she assured that any fly-tipping would be addressed.

Councillor Jones thanked Officers for the report and stated that it was evident that something had to be done to reduce costs and that the proposed route made sense.

RESOLVED

That the Cleaner, Greener and Safer Overview and Scrutiny Committee asked to make the following recommendations to Cabinet:

To implement a permit based system for site access for Commercial Vehicles and Vehicles towing trailers at the Household Waste and Recycling Centre.

The meeting finished at 7.33 pm

Approved as a true and correct record

CHAIR

DATE

**Any queries regarding these Minutes, please contact
Democratic Services at Direct.Democracy@thurrock.gov.uk**

14 December 2017		ITEM: 5
Cleaner, Greener and Safer Overview and Scrutiny Committee		
Strategy to Tackle Violence against Women and Girls in Thurrock, 2017-20		
Wards and communities affected: All		Key Decision: Key
Report of: James Nicolson Community Protection Manager		
Accountable Assistant Director: None		
Accountable Director: Julie Rogers, Director Environment and Highways		
This report is Public		

Executive Summary

Thurrock's Community Safety Partnership, in line with national government, adopted the definition of Violence against Women and Girls (VAWG) a number of years ago to replace the previous definition of domestic abuse then in use. The definition of VAWG not only includes dealing with domestic violence and abuse, but also honour based abuse; modern day slavery; human trafficking and, of particular importance, sexual violence and abuse and child sexual exploitation.

Additionally, as made clear on the cover of the Strategy, the needs of men are also fully recognised and addressed in the Strategy.

Thurrock Council has also been an active member of the Southend, Essex and Thurrock Domestic Abuse Board (SETDAB), originally set up and chaired by the then Police and Crime Commissioner. Although the definition of domestic abuse used by this countywide Board was expanded recently, sexual violence and abuse are both still excluded.

Accordingly, this Strategy, which has been signed-off by the Thurrock Community Safety Partnership Board, refreshes the Thurrock-specific response, incorporating latest developments and response to these crimes, charting progress made and driving current and future activity, as set out in the accompanying Action Plan.

Recommendation(s)

It is recommended that Members:

- 1.1 Endorse the direction of travel as contained within the Strategy;**
- 1.2 Identify how they wish to be updated on progress, and;**
- 1.3 Identify any initiatives with which they may wish to be more closely involved to engage community support and harness subsequent partnership-led activity.**

2. Introduction and Background

- 2.1 Thurrock's Community Safety Partnership has a long history of tackling domestic and sexual violence and abuse. More recently crimes of honour based abuse; modern day slavery; child sexual exploitation and human trafficking have also been the focus of direct local activity to raise awareness amongst frontline staff and communities of these crimes and the ways to respond to them.
- 2.2 Whilst a Thurrock VAWG Strategy was previously in use, more recently the SETDAB Strategy was adopted in its place. Although the SETDAB Strategy continues to be fully supported a refreshed, updated Thurrock-specific strategy is required to address all aspects of the expanded definition in use elsewhere.

3. Issues, Options and Analysis of Options

- 3.1 An updated VAWG Strategy is essential to maintain the progress made in Thurrock to tackle these crimes. To ensure that it drives coordinated activity effectively, a detailed Action Plan has been developed to support it. This is closely monitored by the local VAWG Governance Group, attended by representatives of all relevant agencies and service providers, including SERICC.

4. Reasons for Recommendation

- 4.1 To maximise the impact of the initiatives contained in the Strategy, community engagement is crucial. This includes raising the awareness of these crimes, what local services are available; referral pathways to these services; and the progress being made in tackling these crimes. Members are uniquely well-placed to energise community awareness and support, and therefore need to be fully briefed and kept updated on developments.

5. Consultation (including Overview and Scrutiny, if applicable)

- 5.1 The Strategy has been widely consulted with partner agencies and service providers, as well as the local safeguarding boards. Whilst the Strategy has yet to be noted formally by a small number of local bodies, all of these had representatives engaged in the formulation of the Strategy, accordingly it is not anticipated that any changes are likely to be suggested.

6. Impact on corporate policies, priorities, performance and community impact

6.1 Tackling VAWG successfully will impact significantly on at least three of the Communities Priorities, these being;

- **Encourage and promote job creation and economic prosperity**

The economic cost of VAWG is enormous. Ranging from significant levels of sickness absence from work; lost productivity when at work; and high levels of demands on services, particularly health services, police and the safeguarding agencies. It follows that implementing the measures identified in the Strategy that reduce these crimes will not only benefit the individuals affected by it, but also local trade and industries as well as reduce increasing service demand and subsequent costs on public sector services.

- **Build pride, responsibility and respect**

Supporting those affected by these crimes and reducing offences will help them live lives free of fear and local communities will build pride, resilience, responsibility and respect.

- **Improve health and well-being**

The Strategy outlines the impact on all elements of the health services of VAWG. Clearly, reduction in offending will have a drastic improvement in the health and well-being of victims, their families and friends and indeed in addressing and preventing perpetrators from further offending themselves.

7. Implications

7.1 Financial

Implications verified by: **Laura Last**
Management Accountant - Place Directorate
and Environment & Highways Directorate

It is likely that there will be future financial benefits from implementing this strategy effectively, including longer terms savings from reduced demand for services. All costs relating to this can be met from existing budgets.

7.2 Legal

Implications verified by: **Lindsey Marks**
Principal Solicitor for Children and Adult
Safeguarding

All local authorities have a number of responsibilities in relation to reducing domestic violence and supporting both victim and perpetrators of such violence, including powers and duties under the Crime and Disorder Act 1998, the Domestic Violence, Crime and Victims Act 2004 and the Anti-Social Behaviour Crime and Policing Act 2014.

7.3 Diversity and Equality

Implications verified by: **Natalie Warren**
Community Development and Equalities Manager

The actions contained in this Strategy will help and support a wide range of victims from a variety of communities, some of which have suffered disproportionately in the past, by improving the services they receive. A comprehensive Equality Impact Assessment is included as an Appendix to the Strategy which details the way in which the needs of specific groups are met.

7.4 Other implications (where significant) – i.e. Staff, Health, Sustainability, Crime and Disorder)

- ☐ Staff suffering these offences will be able, more readily, to access services and seek remedies to their situations.
- ☐ Health will see reductions in emergency demands for service and providing longer-term support for victims.
- ☐ These offences have a major impact on local crime and disorder levels and reducing these continues to be a key priority.

8. Background papers used in preparing the report (including their location on the Council's website or identification whether any are exempt or protected by copyright):

None

9. Appendices to the report

Appendix A - A Strategy to Tackle Violence against Women and Girls in Thurrock 2017-2020.

Report Author:

Jim Nicolson
Community Protection Manager
Environment

A STRATEGY TO TACKLE VIOLENCE AGAINST WOMEN AND GIRLS IN THURROCK 2017- 2020

Whilst this Strategy is focused on the needs of women and girls as a deliberate response to the disproportionate impact of the crimes of domestic and sexual violence and abuse on them, it also fully recognises and responds to the fact that men can be victims of these crimes, too. Similarly, it recognises that not all perpetrators are men.

The Thurrock Community Safety Partnership is committed to meeting the needs of both women and men by tackling all forms of exploitation and abuse across Thurrock and by delivering protection and legal redress for all.



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1. FOREWORD

As the Portfolio Holder for Community Safety, I am delighted to welcome this three-year Strategy to tackle violence against women and girls in Thurrock. The Strategy outlines our response to a wide range of serious crimes, affecting all sections of the community. As well as domestic and sexual violence and abuse, responding to honour based abuse, child sexual exploitation and other harmful cultural practices is included. Whilst it is recognised that women and girls are disproportionately affected, men can also be victims of violence and abuse, this Strategy accordingly, addresses the needs of all victims. It also looks to respond robustly to perpetrators, to reduce the number of victims of these offences.

All this is conducted within the framework of a strong and collaborative Community Safety Partnership and I look forward to seeing the positive results that will be achieved by the agencies within it.

Cllr Brian Little

2. VISION

The Vision of this Strategy is for everyone in Thurrock to live a life free from domestic and sexual violence and abuse and harmful practices, defined below as “Violence against Women and Girls” (VAWG).

3. PURPOSE

The government’s National Statement of Expectations for Violence Against Women and Girls Services (December, 2016), identifies a range of policies that should be considered in any effective strategy to combat VAWG. It describes VAWG as a range of unacceptable and deeply distressing crimes, including domestic violence and abuse; sexual violence; child sexual abuse; stalking; so-called “honour-based” violence – including forced marriage and female genital mutilation (FGM); gang-related violence; and human trafficking.

The National Statement emphasises that we can only deliver an effective VAWG Strategy if we;

- **Put the victim at the centre of service delivery;**
- **Have a clear focus on perpetrators in order to keep victims safe;**
- **Take a strategic, system-wide approach to commissioning acknowledging the gendered nature of VAWG;**
- **Safeguard individuals at every point;**
- **Raise local awareness of the issues and involve, engage and empower communities to seek, design and deliver solutions to prevent VAWG.**

In line with the national approach on this agenda, this Strategy is therefore focused on the needs of women and girls as victims and is a deliberate response to the disproportionate impact of VAWG crimes on women and girls. The latest figures show that in Thurrock, 76.8% of victims were women and 23.3% were men. Nevertheless, the needs of men as victims are recognised and responded to just as robustly as female victims.

In responding to perpetrators, it is also recognised that women, as well as men, can be perpetrators. The latest figures for Thurrock confirm that 23.7% of perpetrators were women with 76.3% men. The gender split in Thurrock for victims and perpetrators almost exactly mirrors the proportions seen nationally.

We know that violence can affect women and girls regardless of their age, race, religion, socio-economic background, sexual orientation or marital status. It can take place in relationships, including same-sex relationships, in families, and in communities.

This Strategy and supporting Action Plan is intended to drive activity in Thurrock in a transparent and dynamic format to respond to the challenges of the National Statement. To help do this the Action Plan is formatted to show clearly how we intend to deliver against each of the aims identified in the Statement, using the

outcomes of the VAWG conference held in November 2016. These set out existing and potential service gaps and how the VAWG partners in Thurrock are responding to these gaps.

4. GOVERNANCE

The response in Thurrock to VAWG, is in alignment with the government's "Ending Violence Against Women and Girls Strategy 2016-2020" (March, 2016) and the National Statement of Expectations, referred to above. More locally it supports the Outcomes of the Southend, Essex and Thurrock Domestic Abuse Board (SETDAB) and the delivery of the Board's "Joint Commissioning Strategy for Domestic Abuse, 2015-20".

Within Thurrock itself the VAWG Governance Group, reporting directly to the TCSP, identifies and implements local action with increasing effectiveness, to deliver against the Action Plan in support of the Strategy. The Action Plan is updated in advance of every meeting to ensure it is kept fully updated. The Group also feeds into the Thurrock Adult Safeguarding Board; the Thurrock Local Safeguarding Children's Board; and the Thurrock Health and Wellbeing Board.

A welcome development is that the SETDAB has expanded the remit of its work to incorporate a widened definition of domestic abuse, but this does not yet include sexual abuse and sexual violence. In Thurrock the government's definition, which does include these additional offences, is adopted.

5. LEGAL FRAMEWORK

The legal framework that supports the work outlined in this Strategy is underpinned by several key pieces of legislation. These include;

- **The Equalities Act, 2010** which places a duty on all local authorities and other public bodies to eliminate unlawful victimisation, harassment and discrimination on the grounds of gender.
- **The Domestic Violence, Crime and Victims Act, 2004** which introduced the requirement, from 13th April, 2011, for Community Safety Partnerships to conduct a Domestic Homicide Review of the circumstances surrounding the death of any person aged 16 or over, whose death was, or appears to be, a domestic homicide. Thurrock CSP liaises closely with all the other CSPs in Essex to monitor and adopt national good practice as well as the outcomes of Essex DHRs, to strengthen preventative measures to reduce the risks associated with such tragedies. The CSPs are supported by the establishment, in July 2017, of a centralised unit within the Office of the Police and Crime Commissioner.
- **The Care Act, 2014** which places adult safeguarding on a legal footing and directs the way in which it must be undertaken by local authorities.

6. **The Children Act, 1989** which places a responsibility on local authorities to safeguard children and, as amended by the Adoption and Children Act, 2002, adds to the definition of harm those children suffering impairment “from seeing or hearing the ill-treatment of another.”

6. EVIDENCE BASE

The latest Crime Survey for England and Wales ¹ suggests there is a long-term downward trend in the proportion of 16-59 year-olds experiencing any form of reported domestic abuse, with latest figures indicating that 7.7% of women and 4.4% of men had been abused in the latest twelve-month period. This compared to the 11.5% of women and 6.4% of men reporting domestic abuse in 2005-06.

However, more than one in four women and more than one in ten males have experienced domestic abuse at least once since the age of 16. We also know that abuse affects significant numbers of people over the age of 59 and data is now being captured to direct activity at both national and local level to deal with this area which has not always had the attention it requires. Latest police data confirms that in 2016, 15.6% of victims of domestic abuse in Thurrock were over the age of 45, compared with the county average of 13.0%.

In Thurrock, in the twelve months to December 2016, according to the police,² there were 1,055 female and 319 males victims of domestic abuse over the age of 16.

When compared against the population as a whole in Thurrock, this was the equivalent of 16.8 female victims per 1,000 population, compared with an Essex average of 13.6, giving Thurrock the fourth highest district ratio, behind Tendring (19.1); Harlow (18.3); and Basildon (17.3). For male victims the Thurrock ratio was 5.3 per 1,000 head of population. This compared with an Essex average of 4.3; the same ratio of 5.3 was seen in Basildon and Harlow and less than Tendring (6.5) and Southend (5.7).

The combined rate for both female and male victims in Thurrock was 11.2 per 1,000 head of population, compared with 9.1 for the whole of Essex, placing the district fourth behind Tendring (13.2); Basildon (11.6); and Harlow (12.2 offences per 1,000 head of population).

This is despite reporting levels remaining low. Research shows that still only 26% of women and 10% of men told police of their most recent experience. That said, more victims do at least disclose to someone than used to be the case. During the period 2001 to 2016, the proportion of women disclosing any form of abuse rose from 69% to 88%, whilst the proportion of male victims disclosing during the same period, rose from 37% to 61%.

¹ “Focus on violent crime and sexual offences, England and Wales; year ending Mar 2016” – Office for National Statistics, February 2017

² Essex Police Domestic Abuse Data Summary Pack – 12 Months to March 2017

The challenge is therefore how best to improve the public's awareness of the services available and the referral pathways to access them so that an even greater proportion of these cases are brought to notice of the relevant agencies, enabling more victims to be protected and more perpetrators brought to justice.

7. POLICE DATA

DA Offences vs. Incidents

The phrase "total domestic abuse incidents" includes all domestic abuse investigations and can be divided into crimes and non-crimes. The terms "crime" and "offences" is used interchangeably but relates to the notifiable crime types defined by the Home Office that make up the recorded crime figures. Domestic abuse offences are therefore recorded crimes that are domestic in nature, for example an assault by one partner on another. Domestic incidents are any other investigations that are domestic in nature but no crimes have occurred or been disclosed to the Police. An example could be a drunken verbal argument between partners to which the Police are called to attend.

Solved Crime

The crime is regarded as solved when a perpetrator has been recorded as responsible for committing the offence and has been dealt with by one of the approved methods of disposal.

The Table below gives details of those incidents reported to police both county-wide and in Thurrock. It can be seen that whilst there was a 4.2% increase in reporting across the County in 2016/17, compared with the previous twelve months, from 30,719 to 32,009 incidents. In Thurrock the number of incidents reported in 2016/17, fell by 5.7% (183 incidents) compared to the previous period, from 3,219, to 3,036. That was still over 8 incidents per day.

Similarly, whilst recorded offences increased across the whole County by 7.2%, from 12,779 to 13,697, a reduction of 2.6% was seen in Thurrock, from 1,418 to 1,381, nevertheless, domestic abuse cases still accounted for 10.6% of all crime locally.

Area	Incidents			Offences			Solved Rate %		
	2015/16	2016/17	Change	2015/16	2016/17	Change	2015/16	2016/17	Change
Essex	30719	32009	+ 1290 (4.2%)	12779	13697	+918 (7.2%)	30.7%	26.2%	-4.5%
Thurrock	3219	3036	-183 (-5.7%)	1418	1381	-37 (-2.6%)	32.1%	27.9%	-4.2%

In terms of actual numbers of offences recorded in 2016/17, of the districts in Essex, Thurrock had the fifth highest total, as shown below;

Tendring – 1,516

Southend – 1,513

Colchester – 1,407

Thurrock – 1,381

8. VICTIMS AND PERPETRATORS

In 2016/17, again using police data, there were a total of 2,975 victims of domestic abuse recorded in Thurrock. Of these, 2,284 (76.8%) were female and 691 (23.2%) were male. These are very similar to the proportions seen at County and national level.

During the same period, there were 2,992 perpetrators identified, of which 2,284 (76.3%) were male and 708 (23.7%) were female, reflecting closely again the proportions seen elsewhere.

A study over the last four years shows that in Essex 75.8% of suspects were current or former intimate partners; 9.8% were adult children; 4.5% were siblings; 4.2% were parents towards adult children; and 3.5% were towards family members.

The connection between what used to be called the “toxic trio” between domestic abuse, substance misuse and mental health is emphasised by these data which also identified that 18% of victims had substance misuse problems (7% drugs and 11% alcohol) and 35% had mental health issues. With perpetrators, the data shows that 93% had substance misuse problems (39% drugs and 54% alcohol) with 28% with mental health issues.

Greater engagement between key agencies and partners, both countywide and locally, is progressing in order to harmonise services to victims and perpetrators, to reduce offences and improve aftercare.

To make this happen in Thurrock the supporting Action Plan lists eight specific actions to support victims and seven in regard to perpetrators. Eleven actions are aimed at improving safeguarding and twelve to improve partnership working. All these are contained in the accompanying Action Plan. These include improving the response to the needs of both young people and the elderly specifically; neither of these groups have always received adequate focus previously in VAWG Strategies. Responding to VAWG in the workplace will also be addressed.

Perpetrator Programmes

In Thurrock the Domestic Violence Interventions Programme delivers a 26- week RESPECT-accredited perpetrator programme to ten men each year. Importantly, it also provides support for (ex) partners regarding practical and safety issues. The key

performance indicators and feedback from course attendees and their (ex) partners is impressive.

Whilst other perpetrator programmes are in place across Essex, they tend to be small scale in nature and very locally based. It is clear there is scope to link these more effectively. Consequently, it is extremely encouraging to see that a successful, Countywide bid to the Transformation Fund, in which Thurrock was a key contributor, has secured £450,000, over the next three years to upgrade the response to perpetrators. This is focused on five key areas, comprising;

1. Targeting “Bystander Intervention” – which seeks to challenge attitudes, especially focused on the university student population;
2. Early intervention, including male mentoring, aimed at the 13-18 age group;
3. Increasing service capacity, including to sexual violence;
4. Perpetrator outreach;
5. Perpetrator programmes in Chelmsford Prison.

Progress in these five areas will be closely monitored and key partners will be kept updated.

9. BLACK, ASIAN AND MINORITY ETHNIC (BAME) COMMUNITIES

Using data for 2015/16, research conducted by the Place Team, Organisational Intelligence of Essex County Council, (Domestic Abuse in BME Communities – August 2016) has shown that of the 30,539 domestic abuse incidents reported in Essex, 10.2% involved members of the BAME communities. This is in line with the proportion of the whole population of Essex which come from BME communities, which is 10.5%.

In Thurrock, 29,010, residents come from members of BAME communities; the equivalent of 19.1% of the district's population, with five of the top ten wards in Essex with the highest BAME percentage population are in Thurrock. These being;

2nd - South Chafford (40.3%)

4th - Grays Riverside (38.8%)

5th - West Thurrock and South Stifford (36.7%)

7th - Chafford & North Stifford (31.7%)

8th - Grays Thurrock (26.9%)

Of the total number of domestic abuse cases in Thurrock, 22.6% involved BAME residents, which suggests that effective engagement with BAME communities, vital to ensure all victims of VAWG can access services may be in place. This is especially important in Thurrock as we had 626 BAME victims during this period, the highest number in the County, well above the 494 victims in Southend, the district with the second highest number.

A number of these victims were deemed to have “No Access to Public Funds”, which causes further complications in responding effectively and sensitively to their needs.

The Action Plan, as well as covering generic support for victims and perpetrators, includes specific work to scope the extent of domestic abuse amongst BAME communities, including those victims with no recourse to public funds.

10. DOMESTIC HOMICIDE REVIEWS (DHR's)

Nationally, over the last three years, 60% of all female homicides and 14% of all male homicides (amounting to 29% of all homicides) were found to be due to domestic abuse. Since April, 2011, Community Safety Partnerships have had the statutory responsibility to conduct DHRs in all cases of domestic homicide. These are intended to provide an opportunity to learn any lessons from the circumstances of each case and identify and implement any service improvements.

Since that time there have, by July 2017, been 28 domestic homicides in Essex, each requiring a DHR, although thankfully, the Thurrock Community Safety Partnership has yet to face the challenges of conducting one. In July, 2017, in a very positive and well-received initiative by the Police and Crime Commissioner, a centralised unit was set up to support CSPs with the substantial administration requirements of DHRs, without removing their statutory responsibilities for them.

The recommendations of published DHRs are studied closely, both in Thurrock and around the County, to learn from the lessons reported in them and to implement any responses to them. These have often indicated problems with data sharing. Also, that many perpetrators were in treatment for substance misuse or mental health issues and had missed appointments prior to committing the homicides. Work is in hand to develop more effective referral pathways to address these recurring weaknesses as speedily as possible.

11. INDEPENDENT DOMESTIC VIOLENCE ADVOCATES (IDVAs)

IDVAs help keep victims and their children safe from harm from violent partners or family. Serving as a victim's primary point of contact, IDVAs normally work with their clients from the point of crisis, to assess the level of risk. They:

- discuss the range of suitable options
- develop plans for immediate safety – including practical steps for victims to protect themselves and their children
- develop plans for longer-term safety
- represent their clients at the MARAC

- help apply sanctions and remedies available through the criminal and civil courts, including housing options

In 2016/17, there were 282 referrals to the IDVA service in Thurrock, roughly 8% of the Essex-wide total of 3,472. Whilst both in Thurrock and Essex as a whole, the IDVAs do provide an excellent service, there is continuing concern that almost all referrals still come only from the police.

Nationally the percentage of police referrals is between 60% and 75%, however in Essex the figure rises to 84% and in Thurrock to 95% (268 of the 282 referrals).

Action will be taken by the VAWG Governance Group to increase awareness of the role of IDVAs and referral pathways with partner agencies to ensure that all appropriate cases are brought to notice and acted upon. The quality of the IDVA service will continue to be evaluated through engagement with the contract monitoring undertaken by staff in the Office of the Police and Crime Commissioner.

12. DOMESTIC VIOLENCE PROTECTION NOTICES (DVPNs)

A DVPN is aimed at a perpetrator aged 18 years or over, who has been violent or threatened violence at the time of a domestic incident or presents an on-going risk of violence to the victim. It allows immediate conditions to be placed on perpetrators by police that can prohibit them from returning to the family home and prevent direct contact with the victim and children as well as attending the area in which the victim resides. The objective is to allow the victim and the perpetrator to have a period of reflection which gives police and partner agencies time to consider further, more co-ordinated action

The DVPN is also the initial stage of advising a domestic violence perpetrator that the police will be seeking a Domestic Violence Protection Order (DVPO) against them. This allows the police and assisting agencies to build on existing procedures and bridges the current protective gap, providing immediate emergency protection for the victim, allowing them space to explore the options available and make informed decisions regarding their safety. An application for a DVPO must be heard at court within 48 hours and can last from 14 days – 28 days.

Since the introduction of DVPNs in June 2014, data from Essex Police indicates that 835 DVPO applications were made, of which 733 DVPOs were granted by the courts. In Thurrock, a total of 167 DVPNs have been issued, since they came into force, as shown below:

2014 - 31

2015 - 91

2016 - 36

2017(YTD) - 9

Action will be taken to ensure close links between police at local and central level, including staff in Op. Juno and Op Shield, the on-going police operations against perpetrators are maintained further to improve liaison between them and local stakeholders and partners. This will include work on high risk perpetrators.

13. SANCTUARY SCHEME

The Sanctuary Scheme supports victims of domestic abuse, sexual violence or hate crime by providing professionally installed security measures to allow those experiencing these crimes to target-harden their homes. This enables them to remain in their own homes, where it is safe for them to do so, and they so wish to do so. In Thurrock the Council offers this service to victims of all tenures and work with registered providers in the borough to safeguard all survivors.

Whilst referrals are accepted from both internal and external agencies, the majority of referrals are made from Essex Police, Social Care or Housing staff.

The number of referrals has increased markedly over the last three years, as can be seen from these figures;

2014/15 – 56 referrals

2015/16 – 105 referrals

2016/17 – 135 referrals.

The staff members of the Council's Housing Team also deal with domestic abuse cases involving residents. These have increased in 2016/17, by 29 cases (13.5%) compared to the previous year, from 215 cases to 244 cases.

14. CHANGING PATHWAYS

Changing Pathways is a specialist domestic abuse support provider in Thurrock and South East Essex. Its services for survivors of domestic abuse in Thurrock include:

- A locally based refuge for women and children who are at risk of serious harm and unable to remain in their own home.
- Specialist children and young people support for children living in the refuge.
- A floating support service to support individuals experiencing domestic abuse and living in the community.
- One to one parenting support programme through the Brighter Futures Early Help service.
- Specialist Independent Domestic Violence Advisor (IDVA) offering culturally sensitive domestic abuse support to the local BAME community.
- Health focused IDVAs with Basildon University Hospital.
- Support for victims of stalking and harassment.
- Specialist and confidential domestic abuse adult and child counselling for service users.

The majority (96%) of service users in Thurrock, between 1st February and 30th June 2017, were female, whilst 35% of service users identifying themselves as coming from BAME communities. A further 20% of service users identified as having a disability and 70% of total service users were aged between 21 and 40 years.

Multiple/Complex Needs

Between 1st April and 30th June 2017, 70% of Thurrock refuge residents were being supported by our Practitioners with their needs that could be considered as multiple/complex. The support needs of these residents were as follows:

Support Needs*	%
Substance Misuse	13%
Alcohol Misuse	19%
Poor Mental Health	63%
Child Protection/Child in Need	19%
Immigration Needs	6%

15. MULTI-AGENCY RISK ASSESSMENT CONFERENCE (MARAC)

The MARAC is located in the MASH and holds meetings every Wednesday morning to assess the response to all high-risk cases DV cases. The result is that every case has been heard within seven days, half the target date set by the Southend, Essex and Thurrock Multi-Agency Risk Assessment Team Steering Group.

The latest Review Report (July 2017), identifies that between 1st January 2017 and 30th April 2017, 45 cases were heard, of which 29 involved children and the remaining 16 were adult-only cases.

Referrals are mainly from police, with only 9 from other agencies. This is outside the recommended ratio and work is in hand to raise awareness of the role of the MARAC and of its reporting pathways.

Very encouragingly, only 2 cases of repeat referrals were seen and feedback from clients has been extremely positive.

16. HONOUR BASED ABUSE (HBA)

HBA is defined by the National Police Chiefs' Council as;

“any incident or crime involving violence, threats of violence, intimidation, coercion or abuse (including psychological, physical, sexual, financial or emotional abuse), which has or may have been committed to protect or defend the “honour” of an individual, family and/or community for alleged or perceived breaches of the family and/or community’s code of behaviour.”

The very use of the term “honour” in relation to the offences referred to and categorised as HBA is, itself, controversial. HBA covers a wide range of offences,

not just those involving violence, such as assaults, kidnap, murder and Female Genital Mutilation (FGM), but also harassment; criminal damage; arson and forced marriage. It differs from domestic abuse in that the perpetrator may not necessarily be an intimate partner or family member, but can be more than one individual and come from other families and the wider community to which the victim belongs.

Identifying that these offences are motivated by the protection or defence of so-called “honour” can be a challenge, accordingly, data at national, County and local level remains less than comprehensive, but considerable efforts are being made to improve it, to enable responses to be focused as effectively as possible. The findings of Karma Nirvana, a charity supporting men and women at risk of forced marriage or other HBA offences, is very helpful in identifying the most effective approach to be taken.

The two specific offences within the wider definition of HBA that are most commonly associated with it are Forced Marriage and FGM.

Forced Marriage

Forced marriage is a marriage conducted without the valid consent of one or both parties where duress is a factor. Data gathered by Essex Police (Honour Based Abuse, Forced Marriage and Female Genital Mutilation Problem Profile – January 2017), shows that in 2015/16, there were 12 cases of forced marriage. Action will be taken to raise awareness of this offence with students in local academies and schools, as well as amongst frontline staff in partner agencies, with whom greater understanding of referral routes will be a focus.

Female Genital Mutilation

During the same period there were 4 cases of FGM, which is defined as any procedure that intentionally alters or causes injury to the female genital organs for non-medical reasons and 75 other HBA offences reported to police. Of these 55% came to notice from the reporting of a crime and the remaining 45% were created to protect and safeguard a victim, or potential victim.

In Thurrock a member of the Barnardo’s National FGM Centre is attached to the Multi-Agency Safeguarding Hub (MASH). In 2016/17, this staff member received 13 referrals and conducted 5 telephone consultations. The referrals came from midwives (11), schools (3), police (2) and the courts (1). Ten of the referrals related to families of Nigerian origin and the rest from Eritrea, Sierra Leone, Guinea and Uganda. Two FGM Protection Orders were taken out and several others referred for further interventions by the FGM Centre.

The staff member also delivers awareness raising and training for front-line staff, to drive up knowledge of this offence and how to respond to cases when they come to light.

A wide-ranging programme of 13 actions in regard to the overarching challenges of HBA is included in the Action Plan. A further 16 actions focus on ensuring a robust professional response to FGM, amongst which be establishing closer links with local community and faith groups, as well as schools and frontline staff.

17. HUMAN TRAFFICKING

Whilst Human Trafficking is within the wider definition VAWG, it is dealt with by the TCSP as part of its response to Modern Day Slavery, the details of which are contained in the separate Modern Day Slavery and Human Trafficking Action Plan.

18. SEXUAL ABUSE AND EXPLOITATION

Concerns about the under-reporting of domestic abuse cases are also very evident in the official figures for sexual violence. The latest figures for Thurrock are as follows;

	RAPE OFFENCES	RAPE OFFENCES SOLVED	OTHER SEXUAL OFFENCES	OTHER SEXUAL OFFENCES SOLVED
2015/16	157	24	102	25
2016/17	144	24	97	5
CHANGE	-13	-	-5	-20

The South Essex Rape and Incest Crisis Centre (SERICC) is a Thurrock based specialist service provider for all victims and survivors of sexual violence and abuse.

SERICC provides services in Thurrock, Basildon, Brentwood, Harlow and Epping and is the lead partner for Synergy Essex, a partnership of Essex Rape Crisis Centres. SERICC offer specialist sexual violence support services including:

- **Independent Sexual Violence Advisers (ISVA)** providing specialist support and advocacy for victims and survivors throughout the Criminal Justice System
- **Sexual Violence Advocacy Support** providing sexual violence advocacy in relation to homelessness, debt, interruption to employment/education and independent living.
- **Specialist Sexual Violence Counselling Service** offering specialist, confidential counselling and support to anyone who has experienced any form of sexual violence.
- **Children and Families** providing direct work with children and young people that have experienced sexual violence/abuse and the wider family members, including siblings and parents who are impacted by sexual violence.

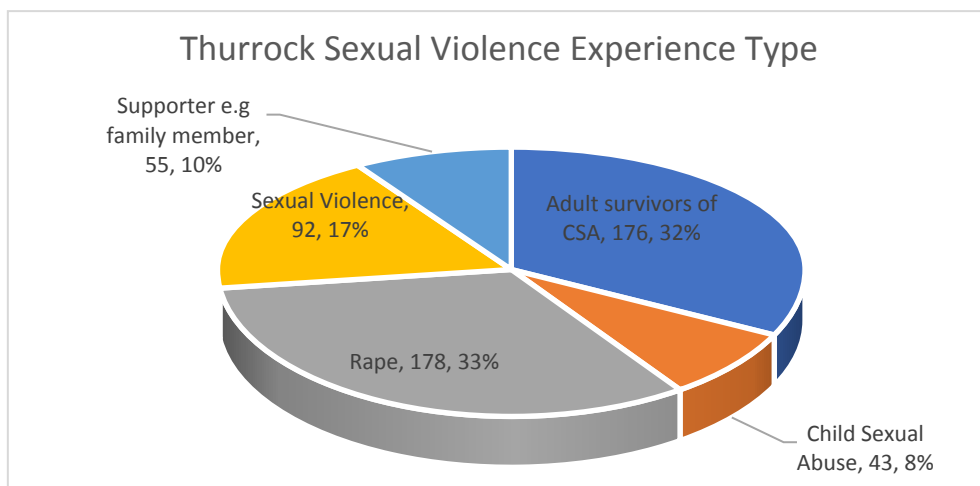
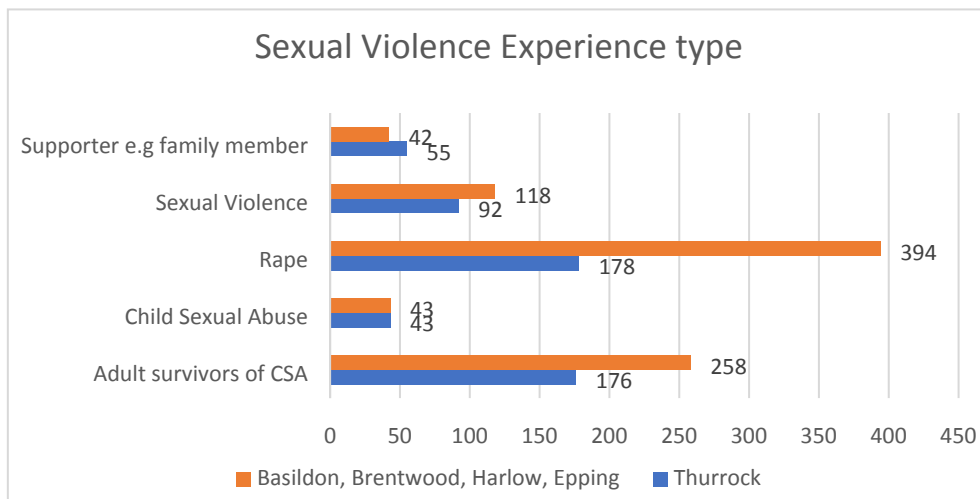
The chart overleaf indicates the steady growth in the demand for services, counselling and support over the last three years;

Thurrock only contacts	2014/15	2015/16	2016/17
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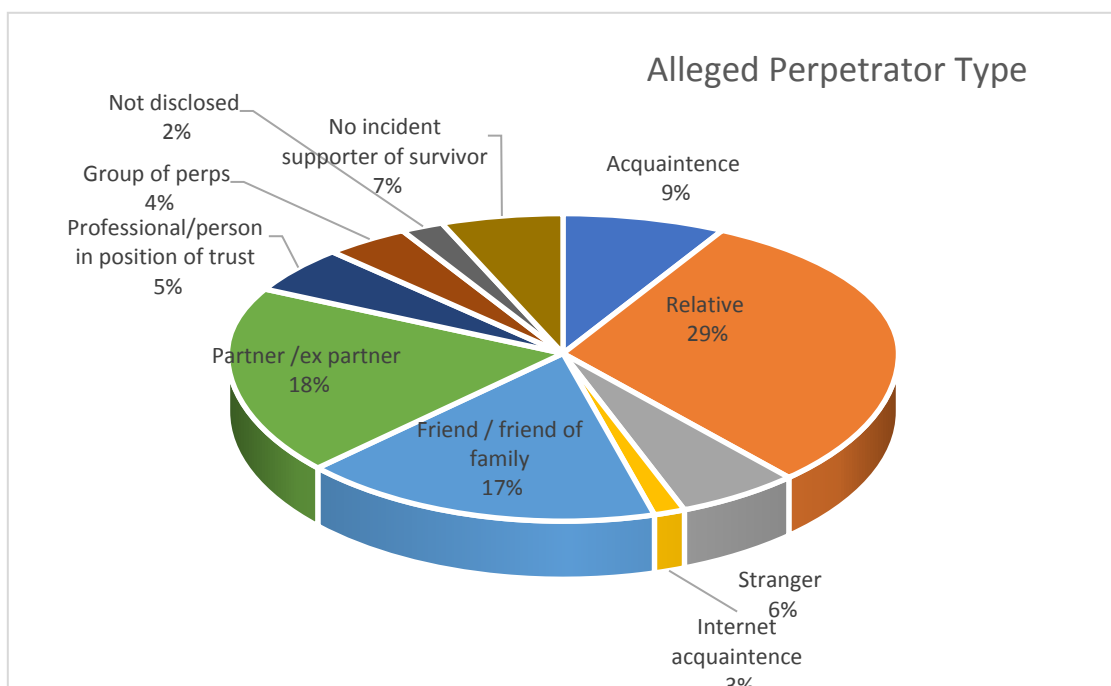
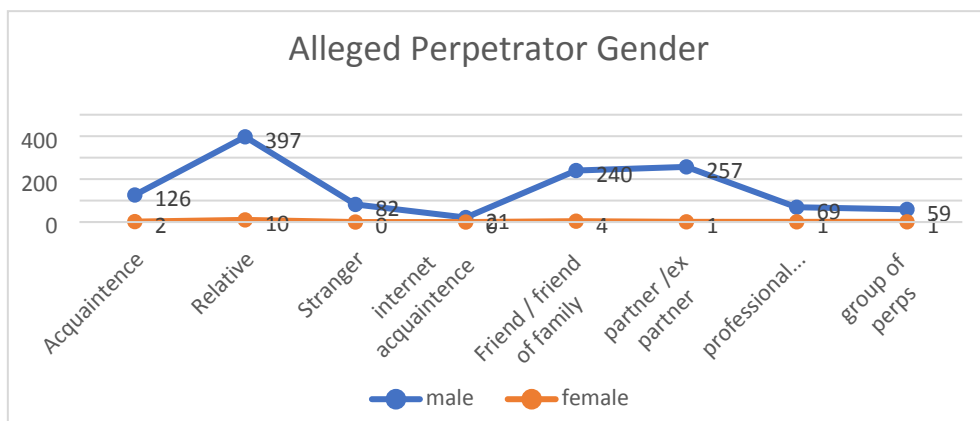
One to one support sessions	2937	3822	3982
Telephone/email contacts	6998	11,214	13,370

2016/17 SERICC Service User Statistics

This chart below details the experience of sexual violence disclosed by service users who used SERICC's services between 1st April 2016 and 31st March 2017. Experiences may have been recent or non-recent.

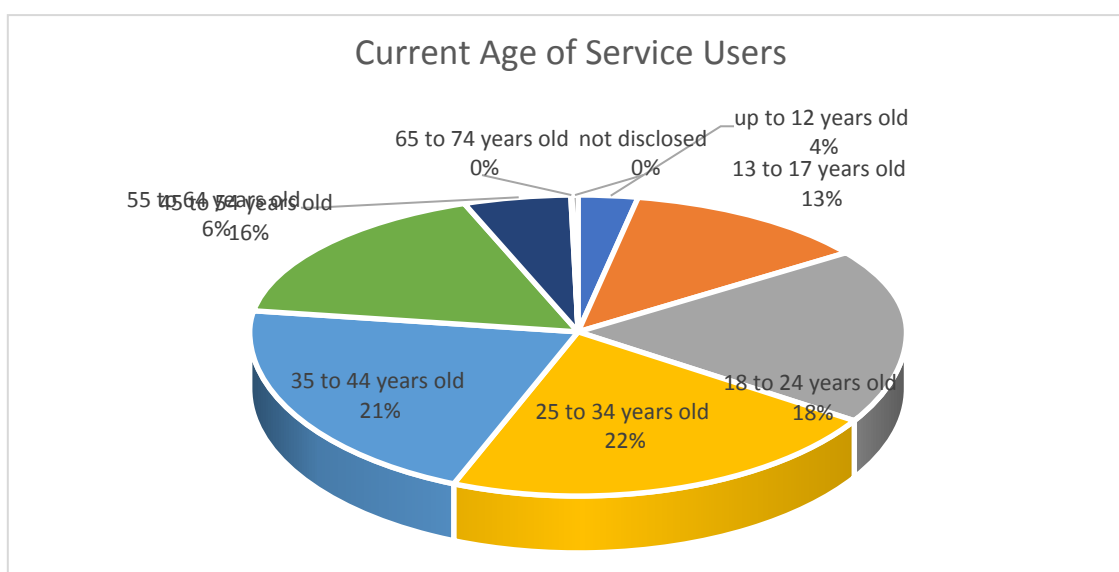


The charts below show the breakdown of the gender of the alleged perpetrator and the relationship between them, of all disclosed experiences of sexual violence and abuse between 1st April 2016 and 31st March 2017.



- 94% of services users knew the alleged perpetrator.
- 98.64% of alleged perpetrators were male.
- The category “Group of perpetrators” relates to organised sexual offences carried out by more than one perpetrator at one time.

The Chart below shows the current age of those accessing SERICC services.



The youngest victim/survivor was age 4; the oldest victim/survivor was age 74. The Action Plan includes 21 actions in regard to Sexual Abuse and Exploitation, covering awareness raising, referral pathways, support for victims and other tangible measures to improve the service further for them.

19. SEXUAL ASSAULT REFERRAL CENTRE (SARC)

The SARC, based in Brentwood Community Hospital, is funded by a partnership between Essex Police and NHS England. It provides a service to men, women and children who have been raped or sexually assaulted, which might be either acute or historic in nature.

The service can be accessed by the police, any outside agency, or the client themselves and consists of the following immediate and/or ongoing care;

Immediate Care

- Forensic Evidence Collection by trained specialist medical staff
- Medical care – including emergency contraception or HIV Post Exposure Prophylaxis
- Specialist Sexually Trained Officer (SOTOs) from Essex Police, and;
- Crisis workers

Ongoing Care

Independent Sexual Violence Advisors (ISVAs) and counselling is provided at the SARC by the Essex Rape Crisis Partnership.

The Annual Activity Report for 1st April 2016 to 31st March 2017, reports that there were 298 referrals, which included 22 self-referrals. Specific data for the full year is not available, but a shorter period shows that 12 cases were from Thurrock.

Additionally, full –year data shows that 6% of referrals were male, 1% transgender and 93% female.

20. CHILD SEXUAL EXPLOITATION (CSE)

The sexual exploitation of children and young people involves exploitive situations, contexts and relationships where they, or a third person, or persons, receive “something” (e.g. food, accommodation, drugs, alcohol, cigarettes, affections, gifts or money), as a result of them performing and/or others performing on them sexual activities. This can include forms of grooming.

The common themes seem to be that these offences are complex and are usually hidden both from the public and professionals. There are rarely straightforward responses to these challenges and data on the prevalence of child sexual exploitation have only recently begun to be collected. Nevertheless, it must be assumed to be taking place and Thurrock is committed to the countywide approach as contained in the Southend, Essex and Thurrock CSE Strategy, which contains the following seven themes;

- Prevention
- Identification
- Assessment of Risk Factors/Intervention/Protection
- Engagement with children/young people
- Impact
- Disruption of Perpetrators & Enforcement
- Support for victims of CSE

Local activity has included awareness raising by staff from the Council’s Licensing Department and the CSE Manager, with hotels and taxi drivers, which has been well-received. The Action Plan includes a section dedicated to directing activity against this criminal activity.

STALKING

There is no agreed definition of stalking but it is described as a pattern of repeated, unwanted behaviour that causes the individual to feel distressed or scared. It has an impact on all areas of the community, not just the individual victim, but also friends, family, work colleagues and other associates. Recent research¹ into 350 domestic homicides showed that stalking behaviours were present in 94% of cases. This has led stalking to be described as murder in slow motion.

A nationwide survey in 2016 - The Stalker In Your Pocket – showed nearly a fifth of all British adult women (18%) and 8% of all British adult men had been stalked. 20% of people are stalked by someone they don’t know. Despite this high prevalence, the police recorded only 4,168 stalking offences in the 12 months to June 2016. Even fewer – 1,102 cases – were prosecuted in the courts in 2015-16.

In August 2016, Changing Pathways set up a specialist stalking service for individuals in Thurrock and South East Essex funded by the Big Lottery. In the first twelve months, the service has provided intensive support to over 70 individuals experiencing stalking and as the service becomes established, it is anticipated that referrals to the service will increase.

To add to this service, a further 6 actions are contained in a dedicated section of the Action Plan, to drive activity to improve how we deal with this issue, including maintaining links with the Suzy Lamplugh Trust to promote awareness raising on an annual basis; developing self-assessment tools and making available personal safety equipment, such as alarms, for individuals and communities.

APPENDIX 1 – Equality Impact Assessment

Name of service or policy	Thurrock violence Against Women and Girls Strategy 2017/20
Lead Officer	Jim Nicolson
Contact Details	
Why is this service or policy development/review needed?	
To inform the annual refresh of the strategy and subsequent action plan to highlight and address any community or equalities anomalies. These to be incorporated within the three year action plan	

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1. Community impact (this can be used to assess impact on staff although a cumulative impact should be considered).

What impacts will this service or policy development have on communities?
Look at what you know? What does your research tell you?

Consider:

- National and local data sets – for example, [key statistics and ward profiles](#)
- Complaints
- Consultation and service monitoring information
- Voluntary and Community Organisations
- The Equality Act places a specific duty on people with ‘protected characteristics’. The table below details these groups and helps you to consider the impact on these groups.

	Positive	Neutral	Negative	What are the positive and negative impacts?	How will benefits be enhanced and negative impacts minimised or eliminated?
Local communities in general	x			Tackling hidden offences across all spectres of society	By improved engagement and awareness raising, resulting in increased reporting and safeguarding
Age	x			<p>The strategy addresses victims and perpetrators both elderly and young unlike previous national strategies</p> <p>Sexual exploitation adversely impacts young people</p> <p>Elder abuse is acknowledged as under reported and is being highlighted for action</p>	Targeted campaigns such as Christmas 2017 for both elderly and young
Disability	x			<p>The strategy addresses sexual abuse of adults with learning disabilities.</p> <p>Also, mental health issues are addressed within the connection to domestic abuse and substance misuse.</p>	<p>By engagement with local voluntary groups and addressing offender behaviour.</p> <p>By seeking to harmonise the services available to respond to clients' needs.</p>
Gender reassignment		x		The scope of the strategy doesn't cover gender reassignment	
Marriage and civil partnership	x			Addresses abuse within all domestic	By greater transparency with

				relationships and highlights forced marriage in particular.	communities linked to forced marriage
Pregnancy and maternity	x			Pregnant women are particularly vulnerable to domestic abuse, the strategy reinforces the responses to domestic abuse	By increased engagement with midwifery services and FGM
Race (including Gypsies, Roma and Travellers)	x			Improving engagement and reporting levels from all BAME communities. 19% of Thurrock residents come from BAME communities compared to the County average of 10.5%. 22.6% of Thurrock victims of domestic abuse come from BAME communities compared to the County average of 10.2%. Reporting is therefore disproportionate. BAME communities are more at risk from Honour Based Abuse including FGM	Ongoing work across Essex to increase awareness and reporting across BAME communities
Religion or belief		x		None of the established religions recognise the abuse highlighted within this strategy	
Gender	x			77% of victims were female. 24% of perpetrators are male There is a greater focus on men as victims within this strategy	Greater support and awareness for men as victims

Sexual orientation		x		The strategy makes no differentiation on sexual orientation and treats all victims and perpetrators regardless of sexual orientation	We need to improve the accuracy of data of with regards to this community in order to drive activity and is reflected in the action plan
Any community issues identified for this location? <i>See above link to ward profiles.</i> If the project is based in a specific location please state where, or whether Borough wide. Please note any detail of relevance e.g. is it an area with high unemployment, or public transport limited?	x			Whilst domestic abuse affects all communities, deprived wards have a higher reporting level. 5 of the top 10 wards of BAME communities in Essex are: <ul style="list-style-type: none"> • Sth Chafford • Grays Riverside • W Thurrock & S Stifford • Chafford & N Stifford • Grays Thurrock 	Targeted response to these wards.

2. Consultation.

Provide details of what steps you have taken or plan to take to consult the whole community or specific groups affected by the service or policy development e.g. on-line consultation, focus groups, consultation with representative groups?

This is a vital step – see [full guidance \(PDF\)](#).

The actions plan was developed following consultation with attendees at the VAWG conference 2016.

The following voluntary groups have been consulted with: Changing Pathways, SERICC, Safer Places, and Thurrock Lifestyle Solutions

This strategy will be shared with Thurrock Council staff for: Women's, LGBT, BAME and Disability

3. Monitoring and Review

How will you review community and equality impact once the service or policy has been implemented? <i>These actions should be developed using the information gathered in Section 1 and 2 and should be picked up in your departmental/service business plans.</i>		
Action	By when?	By who?
The accompanying action plan identifies the gaps referred to above and also the responses over the next 3 years in order to address them	March 2020	Jim Nicolson and Thurrock VAWG governance group within the Community Safety Partnership

4. Next steps

It is important the information gathered is used to inform any Council reports that are presented to Cabinet or Overview and Scrutiny committees. This will allow Members to be furnished with all the facts in relation to the impact their decisions will have on different equality groups and the community as a whole.

Take some time to précis your findings below. This can then be added to your report template for sign off by the Community Development and Equalities team at the consultation stage of the report cycle.

Implications/ Customer Impact
<p>The implementation of the strategy and action plan will have a positive impact for victims who have not previously received the level of attention they merit. Improved harmonised interagency services will also tackle the root causes including early interventions with perpetrators and also work with BAME communities to forge a robust approach to Honour Based Abuse.</p> <p>The strategy and action plan signpost a sensitive but thorough response to safeguard victims regardless of gender and ethnicity.</p>

5. Sign off

The information contained in this template should be authorised by the relevant project sponsor or Head of Service who will be responsible for the accuracy of the information now provided and delivery of actions detailed.

Name	Role (e.g. project sponsor, head of service)	Date
Jim Nicolson	Chair of the VAWG governance group	12/9/17
Julie Rogers	Chair of the Community safety Partnership	26/9/17
Natalie Warren	On behalf of Thurrock Council	24/9/17

APPENDIX 2 – Glossary of Abbreviations

Abbreviation	Term
CSE	Child Sexual Exploitation
CRC	Community Rehabilitation Company
CSP	Community Safety Partnership
DAAT	Drug and alcohol action team
FGM	Female Genital Mutilation
IDVA	Independent Domestic Violence Advocate
ISVA	Independent Sexual Violence Advisor
MARAC	Multi-Agency Risk Assessment Conference
MASH	Multi-Agency Safeguarding Hub
NPS	National probation service
VAWG	Violence Against Women and Girls
YOS	Youth Offending Service

APPENDIX 3 - Definitions of Offences

Domestic Abuse, including Intimate Partner Violence has since March 2013 been defined as:

“any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality.”

This can encompass, but is not limited to the following types of abuse: psychological; physical; sexual; financial; emotional”

Family members are defined as: mother, father, son, daughter, brother, sister and grandparents whether directly related, in-laws or step-family.

“Controlling behaviour” is a range of acts designed to make a person subordinate and/or dependant by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them, of the means needed for independence, resistance and escape and regulating their everyday behaviour.

“Coercive behaviour” is: an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim

Forced Marriage is a marriage conducted without the valid consent of one or both parties where duress is a factor

Honour Based Violence/Abuse (so called) is an international term used by many cultures for justification of abuse and violence. It is a crime or incident committed in order to protect or defend the family or community “honour”; this can often, but not always, go hand in hand with forced marriages.

Female Genital Mutilation (FGM) refers to procedures that intentionally alter or cause injury to the **female genital** organs for non-medical reasons

Sexual Violence and Abuse **Sexual Violence and Abuse** can be defined as any behaviour perceived to be of a sexual nature which is unwanted and takes place without consent or understanding:-

- **Rape** is defined as penetrative sex with another person against their will. This includes vaginal, anal and oral penetration.
- **Sexual assault** covers any other sort of sexual contact and behaviour that is unwanted, ranging from touching to any other activity if it is sexual.
- **Child Sexual Abuse** Child sexual abuse is the involvement of a child in sexual activity that he or she does not fully comprehend, is unable to give informed consent to, or for which the child is not developmentally prepared and cannot give consent
- **Sexual Harassment** is unwelcome sexual advances, requests for sexual favours, and other verbal or physical conduct of a sexual nature.

Child Sexual Exploitation (CSE) Sexual exploitation of children and young people involves exploitive situations, contexts and relationships where young people (or a third person or persons) receive “something” (e.g. food, accommodation, drugs,

alcohol, cigarettes, affection, gifts money) as a result of them performing, and/or another or others performing on them, sexual activities. (This can include forms of grooming)

Sexual Harassment is unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature

Sexual Exploitation including trafficking for sexual exploitation the forcible or deceptive recruitment of woman, men and children, for the purposes of forced prostitution or sexual exploitation:

Stalking has no legal definition but the effect of such behaviour is to curtail a victim's freedom, and when carried out repeatedly amounts to a course of conduct, which may then cause significant alarm, harassment or distress to the victim. Stalking behaviour can be educated online and is known as cyber stalking.

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14 December 2017		ITEM: 6
Cleaner, Greener and Safer Overview & Scrutiny Committee		
Fees & Charges Pricing Strategy 2018/19		
Wards and communities affected: All		Key Decision: Key
Accountable Assistant Director of Service: Julie Rogers - Director of Environment and Highways Andy Millard - Assistant Director Planning and Growth		
Accountable Directors: Steve Cox - Corporate Director, Place		
This report is public		

Executive Summary

Local Authorities are involved in a wide range of services and the ability to charge for some of these services has always been a key funding source to Councils.

This report specifically sets out the charges in relation to services within the remit of this Overview and Scrutiny Committee. Charges will take effect from the 1 April 2018 unless otherwise stated. In preparing the proposed fees and charges, Directorates have worked within the charging framework and commercial principles set out in the report.

Further director delegated authority will be sought via Cabinet to allow Fees and Charges to be varied within financial year in response to legal, regulatory or commercial requirements.

The full list of proposed charges is detailed in Appendix 1 to this report. The proposed deletion of current fees and charges are detailed in Appendix 2 to this report.

1 Recommendations

- 1.1 That Cleaner, Greener and Safer Overview and Scrutiny Committee note the revised fees, including those no longer applicable, and that Cleaner, Greener and Safer Overview and Scrutiny Committee comment on the proposals currently being considered within the remit of this committee**
- 1.2 That Cleaner, Greener and Safer Overview and Scrutiny Committee note that director delegated authority will be sought via Cabinet to allow Fees & Charges to be varied within a financial year in response to legal, regulatory or commercial requirements.**

2 Background

2.1 The paper describes the fees and charges approach for the services within the Cleaner, Greener and Safer Overview and Scrutiny Committee remit for 2018/19 and will set a platform for certain pricing principles moving forward into future financial years.

2.2 The paper provides narrative for the Cleaner, Greener and Safer areas:

- Outdoor Sports and the Commercial Hire of Open Spaces
- Allotments
- Domestic Waste
- Commercial Waste
- Burials and Memorials
- Environmental Enforcement and Abandoned Vehicles
- Registrars
- Theatre
- Libraries
- Public Protection

2.3 The fees & charges that are proposed are underpinned in some instances by a detailed sales and marketing plans for each area. This will ensure delivery of the income targets for 2018/19, for ease these are summarised below for Cleaner, Greener and Safer covering all fees and charges income codes.

2.4 Cleaner, Greener and Safer Figures

Service	Last Year Outturn 16/17	Revised Budget 17/18	Forecast Outturn 17/18	Proposed Budget 18/19
Cleaner, Greener and Safer services	(1,888,200)	(1,744,304)	(1,912,539)	(1,905,052)

2.5 Individual Service Streams

Service	Last Year Outturn 16/17	Revised Budget 17/18	Forecast Outturn 17/18	Proposed Budget 18/19
Arboricultural Team	(26,890)	(76,942)	(33,000)	(33,000)
Burials & Cemeteries	(247,944)	(270,546)	(305,032)	(305,032)
Ground Maintenance - West	(1,112)	(2,669)	(2,669)	(2,669)
Country Parks	(1,900)	(987)	(987)	(987)
General Parks and Open Spaces	(68,997)	(74,560)	(74,560)	(74,560)
Street Services	(1,043)	(56,991)	(44,120)	(56,991)
Waste Management Collection	(92,815)	(17,796)	(17,796)	(17,796)
Environment Enforcement*	(38,241)	(108,070)	(138,428)	(108,070)
Libraries	(71,667)	(88,060)	(88,060)	(88,060)
Licensing	(327,649)	(309,987)	(309,987)	(309,987)
Registrars	(256,724)	(256,024)	(256,024)	(266,024)
Public Protection	(71,897)	(12,251)	(12,251)	(12,251)
Theatre	(681,271)	(469,421)	(629,625)	(629,625)
Cleaner, Greener & Safer Total	(1,888,200)	(1,744,304)	(1,912,539)	(1,905,052)

* Unchanged from previous budget level due to ongoing contract negotiations

3 Thurrock Charging Policy

- 3.1 The strategic ambition for Thurrock is to adopt a policy on fees and charges that is aligned to the wider commercial strategy and ensures that all discretionary services cost recover.
- 3.2 Furthermore, for future years, while reviewing charges, services will also consider the level of demand for the service, the market dynamics and how the charging policy helps to meet other service objectives.
- 3.3 When considering the pricing strategy for 2018/19 some key questions were considered.
- Where can we apply a tiered/premium pricing structure
 - How sensitive are customers to price (are there areas where a price freeze is relevant)
 - What new charges might we want to introduce for this financial year
 - How do our charges compare with neighbouring boroughs
 - How do our charges compare to neighbouring boroughs and private sector competitors (particularly in those instances where customers have choice)
 - How can we influence channel shift
 - Can we set charges to recover costs
 - What do our competitors charges
 - How sensitive is demand to price
 - Statutory services may have discretionary elements that we can influence
 - Do we take deposits, charge cancellation fees, charge an admin fee for duplicate services (e.g. lost certificates.)

4 Proposals and Issues

- 4.1 The fees and charges for each service area have been considered and the main considerations are set out below.
- 4.2 A council wide target of £6.835m has been proposed within the MTFS for additional income generation in respect of fees and charges income for 2018/19 and represents a 4.1% increase from last years budget
- 4.3 For Cleaner, Greener and Safer Services the increase equates to a target of £1.905m to be secured through increased fees and charges in 2018/19. The increased fees and charges are challenging and represent our commercial ambitions as a Council.
- 4.4 To allow the Council services to better respond to changes in legal, regulatory or commercial challenges; delegated authority will be sought through Cabinet to permit the Director of the Service Area jointly with the Director of Commercial Services to vary these charges within financial year to comply with:
- legally prescribed statutory fees and charges which may be subject to prescribed variation during the year, and that it may be necessary to adjust the relevant fees and charges during the year to reflect a change to their cost recoverability calculation; and that

- discretionary services provided on an traded basis for profit may be subject commercial operational considerations, and that it may be necessary to adjust the relevant fees and charges during the year to reflect a change to their cost recoverability calculation

5 Outdoor Sports and the Commercial Hire of Open Spaces

- 5.1 The strategic objective for charging for use of the outdoor sports facilities is to provide quality services that are competitively priced to encourage optimum use and consequently maximise income levels while at the same time reducing net subsidy.
- 5.2 The sports offer is currently heavily subsidised. The income received from the letting of sports facilities is recovering less than a third of the cost of delivering the service. User expectations are high and the service is being challenged to maintain and in some cases improve the service offer.
- 5.3 The outdoor sports service offer is currently being reviewed as part of the corporate Service Review process. While this review is ongoing the existing charges have been increase in line with inflation. Fees and Charges remain comparable with those of comparator boroughs.

6 Allotments

- 6.1 Thurrock Council currently provides two Allotment Sites with all other sites in the borough being self-managed by community groups. The fees and charges in this report reflect Council Managed Allotments only.
- 6.2 The income received from allotments contributes towards the ongoing running costs that they incur. Taking into account the management costs and the income received Allotments are currently cost neutral.
- 6.3 Allotment charges have been increased by the rate of inflation. This will ensure that Allotment provision continues to cover the cost of delivering the service.

7 Domestic Waste Charges

- 7.1 The collection of Domestic Waste is provided free of charge. Legislation makes a number of exceptions to this; Waste Collection Authorities can charge for the collection of bulky items and for replacement waste receptacles where appropriate. The Council currently charges for both bulky waste collections and replacement waste receptacles, the charges for both have been reviewed as part of this process.
- 7.2 The strategic objective for charging for non-statutory waste services is to cover the cost of providing the service, so far as is practicable; taking account of the need to protect the street scene, residential amenity and to provide residents with an affordable responsible avenue to dispose of their waste.
- 7.3 In order to encourage residents to responsibly dispose of their waste the charge for bulky waste collections has been frozen. The collection of these materials incurs a net expense to the council however the decision has been taken not to increase charges to prevent any increase in fly-tipping.

- 7.4 The charge for the issuing of replacement Refuse and Recycling Bins where lost or damaged has been subject to an increase to reflect inflation.
- 7.5 An additional charge has been put in place to cover the cost of supplying eurobins to flatted complexes for new developments.

8 Commercial Waste

- 8.1 The Commercial Waste Service offer waste collection and disposal services to businesses and organisations within Thurrock who do not qualify for a domestic collection under the Controlled Waste Regulations 2012. The service offer a wide range of collection sizes across residual waste, composting and recycling disposal methods in order to meet needs of small, medium and large businesses across the borough.
- 8.2 In May 2016 the Commercial Waste Service was re-launched with a revised sales and marketing plan. The service has performed well to date and has grown the size of the Commercial Waste Order Book to deliver an annual income target of £303k from a starting base of £190k in 2016/17. At present the service is forecast to deliver the projected level of income.
- 8.3 Due to commercial sensitivity the Council do not publish Commercial Waste charges
- 8.4 Charges are set in line with the volume and frequency of collections that a customer requires and at a rate that will best support the delivery of our income targets.

9 Burials and Memorials

- 9.1 Thurrock Council maintains 5 cemeteries providing a range of burial services and graves for cremated remains. Charges for Thurrock Residents are at the rates stated in the Fees and Charges.
- 9.2 Fees and Charges for non-Thurrock residents are doubled across all categories. This is to reflect the lack of burial space in London boroughs and ensure that the Thurrock residents retain enough capacity to meet future requirements.
- 9.3 All fees are waived for children under 5 years, with all fees and charges for those between 6 and 16 years being unchanged.
- 9.4 Burial and Memorial Fees and charges has been reviewed and the benchmarking with neighbouring Authorities has been taken into account. Fees and Charges been increased in line with inflation in order to recover any increased costs. The Burials Service is in the process of exploring the opportunities for a wider range of services including cremation and natural burials.
- 9.5 A number of new charges have been included in the Fees and Charges Schedule to reflect work that is undertaken by officers free of charge. This includes a small charge to reflect the time taken to undertake searches for family history research.

10 Environmental Enforcement and Abandoned Vehicles

- 10.1 Environmental Enforcement issue fixed penalty notices (FPN's) for breaches of legislation. Where appropriate the alleged offender is issued with a FPN as an opportunity to discharge any liability for conviction for the alleged offence. Issuing a FPN is not always appropriate for repeat offenders or those where the severity is such that prosecution is more appropriate.
- 10.2 The minimum and maximum amount that a fixed penalty notice can be issued for is determined by offence and is set out in legislation. The Council has licence to set the amount between the legislated minimum and maximum and can offer early repayment discounts if they are so minded.
- 10.3 In line with the objectives of Clean it, Cut it Fill it and the zero tolerance approach to Enviro Crime all Fixed Penalty Notices charges have been set at the maximum amount permissible in law and with no option for an early repayment discount.
- 10.4 The Fixed Penalty Notice for Abandoned Vehicles has been set at the maximum allowed. The charge for the removal of vehicles on private land and subsequent storage has been increased to better reflect the cost of administration and provision of the service.

11 Registrars

- 11.1 The Register Office provides the statutory service of registering births deaths & marriages, alongside the non-statutory service of nationality checking and citizenship ceremonies on both a group and individual basis.
- 11.2 The fees and charges set by the Council are always reviewed against neighbouring Authorities, and take full account of any statutory charge limitations.
- 11.3 Customer engagement throughout the year allows us to take into consideration local reaction and address any concerns to changes in the fees and charges.
- 11.4 Overall fees and charges have been increased in line with neighbouring areas and the commercial principal for full cost recovery; this has resulted in increases across the majority of the existing service charges.

12 Theatre Services

- 12.1 The Thameside Theatre is one of the services accommodated in the Thameside Complex. In the past direct costs have been funded through a mixture of:-
- Fees for hire of the facilities
 - Traded Services - for example ticket sales, bar and kiosk merchandise
 - Council subsidy

The theatre team have focussed on increasing income and reducing costs in an effort to eliminate the Council subsidy required for delivery of the service. In 2016/17, due in part to a very successful pantomime season, the theatre generated a small surplus. In recent months the team have worked with the

Commercial Services team and colleagues across the Council to develop a business plan which seeks to cement in the good performance in 2016-17, eliminate the Council operating subsidy, build on the reputation of the theatre and increase audience numbers.

12.2 As part of the programme to eliminate Council subsidy the Theatre team carried out a thorough review of fees and charges which led to some significant changes being made for the 2017/18 financial year. Notably:

- the theatre now operates on two different tariff rates – one for commercial organisations and the other for non-commercial organisations;
- VAT charges which had previously been absorbed by the Council were now passed on to organisations hiring accommodation;
- hire charges were raised by 3%;
- the surcharge applied to hire charges on performance nights was increased significantly by 60% to better reflect the actual additional costs;
- Sunday hire charges were prohibitively expensive and reduced to better compete with other facilities and to attract more business to the theatre.

12.3 These changes were implemented in April 2017 and the impact was an increase in hire charges of up to 23% for organisations unable to reclaim VAT plus a 60% increase in the performance surcharge. Charges are agreed at the point of sale and bookings are taken a year or more in advance. It therefore takes some time for the impact of the changes made to be seen in terms of booking numbers, income generated and future business opportunities. The changes made are still being assessed however early indications are that the theatre continues to attract bookings and the changes to Sunday hire charges in particular have been well received.

12.4 The business planning process included a competitor analysis which, bearing in mind the location, size and quality of the venue suggested that the current charging regime compares with other theatres in the region. As a consequence of the significant changes made to charges this year, the on-going assessment of their impact, current performance and competitor analysis it is proposed that charges are increased as follows in 2017/18:

- Approx 2% increase across all hire rates Monday to Saturday (Actual increase depends on rounding figures);
- No change to performance night surcharge;
- Traded services prices continue to be reviewed on a periodic basis depending on market conditions. For example the new box office system for the theatre will generate some additional revenue for this year.

13 Libraries

13.1 Local authorities have a statutory duty under the Public Libraries and Museums Act 1964 to provide a free comprehensive and efficient library service for all.

13.2 The library service is cost heavy to the council; with 92% of the Libraries Service costs being met by council budgetary funding.

- 13.3 An income target of £88k was set for 17/18 and for financial year 18/19 the same figure has been set, the fees & charges for the library service remain unchanged for next year.
- 13.4 Five community hubs and libraries are currently co-located, and the hubs model is proposed for other libraries in future years. By bringing Libraries and Community hubs together under one management there is an opportunity to create efficiency and provide creative and innovative space/services for our residents.

14 Public Protection

- 14.1 The objective for public protection is to ensure that the fees charged for licences cover the cost of the provision of the licensing service. In some cases licensing legislation prohibits us from making a surplus on the provision of a licence in other cases the licence fees are set nationally with this aim in mind.
- 14.2 For other fees charged by public protection the picture varies dependant on the purpose for which the fee is charged and so where permissible in law we levy fees to maximise returns based on the costs of the provision of the service provided and market conditions.
- 14.3 Fees are reviewed annually to ensure full cost recovery is achieved whenever possible; and in line with commercial principals and where permissible, we alter fees to maximise the income contribution towards the Councils budget position.
- 14.4 License charges for financial year 2018/19 are outlined below:
- Alcohol & Entertainment– are unchanged, at statutory limitations
 - Animal Feed Regulations– are unchanged, at statutory limitations
 - Explosives Regulations - are unchanged, at statutory limitations
 - Lotteries and Amusements – are unchanged, at statutory limitations
 - Petroleum Regulations - are unchanged, at statutory limitations

The following license charges for financial year 2018/19 are on a full cost recovery model, the charges for this will be agreed through the Licensing Committee.

- Gambling
 - Massage and Special Treatment
 - Hackney Carriage Licences
 - Other Sales and Service Charges
 - Sex Establishment
 - Scrap Metal
- 14.5 Public Protection charges are outlined below:
- Control of Dogs – are unchanged, due to external contractor costs
 - Testing and Verification of Weighing and Measuring Equipment – are unchanged, due to market competition
 - Other Environmental Protection Charges – are unchanged, due to market competition

- 14.6 Local Authority Integrated Pollution Prevention and Control (LA-IPPC \ LAPPC) is a system which applies an integrated environmental approach to regulate certain industrial activities. Department for Environment, Food and Rural Affairs (DEFRA) changes this year mean that the methodology and structure of the charges have been full revised, and cannot be shown in comparison to the charges for FY17/18.
- 14.7 LA-IPPC involves determining the appropriate controls for industry to protect the environment through a single permitting process. This means that emissions to air, water (including discharges to sewers) and land, plus a range of other activities with an environmental impact, must be considered together.

15 Reasons for Recommendation

- 15.1 The setting of appropriate fees and charges will enable the Council to generate essential income for the funding of Council services. The approval of reviewed fees and charges will also ensure that the Council is competitive with other service providers and neighbouring councils. The ability to vary charges within financial year will enable services to more flexible adapt to changing economic conditions.
- 15.2 The granting of delegated authority to vary these charges within financial year will allow the Council to better respond to the needs of the communities, legal requirements, regulatory changes and commercial challenges.

16 Consultation (including Overview and Scrutiny, if applicable)

- 16.1 Consultations will be progressed where there is specific need. However, with regard all other items, the proposals in this report do not affect any specific parts of the borough. Fees and charges are known to customers before they make use of the services they are buying

17 Impact on corporate policies, priorities, performance and community impact

- 17.1 The changes in these fees and charges may impact the community; however it must be taken into consideration that these price rises include inflation and no profit will be made on the running of these discretionary services.

18 Implications

- 18.1 Financial

Implications verified by: **Carl Tomlinson**
Finance Manager

Additional income will be generated from increases but this is variable as it is also dependent on demand for the services. Increases to income budgets have been built into the MTFS.

18.2 Legal

Implications verified by: **David Lawson**
Monitoring Officer

Fees and charges generally fall into three categories – Statutory, Regulatory and Discretionary. Statutory charges are set in statute and cannot be altered by law since the charges have been determined by Central government and all authorities will be applying the same charge.

Regulatory charges relate to services where, if the Council provides the service, it is obliged to set a fee which the Council can determine itself in accordance with a regulatory framework. Charges have to be reasonable and must be applied across the borough.

Discretionary charges relate to services which the Council can provide if they choose to do so. This is a local policy decision. The Local Government Act 2003 gives the Council power to charge for discretionary services, with some limited exceptions. This may include charges for new and innovative services utilising the power to promote environmental, social and economic well-being under section 2 of the Local Government Act 2000. The income from charges, taking one financial year with another, must not exceed the cost of provision. A clear and justifiable framework of principles should be followed in terms of deciding when to charge and how much, and the process for reviewing charges.

A service may wish to consider whether they may utilise this power to provide a service that may benefit residents, businesses and other service users, meet the Council priorities and generate income.

Decisions on setting charges and fees are subject to the Council's decision making structures. Most charging decisions are the responsibility of Cabinet, where there are key decisions. Some fees are set by full Council.

18.3 Diversity and Equality

Implications verified by: **Becky Price**
Community Development Officer

The Council is responsible for promoting equality of opportunity in the provision of services and employment as set out in the Equality Act 2010 and Public Sector Equality Duty. Decisions on setting charges and fees are subject to Community Equality Impact Assessment process and the Council's wider decision making structures to determine impact on protected groups and related concessions that may be available.

18.4 Other implications (where significant) – i.e. Staff, Health, Sustainability, Crime and Disorder)

None applicable

19 Background papers used in preparing the report (including their location on the Council's website or identification whether any are exempt or protected by copyright):

None

20 Appendices to the report

Appendix 1 – Schedule of Proposed Fees and Charges for 2018/19

Appendix 2 – Schedule of Fees and Charges no longer applicable

Report Author:

Andrew Austin

Commercial Manager

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Name of fee or Charge Cleaner, Greener & Safer	Statutory/ Discretionary Charge	VAT Status 17/18	Charge excl. VAT 2017/18	VAT Amount 2017/18	Charge incl. VAT 2017/18	VAT Status 18/19	Charge excl. VAT 2018/19	VAT Amount 2018/19	Charge incl. VAT 2018/19
Safety of Sports Grounds Safety Certificate - Amendment of certificate	S	O	£ 56.65	£ -	£ 56.65	O	£ 56.65	£ -	£ 56.65
Safety of Sports Grounds Safety Certificate - Application for issue of certificate	S	O	£ 113.30	£ -	£ 113.30	O	£ 113.30	£ -	£ 113.30
Safety of Sports Grounds Safety Certificate - Replacement or transfer of certificate	S	O	£ 52.50	£ -	£ 52.50	O	£ 52.50	£ -	£ 52.50
Abandoned Vehicles - Administration charge for removal of vehicle from private property when directed by Management company or Private Landowner	D	O	£ 52.00	£ -	£ 52.00	O	£ 75.00	£ -	£ 75.00
Abandoned vehicles - Where collection and disposal is carried out by the Council's authorised contractor - Storage (When taken into safe custody) per day	D	S	£ 15.83	£ 3.17	£ 19.00	S	£ 20.83	£ 4.17	£ 25.00
Abandoned vehicles - Where collection and disposal is carried out by the Council's authorised contractor - To take vehicle into storage - Vehicle Upright, undamaged and accesible.	D	S	£ 146.67	£ 29.33	£ 176.00	S	£ 208.33	£ 41.67	£ 250.00
Bulky Waste Collections - Collection and disposal of up to three items	D	E	£ 30.00	£ -	£ 30.00	E	£ 30.00	£ -	£ 30.00
Bulky Waste Collections - Each additional item	D	E	£ 8.00	£ -	£ 8.00	E	£ 8.00	£ -	£ 8.00
The following Burial charges are applicable to residents of the Borough of Thurrock. Non Residents are required to pay double the Burial fees set out below, also included is the charge for non residents aged 5 and under.				£ -	£ -			£ -	£ -
Burial Grounds - Part 1 Interment - Exclusive right of Burial - In a full size grave-Lawn Section	D	E	£ 750.00	£ -	£ 750.00	E	£ 772.50	£ -	£ 772.50
Burial Grounds - Part 1 Interment - Exclusive right of Burial - In a full size grave-Traditional grave where available	D	E	£ 1,500.00	£ -	£ 1,500.00	E	£ 1,575.00	£ -	£ 1,575.00
Burial Grounds - Part 1 Interment - There is no burial fee or associated memorial permit fee payable for any resident of the Borough aged 5 and under				£ -	£ -			£ -	£ -
Burial Grounds - Part 1 Interment - In a grave - Buried or cremated remains of a resident aged 5 and under	D	E	£ 155.00	£ -	£ 155.00	E	£ 163.00	£ -	£ 163.00
Burial Grounds - Part 1 Interment - In a grave - Buried or cremated remainst of a resident aged 6 -16	D	E	£ 155.00	£ -	£ 155.00	E	£ 163.00	£ -	£ 163.00
Burial Grounds - Part 1 Interment - In a grave - Person aged 16 year and over	D	E	£ 650.00	£ -	£ 650.00	E	£ 975.00	£ -	£ 975.00
Burial Grounds - Part 1 Interment - In a grave - Cremated remains in full size grave	D	E	£ 300.00	£ -	£ 300.00	E	£ 450.00	£ -	£ 450.00
Burial Grounds - Part 2 Memorial Gardens Section - Additional interment of ashes and replacement plaque for further 7 years where original subscription has: Less than 4 years to run	D	E	£ 210.00	£ -	£ 210.00	E	£ 220.50	£ -	£ 220.50
Burial Grounds - Part 2 Memorial Gardens Section - Additional interment of ashes and replacement plaque for further 7 years where original subscription has: More than 4 years to run	D	E	£ 150.00	£ -	£ 150.00	E	£ 158.00	£ -	£ 158.00
Burial Grounds - Part 2 Memorial Gardens Section - Cremated Remains Section - Exclusive Right of Burial for a forty year period	D	E	£ 310.00	£ -	£ 310.00	E	£ 326.00	£ -	£ 326.00
Burial Grounds - Part 2 Memorial Gardens Section - Cremated Remains Section - Interment of Ashes	D	E	£ 310.00	£ -	£ 310.00	E	£ 326.00	£ -	£ 326.00
Burial Grounds - Part 2 Memorial Gardens Section - Erection of memorial plaque only for 7 years (no ashes to inter)	D	E	£ 180.00	£ -	£ 180.00	E	£ 189.00	£ -	£ 189.00
Burial Grounds - Part 2 Memorial Gardens Section - Includes plaque for 7 years & loose interment of ashes	D	E	£ 220.00	£ -	£ 220.00	E	£ 231.00	£ -	£ 231.00
Burial Grounds - Part 2 Memorial Gardens Section - Renewal of 7 year subscription - With existing plaque	D	E	£ 120.00	£ -	£ 120.00	E	£ 126.00	£ -	£ 126.00
Burial Grounds - Part 2 Memorial Gardens Section - Renewal of 7 year subscription - With replacement plaque	D	E	£ 180.00	£ -	£ 180.00	E	£ 189.00	£ -	£ 189.00
Burial Grounds - Part 3 Monuments, Gravestones, Tablets & Monumental Inscriptions - For the right to erect or place on a grave in respect of which an exclusive right of burial has not been granted: a tablet not exceeding 20" x 18" x 6" base	D	E	£ 150.00	£ -	£ 150.00	E	£ 158.00	£ -	£ 158.00
Burial Grounds - Part 3 Monuments, Gravestones, Tablets & Monumental Inscriptions - For the right to erect or place on a grave in respect of which exclusive right of burial has been granted, a monument, gravestone or tablets	D	E	£ 170.00	£ -	£ 170.00	E	£ 179.00	£ -	£ 179.00
Burial Grounds - Part 3 Monuments, Gravestones, Tablets & Monumental Inscriptions - The fees indicated for Part 3 include the first inscription, for each inscription after the first	D	E	£ 75.00	£ -	£ 75.00	E	£ 79.00	£ -	£ 79.00
Burial Grounds - Part 3 Monuments, Gravestones, Tablets & Monumental Inscriptions - Lawn Grave Memorial	D	E	£ 170.00	£ -	£ 170.00	E	£ 178.50	£ -	£ 178.50
Burial Grounds - Part 3 Monuments, Gravestones, Tablets & Monumental Inscriptions - Traditional Grave Memorial	D	E		£ -	£ -	E	£ 220.00	£ -	£ 220.00
Burial Grounds - Part 4 Other Burial Fees - Additional Plaque	D	S	£ 140.00	£ 28.00	£ 168.00	S	£ 147.50	£ 29.50	£ 177.00
Burial Grounds - Part 4 Other Burial Fees - Memorial bench	D	S	£ 1,340.00	£ 268.00	£ 1,608.00	S	£ 1,407.50	£ 281.50	£ 1,689.00
Burial Grounds - Part 4 Other Burial Fees - Memorial tree (New trees no longer available) Interment of second set of ashes for existing memorial trees only	D	E	£ 310.00	£ -	£ 310.00	E	£ 310.00	£ -	£ 310.00
Burial Grounds - Part 4 Other Burial Fees - Transfer of grant of exclusive right of burial fee for registering the transfer and endorsing the deed	D	E	£ 75.00	£ -	£ 75.00	E	£ 75.00	£ -	£ 75.00
Burial Grounds - Part 4 Other Burial Fees - Transfer of grant of exclusive burial where a Statutory Declaration is required	D	E				E	£ 100.00	£ -	£ 100.00
Burial Grounds - Part 4 Other Burial Fees - Permit to Work on a Headstone	D	E				E	£ 75.00	£ -	£ 75.00
Burial Grounds - Part 4 Other Burial Fees - Search Fees for Historical records	D	E				E	£ 25.00	£ -	£ 25.00
Council Managed Allotments - 1x10 Rod plot	D	E	£ 100.00	£ -	£ 100.00	E	£ 103.00	£ -	£ 103.00
Council Managed Allotments - 1x5 Rod (1/2 size plot)	D	E	£ 53.00	£ -	£ 53.00	E	£ 55.00	£ -	£ 55.00
Domestic Waste - Supply of a replacement wheelie bin where broken or lost	D	O	£ 32.00	£ -	£ 32.00	O	£ 35.00	£ -	£ 35.00
Domestic Waste - Supply of 1100 refuse or recycling bin for Managing Agent including delivery	D	S	£ 310.00	£ 62.00	£ 372.00	S	£ 325.00	£ 65.00	£ 390.00
Domestic Waste - Supply of a replacement wheelie bin where broken or lost - reduced rate if resident is claiming benefits or is over 60	D	O	£ 16.00	£ -	£ 16.00	O	£ 18.00	£ -	£ 18.00
Enforcement Fees - Depositing Litter - no discount for early repayment	S	E	£ 80.00	£ -	£ 80.00	E	£ 80.00	£ -	£ 80.00
Enforcement Fees - Unauthorised Disposal of Waste (Fly-tipping) - no discount for early repayment	S	E	£ 400.00	£ -	£ 400.00	E	£ 400.00	£ -	£ 400.00
Enforcement Fees - Failure to Produce Authority (Waste Transfer Notes) - no discount for early repayment	S	E	£ 300.00	£ -	£ 300.00	E	£ 300.00	£ -	£ 300.00
Enforcement Fees - Failure to Furnish Documentation (Waste Carriers Licence) - no discount for early repayment	S	E	£ 300.00	£ -	£ 300.00	E	£ 300.00	£ -	£ 300.00
Enforcement Fees - Unathorised Distribution of Free Printed Matter - no discount for early repayment	S	E	£ 80.00	£ -	£ 80.00	E	£ 80.00	£ -	£ 80.00
Enforcement Fees - Failure to Comply with a Waste Receptacles Notice - no discount for early repayment	S	E	£ 110.00	£ -	£ 110.00	E	£ 110.00	£ -	£ 110.00
Enforcement Fees - Nuisance Parking - no discount for early repayment	S	E	£ 80.00	£ -	£ 80.00	E	£ 80.00	£ -	£ 80.00
Enforcement Fees - Abandoning a Vehicle - no discount for early repayment	S	E	£ 200.00	£ -	£ 200.00	E	£ 200.00	£ -	£ 200.00
Enforcement Fees - Graffitti - no discount for early repayment	S	E	£ 80.00	£ -	£ 80.00	E	£ 80.00	£ -	£ 80.00
Enforcement Fees - Fly-Posting - no discount for early repayment	S	E	£ 80.00	£ -	£ 80.00	E	£ 80.00	£ -	£ 80.00
Enforcement Fees - Failure to Comply with a Community Protection Notice - no discount for early repayment	S	E	£ 100.00	£ -	£ 100.00	E	£ 100.00	£ -	£ 100.00
Enforcement Fees - Failure to Comply with a Public Space Protection Order - no discount for early repayment	S	E	£ 100.00	£ -	£ 100.00	E	£ 100.00	£ -	£ 100.00
Parks - Commercial Hire of Parks and Open Spaces - Price on Applications	D	S				S	POA	£ -	POA
Parks - Bowls - Thurrock Bowls Assoc - Exclusive use of 8 greens - Over 60	D	E	£ 122.00	£ -	£ 122.00	E	£ 125.00	£ -	£ 125.00
Parks - Bowls - Thurrock Bowls Assoc - Exclusive use of 8 greens - Under 18	D	E	£ 71.00	£ -	£ 71.00	E	£ 74.50	£ -	£ 74.50
Parks - Bowls - Thurrock Bowls Assoc - Exclusive use of 8 greens - Under 60	D	E	£ 152.00	£ -	£ 152.00	E	£ 159.50	£ -	£ 159.50
Parks - Cricket - Adult Pitch per match	D	E	£ 89.00	£ -	£ 89.00	E	£ 93.50	£ -	£ 93.50
Parks - Cricket - Youth Pitch per match	D	E	£ 41.00	£ -	£ 41.00	E	£ 43.00	£ -	£ 43.00
Parks - Football - Adult Pitch with Changing Facilities per match	D	E	£ 76.00	£ -	£ 76.00	E	£ 80.00	£ -	£ 80.00
Parks - Football - Child Pitch per match	D	E	£ 37.00	£ -	£ 37.00	E	£ 39.00	£ -	£ 39.00
Parks - Football - Mini Pitch per match	D	E	£ 7.50	£ -	£ 7.50	E	£ 20.00	£ -	£ 20.00

Name of fee or Charge Cleaner, Greener & Safer	Statutory/ Discretionary Charge	VAT Status 17/18	Charge excl. VAT 2017/18	VAT Amount 2017/18	Charge incl. VAT 2017/18	VAT Status 18/19	Charge excl. VAT 2018/19	VAT Amount 2018/19	Charge incl. VAT 2018/19
Parks - Football - Youth Pitch per match	D	E	£ 46.00	£ -	£ 46.00	E	£ 48.50	£ -	£ 48.50
Parks - Rugby - Adult Pitch per match	D	E	£ 76.00	£ -	£ 76.00	E	£ 80.00	£ -	£ 80.00
Parks - Rugby - Mini Pitch per match	D	E	£ 7.50	£ -	£ 7.50	E	£ 20.00	£ -	£ 20.00
Parks - Rugby - Youth Pitch per match	D	E	£ 46.00	£ -	£ 46.00	E	£ 48.50	£ -	£ 48.50
Trade Waste Charges - Bin size (per lift) - 1,100 recycling	D	O	Negotiable	£ -	Negotiable	O	POA	£ -	POA
Trade Waste Charges - Bin size (per lift) - 1,100 refuse	D	O	Negotiable	£ -	Negotiable	O	POA	£ -	POA
Trade Waste Charges - Bin size (per lift) - 240 recycling	D	O	Negotiable	£ -	Negotiable	O	POA	£ -	POA
Trade Waste Charges - Bin size (per lift) - 240 refuse	D	O	Negotiable	£ -	Negotiable	O	POA	£ -	POA
Cultural Services - Borrowers Lost Tickets - Adult - First Loss	D	O	£ 2.60	£ -	£ 2.60	O	£ 2.60	£ -	£ 2.60
Cultural Services - Borrowers Lost Tickets - Adult - Second and subsequent loss	D	O	£ 3.10	£ -	£ 3.10	O	£ 3.10	£ -	£ 3.10
Cultural Services - Catalogue Requests - Requests from Library catalogue	D	O	Free	£ -	Free	O	£ 1.00	£ -	£ 1.00
Cultural Services - Catalogue Requests - Requests not from library catalogue, including British Library	D	O	£ 3.10	£ -	£ 3.10	O	£ 3.50	£ -	£ 3.50
Cultural Services - CD Rom print outs - Black and white	D	S	£ 0.25	£ 0.05	£ 0.30	S	£ 0.25	£ 0.05	£ 0.30
Cultural Services - CD Rom print outs - Colour	D	S	£ 0.25	£ 0.05	£ 0.30	S	£ 0.25	£ 0.05	£ 0.30
Cultural Services - Children's Lost Tickets - First Loss	D	O	Free	£ -	Free	O	free	£ -	free
Cultural Services - Children's Lost Tickets - Second Loss	D	O	£ 2.60	£ -	£ 2.60	O	£ 2.60	£ -	£ 2.60
Cultural Services - Damaged and Lost items - Books for which no current value can be traced - Adults books	D	O	£ 30.00	£ -	£ 30.00	O	£ 30.00	£ -	£ 30.00
Cultural Services - Damaged and Lost items - Books for which no current value can be traced - Children's books	D	O	£ 20.00	£ -	£ 20.00	O	£ 20.00	£ -	£ 20.00
Cultural Services - DVD - Children's DVD Hire - Each item/ week	D	O	£ 2.10	£ -	£ 2.10	O	£ 2.10	£ -	£ 2.10
Cultural Services - DVD - Children's DVD Hire - Maximum charge - 8 weeks	D	O	£ 16.80	£ -	£ 16.80	O	£ 16.80	£ -	£ 16.80
Cultural Services - DVD - Children's DVD Hire - Overdue: item/ week	D	O	£ 2.10	£ -	£ 2.10	O	£ 2.10	£ -	£ 2.10
Cultural Services - DVD - Non Fiction DVD Hire - Each item/ week	D	O	£ 2.10	£ -	£ 2.10	O	£ 2.10	£ -	£ 2.10
Cultural Services - DVD - Non Fiction DVD Hire - Maximum charge - 8 weeks	D	O	£ 16.80	£ -	£ 16.80	O	£ 16.80	£ -	£ 16.80
Cultural Services - DVD - Non Fiction DVD Hire - Overdue: item/ week	D	O	£ 2.10	£ -	£ 2.10	O	£ 2.10	£ -	£ 2.10
Cultural Services - DVD - TV and Feature Films Hire - Each item/ week	D	O	£ 2.10	£ -	£ 2.10	O	£ 2.10	£ -	£ 2.10
Cultural Services - DVD - TV and Feature Films Hire - Maximum charge - 8 weeks	D	O	£ 16.80	£ -	£ 16.80	O	£ 16.80	£ -	£ 16.80
Cultural Services - DVD - TV and Feature Films Hire - Overdue: item/ week	D	O	£ 2.10	£ -	£ 2.10	O	£ 2.10	£ -	£ 2.10
Cultural Services - Exhibitions - Exhibition Space - Exhibition of works or crafts by individual artists and craftsmen	D	E	25% Commission or minimum hire	£ -	25% Commission or minimum hire	E	25% Commission or minimum hire	£ -	25% Commission or minimum hire
Cultural Services - Libraries - Fines - Books - Day 1	D	O	£ 0.20	£ -	£ 0.20	O	£ 0.20	£ -	£ 0.20
Cultural Services - Libraries - Fines - Books - Day 2	D	O	£ 0.40	£ -	£ 0.40	O	£ 0.40	£ -	£ 0.40
Cultural Services - Libraries - Fines - Books - Day 3	D	O	£ 0.60	£ -	£ 0.60	O	£ 0.60	£ -	£ 0.60
Cultural Services - Libraries - Fines - Books - Day 4	D	O	£ 0.80	£ -	£ 0.80	O	£ 0.80	£ -	£ 0.80
Cultural Services - Libraries - Fines - Books - Day 5	D	O	£ 1.00	£ -	£ 1.00	O	£ 1.00	£ -	£ 1.00
Cultural Services - Libraries - Fines - Books - Day 6	D	O	£ 1.20	£ -	£ 1.20	O	£ 1.20	£ -	£ 1.20
Cultural Services - Libraries - Fines - Books - Day 7	D	O	£ 1.40	£ -	£ 1.40	O	£ 1.40	£ -	£ 1.40
Cultural Services - Libraries - Fines - Books - Maximum Charge (8 weeks)	D	O	£ 11.20	£ -	£ 11.20	O	£ 11.20	£ -	£ 11.20
Cultural Services - Libraries - Language Courses - Multiple sets for 12 weeks	D	O	£ 3.60	£ -	£ 3.60	O	£ 3.60	£ -	£ 3.60
Cultural Services - Libraries - Language Courses - Single item for 3 weeks	D	O	£ 1.60	£ -	£ 1.60	O	£ 1.60	£ -	£ 1.60
Cultural Services - Libraries - Recorded Sound - All spoken word for children (Tape or CD)	D	O	Free	£ -	Free	O	Free	£ -	Free
Cultural Services - Libraries - Recorded Sound - Compact Disc Hire - 1 week loan	D	O	£ 1.15	£ -	£ 1.15	O	£ 1.15	£ -	£ 1.15
Cultural Services - Libraries - Recorded Sound - Spoken Word on CD - 3 week loan	D	O	£ 2.60	£ -	£ 2.60	O	£ 2.60	£ -	£ 2.60
Cultural Services - Lost compact disc cassette inserts/ Cases and book wallets - Book wallets	D	O	£ 1.60	£ -	£ 1.60	O	£ 1.60	£ -	£ 1.60
Cultural Services - Lost compact disc cassette inserts/ Cases and book wallets - Compact Disc/CD Rom case	D	O	£ 2.10	£ -	£ 2.10	O	£ 2.10	£ -	£ 2.10
Cultural Services - Lost compact disc cassette inserts/ Cases and book wallets - Compact Disc/CD Rom or Cassette insert	D	O	Full Cost	£ -	Full Cost	O	Full Cost	£ -	Full Cost
Cultural Services - Lost compact disc cassette inserts/ Cases and book wallets - DVD case	D	O	£ 2.10	£ -	£ 2.10	O	£ 2.10	£ -	£ 2.10
Cultural Services - Lost compact disc cassette inserts/ Cases and book wallets - DVD insert	D	O	Full Cost	£ -	Full Cost	O	Full Cost	£ -	Full Cost
Cultural Services - Microfilm Prints - Per page from old machine (new machine is same as printouts)	D	S	£ 0.25	£ 0.05	£ 0.30	S	£ 0.25	£ 0.05	£ 0.30
Cultural Services - Music sets and Play sets - Music set hire (Obtained through Essex CC) - Chamber music (3 or more parts)	D	O	Essex cc charges	£ -	Essex cc charges	O	Essex cc charges	£ -	Essex cc charges
Cultural Services - Music sets and Play sets - Music set hire (Obtained through Essex CC) - Orchestral set	D	O	Essex cc charges	£ -	Essex cc charges	O	Essex cc charges	£ -	Essex cc charges
Cultural Services - Music sets and Play sets - Music set hire (Obtained through Essex CC) - Play sets hire (3-15 copies)	D	O	Essex cc charges	£ -	Essex cc charges	O	Essex cc charges	£ -	Essex cc charges
Cultural Services - Music sets and Play sets - Music set hire (Obtained through Essex CC) - Sheets (Per set)	D	O	Essex cc charges	£ -	Essex cc charges	O	Essex cc charges	£ -	Essex cc charges
Cultural Services - Music sets and Play sets - Music set hire (Obtained through Essex CC) - Vocal Scores (Per item)	D	O	Essex cc charges	£ -	Essex cc charges	O	Essex cc charges	£ -	Essex cc charges
Cultural Services - Photocopiers - Single copy A3 size - Colour	D	S	£ 1.25	£ 0.25	£ 1.50	S	£ 1.25	£ 0.25	£ 1.50
Cultural Services - Photocopiers - Single copy A3 size - Monochrome	D	S	£ 0.25	£ 0.05	£ 0.30	S	£ 0.25	£ 0.05	£ 0.30
Cultural Services - Photocopiers - Single copy A4 size - Colour	D	S	£ 0.83	£ 0.17	£ 1.00	S	£ 0.83	£ 0.17	£ 1.00
Cultural Services - Photocopiers - Single copy A4 size - Monochrome	D	S	£ 0.17	£ 0.03	£ 0.20	S	£ 0.25	£ 0.05	£ 0.30
Cultural Services - Premises Hire - Commercial organisations and public meetings held by political parties - Per hour - 24 to 70 sq.m	D	E	£ 40.00	£ -	£ 40.00	E	£ 35.00	£ -	£ 35.00
Cultural Services - Premises Hire - Commercial organisations and public meetings held by political parties - Per hour - Over 70 sq.m	D	E	£ 45.00	£ -	£ 45.00	E	£ 35.00	£ -	£ 35.00
Cultural Services - Premises Hire - Commercial organisations and public meetings held by political parties - Per hour - Under 24 sq.m	D	E	£ 35.00	£ -	£ 35.00	E	£ 35.00	£ -	£ 35.00
Cultural Services - Premises Hire - Other organisations and non public meetings of political parties - Per hour - 24 to 70 sq.m	D	E	£ 25.00	£ -	£ 25.00	E	£ 25.00	£ -	£ 25.00
Cultural Services - Premises Hire - Other organisations and non public meetings of political parties - Per hour - Over 70 sq.m	D	E	£ 30.00	£ -	£ 30.00	E	£ 25.00	£ -	£ 25.00
Cultural Services - Premises Hire - Other organisations and non public meetings of political parties - Per hour - Under 24 sq.m	D	E	£ 20.00	£ -	£ 20.00	E	£ 25.00	£ -	£ 25.00
Cultural Services - Sales - Adult fiction - Hardback	D	Z	£ 0.90	£ -	£ 0.90	Z	£ 0.90	£ -	£ 0.90
Cultural Services - Sales - Adult fiction - Paperback	D	Z	£ 0.40	£ -	£ 0.40	Z	£ 0.40	£ -	£ 0.40
Cultural Services - Sales - Adult non fiction - Hardback	D	Z	£ 1.60	£ -	£ 1.60	Z	£ 1.60	£ -	£ 1.60
Cultural Services - Sales - Adult non fiction - Paperback	D	Z	£ 0.90	£ -	£ 0.90	Z	£ 0.90	£ -	£ 0.90

Name of fee or Charge Cleaner, Greener & Safer	Statutory/ Discretionary Charge	VAT Status 17/18	Charge excl. VAT 2017/18	VAT Amount 2017/18	Charge incl. VAT 2017/18	VAT Status 18/19	Charge excl. VAT 2018/19	VAT Amount 2018/19	Charge incl. VAT 2018/19
Cultural Services - Sales - CD's	D	S	£ 1.29	£ 0.26	£ 1.55	S	£ 1.29	£ 0.26	£ 1.55
Cultural Services - Sales - Children's - Hardback	D	Z	£ 0.90	£ -	£ 0.90	Z	£ 0.90	£ -	£ 0.90
Cultural Services - Sales - Children's - Paperback	D	Z	£ 0.40	£ -	£ 0.40	Z	£ 0.40	£ -	£ 0.40
Cultural Services - Sales - DVD's	D	S	£ 1.67	£ 0.33	£ 2.00	S	£ 1.67	£ 0.33	£ 2.00
Cultural Services - Thameside Theatre and Central Complex - Performance Surcharge	D	S	£ 125.00	£ 25.00	£ 150.00	S	£ 125.00	£ 25.00	£ 150.00
Cultural Services - Thameside Theatre and Central Complex - Tariff 1 - Thurrock based non profit organisations, members of Thurrock Arts Council and Thurrock Schools and Colleges - Additional hours after 23.00 - Fridays - 1) Thurrock Council services and Thurrock Council managed schools	D	E	£ 167.00	£ -	£ 167.00	E	£ 170.00	£ -	£ 170.00
Cultural Services - Thameside Theatre and Central Complex - Tariff 1 - Thurrock based non profit organisations, members of Thurrock Arts Council and Thurrock Schools and Colleges - Additional hours after 23.00 - Fridays - 2) Thurrock based non-profit organisations, members of Thurrock Arts Council and academies	D	S	£ 167.00	£ 33.40	£ 200.40	S	£ 170.00	£ 34.00	£ 204.00
Cultural Services - Thameside Theatre and Central Complex - Tariff 1 - Thurrock based non profit organisations, members of Thurrock Arts Council and Thurrock Schools and Colleges - Additional hours after 23.00 - Saturday - 1) Thurrock Council services and Thurrock Council managed schools	D	E	£ 242.00	£ -	£ 242.00	E	£ 247.00	£ -	£ 247.00
Cultural Services - Thameside Theatre and Central Complex - Tariff 1 - Thurrock based non profit organisations, members of Thurrock Arts Council and Thurrock Schools and Colleges - Additional hours after 23.00 - Saturday - 2) Thurrock based non-profit organisations, members of Thurrock Arts Council and academies	D	S	£ 241.67	£ 48.33	£ 290.00	S	£ 246.67	£ 49.33	£ 296.00
Cultural Services - Thameside Theatre and Central Complex - Tariff 1 - Thurrock based non profit organisations, members of Thurrock Arts Council and Thurrock Schools and Colleges - Additional hours after 23.00 - Sundays - 1) Thurrock Council services and Thurrock Council managed schools	D	E	£ 242.00	£ -	£ 242.00	E	£ 247.00	£ -	£ 247.00
Cultural Services - Thameside Theatre and Central Complex - Tariff 1 - Thurrock based non profit organisations, members of Thurrock Arts Council and Thurrock Schools and Colleges - Additional hours after 23.00 - Sundays - 2) Thurrock based non-profit organisations, members of Thurrock Arts Council and academies	D	S	£ 241.67	£ 48.33	£ 290.00	S	£ 246.67	£ 49.33	£ 296.00
Cultural Services - Thameside Theatre and Central Complex - Tariff 1 - Thurrock based non profit organisations, members of Thurrock Arts Council and Thurrock Schools and Colleges - Standard fee per hour 09.00 to 18.00 - Friday - 1) Thurrock Council services and Thurrock Council managed schools	D	E	£ 74.00	£ -	£ 74.00	E	£ 75.00	£ -	£ 75.00
Cultural Services - Thameside Theatre and Central Complex - Tariff 1 - Thurrock based non profit organisations, members of Thurrock Arts Council and Thurrock Schools and Colleges - Standard fee per hour 09.00 to 18.00 - Friday - 2) Thurrock based non-profit organisations, members of Thurrock Arts Council and academies	D	S	£ 74.17	£ 14.83	£ 89.00	S	£ 75.00	£ 15.00	£ 90.00
Cultural Services - Thameside Theatre and Central Complex - Tariff 1 - Thurrock based non profit organisations, members of Thurrock Arts Council and Thurrock Schools and Colleges - Standard fee per hour 09.00 to 18.00 - Monday to Thursday - 1) Thurrock Council services and Thurrock Council managed schools	D	E	£ 58.00	£ -	£ 58.00	E	£ 59.00	£ -	£ 59.00
Cultural Services - Thameside Theatre and Central Complex - Tariff 1 - Thurrock based non profit organisations, members of Thurrock Arts Council and Thurrock Schools and Colleges - Standard fee per hour 09.00 to 18.00 - Monday to Thursday - 2) Thurrock based non-profit organisations, members of Thurrock Arts Council and academies	D	S	£ 58.33	£ 11.67	£ 70.00	S	£ 59.17	£ 11.83	£ 71.00
Cultural Services - Thameside Theatre and Central Complex - Tariff 1 - Thurrock based non profit organisations, members of Thurrock Arts Council and Thurrock Schools and Colleges - Standard fee per hour 09.00 to 23.00 - Sunday - 1) Thurrock Council services and Thurrock Council managed schools	D	E	£ 119.00	£ -	£ 119.00	E	£ 121.00	£ -	£ 121.00
Cultural Services - Thameside Theatre and Central Complex - Tariff 1 - Thurrock based non profit organisations, members of Thurrock Arts Council and Thurrock Schools and Colleges - Standard fee per hour 09.00 to 23.00 - Sunday - 2) Thurrock based non-profit organisations, members of Thurrock Arts Council and academies	D	S	£ 119.17	£ 23.83	£ 143.00	S	£ 120.83	£ 24.17	£ 145.00
Cultural Services - Thameside Theatre and Central Complex - Tariff 1 - Thurrock based non profit organisations, members of Thurrock Arts Council and Thurrock Schools and Colleges - Standard fee Period 18.00 to 23.00 - Friday - 1) Thurrock Council services and Thurrock Council managed schools	D	E	£ 461.00	£ -	£ 461.00	E	£ 470.00	£ -	£ 470.00

Name of fee or Charge Cleaner, Greener & Safer	Statutory/ Discretionary Charge	VAT Status 17/18	Charge excl. VAT 2017/18	VAT Amount 2017/18	Charge incl. VAT 2017/18	VAT Status 18/19	Charge excl. VAT 2018/19	VAT Amount 2018/19	Charge incl. VAT 2018/19
Cultural Services - Thameside Theatre and Central Complex - Tariff 1 - Thurrock based non profit organisations, members of Thurrock Arts Council and Thurrock Schools and Colleges - Standard fee Period 18.00 to 23.00 - Friday - 2) Thurrock based non-profit organisations, members of Thurrock Arts Council and academies	D	S	£ 460.83	£ 92.17	£ 553.00	S	£ 470.00	£ 94.00	£ 564.00
<i>Cultural Services - Thameside Theatre and Central Complex - Tariff 1 - Thurrock based non profit organisations, members of Thurrock Arts Council and Thurrock Schools and Colleges - Standard fee Period 18.00 to 23.00 - Monday to Thursday - 1) Thurrock Council services and Thurrock Council managed schools</i>	D	E	£ 251.00	£ -	£ 251.00	E	£ 256.00	£ -	£ 256.00
Cultural Services - Thameside Theatre and Central Complex - Tariff 1 - Thurrock based non profit organisations, members of Thurrock Arts Council and Thurrock Schools and Colleges - Standard fee Period 18.00 to 23.00 - Monday to Thursday - 2) Thurrock based non-profit organisations, members of Thurrock Arts Council and academies	D	S	£ 250.83	£ 50.17	£ 301.00	S	£ 255.83	£ 51.17	£ 307.00
<i>Cultural Services - Thameside Theatre and Central Complex - Tariff 1 - Thurrock based non profit organisations, members of Thurrock Arts Council and Thurrock Schools and Colleges - Standard fee Period 18.00 to 23.00 - Saturday - 1) Thurrock Council services and Thurrock Council managed schools</i>	D	E	£ 607.00	£ -	£ 607.00	E	£ 619.00	£ -	£ 619.00
Cultural Services - Thameside Theatre and Central Complex - Tariff 1 - Thurrock based non profit organisations, members of Thurrock Arts Council and Thurrock Schools and Colleges - Standard fee Period 18.00 to 23.00 - Saturday - 2) Thurrock based non-profit organisations, members of Thurrock Arts Council and academies	D	S	£ 606.67	£ 121.33	£ 728.00	S	£ 619.17	£ 123.83	£ 743.00
<i>Cultural Services - Thameside Theatre and Central Complex - Tariff 1 - Thurrock based non profit organisations, members of Thurrock Arts Council and Thurrock Schools and Colleges - Standard fee Period per additional hour after 11pm Mon-Thurs - 1) Thurrock Council services and Thurrock Council managed schools</i>	D	E	£ 133.00	£ -	£ 133.00	E	£ 136.00	£ -	£ 136.00
Cultural Services - Thameside Theatre and Central Complex - Tariff 1 - Thurrock based non profit organisations, members of Thurrock Arts Council and Thurrock Schools and Colleges - Standard fee Period per additional hour after 11pm Mon-Thurs - 2) Thurrock based non-profit organisations, members of Thurrock Arts Council and academies	D	S	£ 133.33	£ 26.67	£ 160.00	S	£ 135.83	£ 27.17	£ 163.00
<i>Cultural Services - Thameside Theatre and Central Complex - Tariff 1 - Thurrock based non profit organisations, members of Thurrock Arts Council and Thurrock Schools and Colleges -Standard fee per hour 09.00 to 18.00 - Saturday - 1) Thurrock Council services and Thurrock Council managed schools</i>	D	E	£ 94.00	£ -	£ 94.00	E	£ 96.00	£ -	£ 96.00
Cultural Services - Thameside Theatre and Central Complex - Tariff 1 - Thurrock based non profit organisations, members of Thurrock Arts Council and Thurrock Schools and Colleges -Standard fee per hour 09.00 to 18.00 - Saturday - 2) Thurrock based non-profit organisations, members of Thurrock Arts Council and academies	D	S	£ 94.17	£ 18.83	£ 113.00	S	£ 95.83	£ 19.17	£ 115.00
Cultural Services - Thameside Theatre and Central Complex - Tariff 3 - Commercial organisations - Additional hours after 23.00 - Monday to Thursday	D	S	£ 193.33	£ 38.67	£ 232.00	S	£ 196.67	£ 39.33	£ 236.00
Cultural Services - Thameside Theatre and Central Complex - Tariff 3 - Commercial organisations - Additional hours after 23.00 - Saturday	D	S	£ 316.67	£ 63.33	£ 380.00	S	£ 321.67	£ 64.33	£ 386.00
Cultural Services - Thameside Theatre and Central Complex - Tariff 3 - Commercial organisations - Friday per hour 09.00 to 18.00	D	S	£ 149.17	£ 29.83	£ 179.00	S	£ 151.67	£ 30.33	£ 182.00
Cultural Services - Thameside Theatre and Central Complex - Tariff 3 - Commercial organisations - Monday to Thursday per hour 09.00 to 18.00	D	S	£ 141.67	£ 28.33	£ 170.00	S	£ 145.00	£ 29.00	£ 174.00
Cultural Services - Thameside Theatre and Central Complex - Tariff 3 - Commercial organisations - Saturday per hour 09.00 to 18.00	D	S	£ 161.67	£ 32.33	£ 194.00	S	£ 165.00	£ 33.00	£ 198.00
Cultural Services - Thameside Theatre and Central Complex - Tariff 3 - Commercial organisations - Standard Fee per period - 18.00 to 23.00 - Friday	D	S	£ 831.67	£ 166.33	£ 998.00	S	£ 849.00	£ 169.80	£ 1,018.80
Cultural Services - Thameside Theatre and Central Complex - Tariff 3 - Commercial organisations - Standard Fee per period - 18.00 to 23.00 - Saturday	D	S	£ 1,128.33	£ 225.67	£ 1,354.00	S	£ 1,151.00	£ 230.20	£ 1,381.20

Name of fee or Charge Cleaner, Greener & Safer	Statutory/ Discretionary Charge	VAT Status 17/18	Charge excl. VAT 2017/18	VAT Amount 2017/18	Charge incl. VAT 2017/18	VAT Status 18/19	Charge excl. VAT 2018/19	VAT Amount 2018/19	Charge incl. VAT 2018/19
Cultural Services - Thameside Theatre and Central Complex - Tariff 3 - Commercial organisations - Additional hours after 23.00 - Friday	D	S	£ 213.33	£ 42.67	£ 256.00	S	£ 217.00	£ 43.40	£ 260.40
Cultural Services - Thameside Theatre and Central Complex - Tariff 3 - Commercial organisations - Additional hours after 23.00 - Sunday	D	S	£ 315.83	£ 63.17	£ 379.00	S	£ 322.00	£ 64.40	£ 386.40
Cultural Services - Thameside Theatre and Central Complex - Tariff 3 - Commercial organisations - Standard Fee per period - 18.00 to 23.00 - Monday to Thursday	D	S	£ 520.00	£ 104.00	£ 624.00	S	£ 530.00	£ 106.00	£ 636.00
Cultural Services - Thameside Theatre and Central Complex - Tariff 3 - Commercial organisations - Sunday per hour 09.00 to 23.00	D	S	£ 190.00	£ 38.00	£ 228.00	S	£ 194.00	£ 38.80	£ 232.80
Cultural Services -Fax - Incoming - Each	D	S	£ 0.83	£ 0.17	£ 1.00	S	£ 0.83	£ 0.17	£ 1.00
Cultural Services -Fax - Outgoing - Additional page - Elsewhere	D	S	£ 1.25	£ 0.25	£ 1.50	S	£ 1.25	£ 0.25	£ 1.50
Cultural Services -Fax - Outgoing - Additional page - Europe	D	S	£ 0.83	£ 0.17	£ 1.00	S	£ 0.83	£ 0.17	£ 1.00
Cultural Services -Fax - Outgoing - Additional page - UK	D	S	£ 0.42	£ 0.08	£ 0.50	S	£ 0.42	£ 0.08	£ 0.50
Cultural Services -Fax - Outgoing - Fax to free numbers (Admin charge)	D	S	£ 0.42	£ 0.08	£ 0.50	S	£ 0.42	£ 0.08	£ 0.50
Cultural Services -Fax - Outgoing - First Page - Elsewhere	D	S	£ 2.50	£ 0.50	£ 3.00	S	£ 2.50	£ 0.50	£ 3.00
Cultural Services -Fax - Outgoing - First Page - Europe	D	S	£ 2.08	£ 0.42	£ 2.50	S	£ 2.08	£ 0.42	£ 2.50
Cultural Services -Fax - Outgoing - First Page - UK	D	S	£ 0.83	£ 0.17	£ 1.00	S	£ 0.83	£ 0.17	£ 1.00
Cultural Services -Internet and Word processing - Use of the internet	D	S	Free	£ -	Free	S	Free	£ -	Free
Cultural Services -Internet and Word processing - Word processing - Black and white	D	S	£ 0.25	£ 0.05	£ 0.30	S	£ 0.25	£ 0.05	£ 0.30
Cultural Services -Internet and Word processing - Word processing - Colour	D	S	£ 0.25	£ 0.05	£ 0.30	S	£ 0.25	£ 0.05	£ 0.30
Alcohol and Entertainment Licences - Additional Fees - Additional annual fee payable if applicable 10,000 to 14,999	S	O	£ 2,000.00	£ -	£ 2,000.00	O	£ 2,000.00	£ -	£ 2,000.00
Alcohol and Entertainment Licences - Additional Fees - Additional annual fee payable if applicable 15,000 to 19,999	S	O	£ 4,000.00	£ -	£ 4,000.00	O	£ 4,000.00	£ -	£ 4,000.00
Alcohol and Entertainment Licences - Additional Fees - Additional annual fee payable if applicable 20,000 to 29,999	S	O	£ 8,000.00	£ -	£ 8,000.00	O	£ 8,000.00	£ -	£ 8,000.00
Alcohol and Entertainment Licences - Additional Fees - Additional annual fee payable if applicable 30,000 to 39,999	S	O	£ 16,000.00	£ -	£ 16,000.00	O	£ 16,000.00	£ -	£ 16,000.00
Alcohol and Entertainment Licences - Additional Fees - Additional annual fee payable if applicable 40,000 to 49,999	S	O	£ 24,000.00	£ -	£ 24,000.00	O	£ 24,000.00	£ -	£ 24,000.00
Alcohol and Entertainment Licences - Additional Fees - Additional annual fee payable if applicable 5,000 to 9,999	S	O	£ 1,000.00	£ -	£ 1,000.00	O	£ 1,000.00	£ -	£ 1,000.00
Alcohol and Entertainment Licences - Additional Fees - Additional annual fee payable if applicable 50,000 to 59,999	S	O	£ 32,000.00	£ -	£ 32,000.00	O	£ 32,000.00	£ -	£ 32,000.00
Alcohol and Entertainment Licences - Additional Fees - Additional annual fee payable if applicable 60,000 to 69,999	S	O	£ 40,000.00	£ -	£ 40,000.00	O	£ 40,000.00	£ -	£ 40,000.00
Alcohol and Entertainment Licences - Additional Fees - Additional annual fee payable if applicable 70,000 to 79,999	S	O	£ 48,000.00	£ -	£ 48,000.00	O	£ 48,000.00	£ -	£ 48,000.00
Alcohol and Entertainment Licences - Additional Fees - Additional annual fee payable if applicable 80,000 to 89,999	S	O	£ 56,000.00	£ -	£ 56,000.00	O	£ 56,000.00	£ -	£ 56,000.00
Alcohol and Entertainment Licences - Additional Fees - Additional annual fee payable if applicable 90,000 and over	S	O	£ 64,000.00	£ -	£ 64,000.00	O	£ 64,000.00	£ -	£ 64,000.00
Alcohol and Entertainment Licences - Additional Fees - Attendance at any one time 10,000 to 14,999	S	O	£ 2,000.00	£ -	£ 2,000.00	O	£ 2,000.00	£ -	£ 2,000.00
Alcohol and Entertainment Licences - Additional Fees - Attendance at any one time 15,000 to 19,999	S	O	£ 4,000.00	£ -	£ 4,000.00	O	£ 4,000.00	£ -	£ 4,000.00
Alcohol and Entertainment Licences - Additional Fees - Attendance at any one time 20,000 to 29,999	S	O	£ 8,000.00	£ -	£ 8,000.00	O	£ 8,000.00	£ -	£ 8,000.00
Alcohol and Entertainment Licences - Additional Fees - Attendance at any one time 30,000 to 39,999	S	O	£ 16,000.00	£ -	£ 16,000.00	O	£ 16,000.00	£ -	£ 16,000.00
Alcohol and Entertainment Licences - Additional Fees - Attendance at any one time 40,000 to 49,999	S	O	£ 24,000.00	£ -	£ 24,000.00	O	£ 24,000.00	£ -	£ 24,000.00
Alcohol and Entertainment Licences - Additional Fees - Attendance at any one time 5,000 to 9,999	S	O	£ 1,000.00	£ -	£ 1,000.00	O	£ 1,000.00	£ -	£ 1,000.00
Alcohol and Entertainment Licences - Additional Fees - Attendance at any one time 50,000 to 59,999	S	O	£ 32,000.00	£ -	£ 32,000.00	O	£ 32,000.00	£ -	£ 32,000.00
Alcohol and Entertainment Licences - Additional Fees - Attendance at any one time 60,000 to 69,999	S	O	£ 40,000.00	£ -	£ 40,000.00	O	£ 40,000.00	£ -	£ 40,000.00
Alcohol and Entertainment Licences - Additional Fees - Attendance at any one time 70,000 to 79,999	S	O	£ 48,000.00	£ -	£ 48,000.00	O	£ 48,000.00	£ -	£ 48,000.00
Alcohol and Entertainment Licences - Additional Fees - Attendance at any one time 80,000 to 89,999	S	O	£ 56,000.00	£ -	£ 56,000.00	O	£ 56,000.00	£ -	£ 56,000.00
Alcohol and Entertainment Licences - Additional Fees - Attendance at any one time 90,000 and over	S	O	£ 64,000.00	£ -	£ 64,000.00	O	£ 64,000.00	£ -	£ 64,000.00
Alcohol and Entertainment Licences - Club Premises Certificates - Annual Charge - A = None to £4,400	S	O	£ 70.00	£ -	£ 70.00	O	£ 70.00	£ -	£ 70.00
Alcohol and Entertainment Licences - Club Premises Certificates - Annual Charge - B = £4,301 to £33,000	S	O	£ 180.00	£ -	£ 180.00	O	£ 180.00	£ -	£ 180.00
Alcohol and Entertainment Licences - Club Premises Certificates - Annual Charge - C = £33,001 to £87,000	S	O	£ 295.00	£ -	£ 295.00	O	£ 295.00	£ -	£ 295.00
Alcohol and Entertainment Licences - Club Premises Certificates - Annual Charge - D = £87,001 to £125,000	S	O	£ 320.00	£ -	£ 320.00	O	£ 320.00	£ -	£ 320.00
Alcohol and Entertainment Licences - Club Premises Certificates - Annual Charge - E = £125,000 plus	S	O	£ 350.00	£ -	£ 350.00	O	£ 350.00	£ -	£ 350.00
Alcohol and Entertainment Licences - Club Premises Certificates - New Application & Variation - A = None to £4,400	S	O	£ 100.00	£ -	£ 100.00	O	£ 100.00	£ -	£ 100.00
Alcohol and Entertainment Licences - Club Premises Certificates - New Application & Variation - B = £4,301 to £33,000	S	O	£ 190.00	£ -	£ 190.00	O	£ 190.00	£ -	£ 190.00
Alcohol and Entertainment Licences - Club Premises Certificates - New Application & Variation - C = £33,001 to £87,000	S	O	£ 315.00	£ -	£ 315.00	O	£ 315.00	£ -	£ 315.00
Alcohol and Entertainment Licences - Club Premises Certificates - New Application & Variation - D = £87,001 to £125,000	S	O	£ 450.00	£ -	£ 450.00	O	£ 450.00	£ -	£ 450.00
Alcohol and Entertainment Licences - Club Premises Certificates - New Application & Variation - E = £125,000 plus	S	O	£ 635.00	£ -	£ 635.00	O	£ 635.00	£ -	£ 635.00
Alcohol and Entertainment Licences - Other Fees - Application for a provisional statement where premises being built etc	S	O	£ 315.00	£ -	£ 315.00	O	£ 315.00	£ -	£ 315.00
Alcohol and Entertainment Licences - Other Fees - Application for the grant or renewal of a personal licence	S	O	£ 37.00	£ -	£ 37.00	O	£ 37.00	£ -	£ 37.00

Name of fee or Charge Cleaner, Greener & Safer	Statutory/ Discretionary Charge	VAT Status 17/18	Charge excl. VAT 2017/18	VAT Amount 2017/18	Charge incl. VAT 2017/18	VAT Status 18/19	Charge excl. VAT 2018/19	VAT Amount 2018/19	Charge incl. VAT 2018/19
Alcohol and Entertainment Licences - Other Fees - Application for transfer of premises licence	S	O	£ 23.00	£ -	£ 23.00	O	£ 23.00	£ -	£ 23.00
Alcohol and Entertainment Licences - Other Fees - Application to vary licence to specify individual as premises supervisor	S	O	£ 23.00	£ -	£ 23.00	O	£ 23.00	£ -	£ 23.00
Alcohol and Entertainment Licences - Other Fees - Change of relevant registered address of club	S	O	£ 10.50	£ -	£ 10.50	O	£ 10.50	£ -	£ 10.50
Alcohol and Entertainment Licences - Other Fees - Duty to notify change of name or address	S	O	£ 10.50	£ -	£ 10.50	O	£ 10.50	£ -	£ 10.50
Alcohol and Entertainment Licences - Other Fees - Notification of change of name or address	S	O	£ 10.50	£ -	£ 10.50	O	£ 10.50	£ -	£ 10.50
Alcohol and Entertainment Licences - Other Fees - Notification of change of name or alteration of rules of club	S	O	£ 10.50	£ -	£ 10.50	O	£ 10.50	£ -	£ 10.50
Alcohol and Entertainment Licences - Other Fees - Right of freeholder etc. to be notified of licensing matters	S	O	£ 21.00	£ -	£ 21.00	O	£ 21.00	£ -	£ 21.00
Alcohol and Entertainment Licences - Other Fees - Temporary event notice	S	O	£ 21.00	£ -	£ 21.00	O	£ 21.00	£ -	£ 21.00
Alcohol and Entertainment Licences - Other Fees - Theft, loss etc of certificate or summary	S	O	£ 10.50	£ -	£ 10.50	O	£ 10.50	£ -	£ 10.50
Alcohol and Entertainment Licences - Other Fees - Theft, loss etc of personal licence	S	O	£ 10.50	£ -	£ 10.50	O	£ 10.50	£ -	£ 10.50
Alcohol and Entertainment Licences - Other Fees - Theft, loss etc of premises licence or summary	S	O	£ 10.50	£ -	£ 10.50	O	£ 10.50	£ -	£ 10.50
Alcohol and Entertainment Licences - Other Fees - Theft, loss etc of temporary event notice	S	O	£ 10.50	£ -	£ 10.50	O	£ 10.50	£ -	£ 10.50
Alcohol and Entertainment Licences - Premises Licences - Annual Charge - A = None to £4,400	S	O	£ 70.00	£ -	£ 70.00	O	£ 70.00	£ -	£ 70.00
Alcohol and Entertainment Licences - Premises Licences - Annual Charge - B = £4,301 to £33,000	S	O	£ 180.00	£ -	£ 180.00	O	£ 180.00	£ -	£ 180.00
Alcohol and Entertainment Licences - Premises Licences - Annual Charge - C = £33,001 to £87,000	S	O	£ 295.00	£ -	£ 295.00	O	£ 295.00	£ -	£ 295.00
Alcohol and Entertainment Licences - Premises Licences - Annual Charge - D = £87,001 to £125,000	S	O	£ 320.00	£ -	£ 320.00	O	£ 320.00	£ -	£ 320.00
Alcohol and Entertainment Licences - Premises Licences - Annual Charge - E = £125,000 plus	S	O	£ 350.00	£ -	£ 350.00	O	£ 350.00	£ -	£ 350.00
Alcohol and Entertainment Licences - Premises Licences - New Application & Variation - A = None to £4,400	S	O	£ 100.00	£ -	£ 100.00	O	£ 100.00	£ -	£ 100.00
Alcohol and Entertainment Licences - Premises Licences - New Application & Variation - B = £4,301 to £33,000	S	O	£ 190.00	£ -	£ 190.00	O	£ 190.00	£ -	£ 190.00
Alcohol and Entertainment Licences - Premises Licences - New Application & Variation - C = £33,001 to £87,000	S	O	£ 315.00	£ -	£ 315.00	O	£ 315.00	£ -	£ 315.00
Alcohol and Entertainment Licences - Premises Licences - New Application & Variation - D = £87,001 to £125,000	S	O	£ 450.00	£ -	£ 450.00	O	£ 450.00	£ -	£ 450.00
Alcohol and Entertainment Licences - Premises Licences - New Application & Variation - E = £125,000 plus	S	O	£ 635.00	£ -	£ 635.00	O	£ 635.00	£ -	£ 635.00
Animal Feed (Hygiene, Sampling etc & Enforcement) Regulations 2015 - Regulation 13 - Manufacture & placing on the market products derived from vegetable oil and blended f	S	O	£ 451.00	£ -	£ 451.00	O	£ 451.00	£ -	£ 451.00
Animal Feed (Hygiene, Sampling etc & Enforcement) Regulations 2015 - Regulation 13 - Manufacture only, or manufacture and placing on the market, of certain additives or pre	S	O	£ 451.00	£ -	£ 451.00	O	£ 451.00	£ -	£ 451.00
Animal Feed (Hygiene, Sampling etc & Enforcement) Regulations 2015 - Regulation 13 - Placing on the market of substances referred to above	S	O	£ 226.00	£ -	£ 226.00	O	£ 226.00	£ -	£ 226.00
Explosives Regulations 2014 - Regulation 13 – Five years licence where no separation distances apply	S	O	£ 238.00	£ -	£ 238.00	O	£ 238.00	£ -	£ 238.00
Explosives Regulations 2014 - Regulation 13 – Five years licence where separation distances apply	S	O	£ 423.00	£ -	£ 423.00	O	£ 423.00	£ -	£ 423.00
Explosives Regulations 2014 - Regulation 13 – Five years renewal where no separation distances apply	S	O	£ 185.00	£ -	£ 185.00	O	£ 185.00	£ -	£ 185.00
Explosives Regulations 2014 - Regulation 13 – Five years renewal where separation distances apply	S	O	£ 326.00	£ -	£ 326.00	O	£ 326.00	£ -	£ 326.00
Explosives Regulations 2014 - Regulation 13 – Four years licence where no separation distances apply	S	O	£ 206.00	£ -	£ 206.00	O	£ 206.00	£ -	£ 206.00
Explosives Regulations 2014 - Regulation 13 – Four years licence where separation distances apply	S	O	£ 374.00	£ -	£ 374.00	O	£ 374.00	£ -	£ 374.00
Explosives Regulations 2014 - Regulation 13 – Four years renewal where no separation distances apply	S	O	£ 152.00	£ -	£ 152.00	O	£ 152.00	£ -	£ 152.00
Explosives Regulations 2014 - Regulation 13 – Four years renewal where separation distances apply	S	O	£ 266.00	£ -	£ 266.00	O	£ 266.00	£ -	£ 266.00
Explosives Regulations 2014 - Regulation 13 – One year licence where no separation distances apply	S	O	£ 109.00	£ -	£ 109.00	O	£ 109.00	£ -	£ 109.00
Explosives Regulations 2014 - Regulation 13 – One year licence where separation distances apply	S	O	£ 185.00	£ -	£ 185.00	O	£ 185.00	£ -	£ 185.00
Explosives Regulations 2014 - Regulation 13 – One year renewal where separation distances apply	S	O	£ 86.00	£ -	£ 86.00	O	£ 86.00	£ -	£ 86.00
Explosives Regulations 2014 - Regulation 13 - Renewal where no separation distances apply	S	O	£ 54.00	£ -	£ 54.00	O	£ 54.00	£ -	£ 54.00
Explosives Regulations 2014 - Regulation 13 – Three years licence where no separation distances apply	S	O	£ 173.00	£ -	£ 173.00	O	£ 173.00	£ -	£ 173.00
Explosives Regulations 2014 - Regulation 13 – Three years licence where separation distances apply	S	O	£ 304.00	£ -	£ 304.00	O	£ 304.00	£ -	£ 304.00
Explosives Regulations 2014 - Regulation 13 – Three years renewal where no separation distances apply	S	O	£ 120.00	£ -	£ 120.00	O	£ 120.00	£ -	£ 120.00
Explosives Regulations 2014 - Regulation 13 – Three years renewal where separation distances apply	S	O	£ 206.00	£ -	£ 206.00	O	£ 206.00	£ -	£ 206.00
Explosives Regulations 2014 - Regulation 13 – Two years licence where no separation distances apply	S	O	£ 141.00	£ -	£ 141.00	O	£ 141.00	£ -	£ 141.00
Explosives Regulations 2014 - Regulation 13 – Two years licence where separation distances apply	S	O	£ 243.00	£ -	£ 243.00	O	£ 243.00	£ -	£ 243.00
Explosives Regulations 2014 - Regulation 13 – Two years renewal where no separation distances apply	S	O	£ 86.00	£ -	£ 86.00	O	£ 86.00	£ -	£ 86.00
Explosives Regulations 2014 - Regulation 13 – Two years renewal where separation distances apply	S	O	£ 147.00	£ -	£ 147.00	O	£ 147.00	£ -	£ 147.00
Explosives Regulations 2014 - Regulation 16 - Any other variation	S	O	The reasonable cost	£ -	The reasonable cost	O	Reasonable Costs	£ -	Reasonable Costs
Explosives Regulations 2014 - Regulation 16 - Varying a licence (name or address)	S	O	£ 36.00	£ -	£ 36.00	O	£ 36.00	£ -	£ 36.00
Explosives Regulations 2014 - Regulation 17 - Replacement of licence	S	O	£ 36.00	£ -	£ 36.00	O	£ 36.00	£ -	£ 36.00
Explosives Regulations 2014 - Regulation 17 - Transfer of licence	S	O	£ 36.00	£ -	£ 36.00	O	£ 36.00	£ -	£ 36.00
Fireworks Regulations 2004 - Regulation 9 - Licence for the sale of fireworks outside of prescribed period fireworks (one year)	S	O	£ 500.00	£ -	£ 500.00	O	£ 500.00	£ -	£ 500.00
Gambling Licences - Adult Gaming Centre Premises Licence - Annual Fee	D	O	£ 800.00	£ -	£ 800.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Adult Gaming Centre Premises Licence - Application fee for reinstatement of a licence	D	O	£ 1,000.00	£ -	£ 1,000.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Adult Gaming Centre Premises Licence - Application fee in respect of Premises Licence	D	O	£ 1,600.00	£ -	£ 1,600.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Adult Gaming Centre Premises Licence - Application fee in respect of Provisional Statement	D	O	£ 1,600.00	£ -	£ 1,600.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Adult Gaming Centre Premises Licence - Application fee to transfer a licence	D	O	£ 1,000.00	£ -	£ 1,000.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Adult Gaming Centre Premises Licence - Application fee to vary a licence	D	O	£ 800.00	£ -	£ 800.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Annual fee for Club Gaming or Machine Permit	S	O	£ 50.00	£ -	£ 50.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Application for Club Gaming or Machine Permit	S	O	£ 200.00	£ -	£ 200.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Application for Club Gaming or Machine Permit (existing holder)	S	O	£ 100.00	£ -	£ 100.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Application for Club Gaming or Machine Permit (holding Certificate under licensing act 2003	S	O	£ 100.00	£ -	£ 100.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Application for Prize Gaming Permit & Family Entertainment Centre Gaming Machine Permit	S	O	£ 100.00	£ -	£ 100.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Application to Vary Club Gaming or Machine Permit	S	O	£ 100.00	£ -	£ 100.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Betting Premises (Track) Licence - Annual Fee	D	O	£ 1,000.00	£ -	£ 1,000.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Betting Premises (Track) Licence - Application fee for reinstatement of a licence	D	O	£ 950.00	£ -	£ 950.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Betting Premises (Track) Licence - Application fee in respect of Premises Licence	D	O	£ 950.00	£ -	£ 950.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Betting Premises (Track) Licence - Application fee in respect of Provisional Statement	D	O	£ 2,500.00	£ -	£ 2,500.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Betting Premises (Track) Licence - Application fee to transfer a licence	D	O	£ 950.00	£ -	£ 950.00	O	to be confirmed	£ -	to be confirmed

Name of fee or Charge Cleaner, Greener & Safer	Statutory/ Discretionary Charge	VAT Status 17/18	Charge excl. VAT 2017/18	VAT Amount 2017/18	Charge incl. VAT 2017/18	VAT Status 18/19	Charge excl. VAT 2018/19	VAT Amount 2018/19	Charge incl. VAT 2018/19
Gambling Licences - Betting Premises (Track) Licence - Application fee to vary a licence	D	O	£ 1,250.00	£ -	£ 1,250.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Bingo Premises Licence - Annual Fee	D	O	£ 800.00	£ -	£ 800.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Bingo Premises Licence - Application fee for reinstatement of a licence	D	O	£ 1,000.00	£ -	£ 1,000.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Bingo Premises Licence - Application fee in respect of Premises Licence	D	O	£ 3,000.00	£ -	£ 3,000.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Bingo Premises Licence - Application fee in respect of Provisional Statement	D	O	£ 3,000.00	£ -	£ 3,000.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Bingo Premises Licence - Application fee to transfer a licence	D	O	£ 1,000.00	£ -	£ 1,000.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Bingo Premises Licence - Application fee to vary a licence	D	O	£ 1,500.00	£ -	£ 1,500.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Change of name on Prize gaming Permit & Family Entertainment Centre Gaming Machine Permit	S	O	£ 25.00	£ -	£ 25.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Copy of Club Gaming or Machine Permit	S	O	£ 15.00	£ -	£ 15.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Copy of Prize gaming Permit & Family Entertainment Centre Gaming Machine Permit	S	O	£ 15.00	£ -	£ 15.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Copy of the Premises Licence	S	O	£ 50.00	£ -	£ 50.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Family Entertainment Centre Premises Licence - Annual Fee	D	O	£ 600.00	£ -	£ 600.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Family Entertainment Centre Premises Licence - Application fee for reinstatement of a licence	D	O	£ 800.00	£ -	£ 800.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Family Entertainment Centre Premises Licence - Application fee in respect of Premises Licence	D	O	£ 1,600.00	£ -	£ 1,600.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Family Entertainment Centre Premises Licence - Application fee in respect of Provisional Statement	D	O	£ 1,600.00	£ -	£ 1,600.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Family Entertainment Centre Premises Licence - Application fee to transfer a licence	D	O	£ 800.00	£ -	£ 800.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Family Entertainment Centre Premises Licence - Application fee to vary a licence	D	O	£ 800.00	£ -	£ 800.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Large Casino Premises Licence - Annual Fee	D	O	£ 10,000.00	£ -	£ 10,000.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Large Casino Premises Licence - Application fee for reinstatement of a licence	D	O	£ 2,150.00	£ -	£ 2,150.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Large Casino Premises Licence - Application fee in respect of Premises Licence	D	O	£ 10,000.00	£ -	£ 10,000.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Large Casino Premises Licence - Application fee in respect of Provisional Statement	D	O	£ 10,000.00	£ -	£ 10,000.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Large Casino Premises Licence - Application fee to transfer a licence	D	O	£ 2,150.00	£ -	£ 2,150.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Large Casino Premises Licence - Application fee to vary a licence	D	O	£ 5,000.00	£ -	£ 5,000.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Notification of change of circumstances fro premises Licence	S	O	£ 300.00	£ -	£ 300.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Occasional Use Notice	S	O	£ 25.00	£ -	£ 25.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Regional casino premises Licence	S	O	£ 500.00	£ -	£ 500.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Regional Casino Premises Licence - Annual Fee	D	O	£ 15,000.00	£ -	£ 15,000.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Regional Casino Premises Licence - Annual Fee	D	O	£ 15,000.00	£ -	£ 15,000.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Regional Casino Premises Licence - Application fee for reinstatement of a licence	D	O	£ 6,500.00	£ -	£ 6,500.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Regional Casino Premises Licence - Application fee for reinstatement of a licence	D	O	£ 6,500.00	£ -	£ 6,500.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Regional Casino Premises Licence - Application fee in respect of Premises Licence	D	O	£ 15,000.00	£ -	£ 15,000.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Regional Casino Premises Licence - Application fee in respect of Premises Licence	D	O	£ 15,000.00	£ -	£ 15,000.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Regional Casino Premises Licence - Application fee in respect of Provisional Statement	D	O	£ 15,000.00	£ -	£ 15,000.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Regional Casino Premises Licence - Application fee in respect of Provisional Statement	D	O	£ 15,000.00	£ -	£ 15,000.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Regional Casino Premises Licence - Application fee to transfer a licence	D	O	£ 6,500.00	£ -	£ 6,500.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Regional Casino Premises Licence - Application fee to transfer a licence	D	O	£ 6,500.00	£ -	£ 6,500.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Regional Casino Premises Licence - Application fee to vary a licence	D	O	£ 7,500.00	£ -	£ 7,500.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Regional Casino Premises Licence - Application fee to vary a licence	D	O	£ 7,500.00	£ -	£ 7,500.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Renewal of a Club Gaming or Machine Permit	S	O	£ 200.00	£ -	£ 200.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Renewal of Prize gaming Permit & Family Entertainment Centre Gaming Machine Permit	S	O	£ 300.00	£ -	£ 300.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Small Casino Premises Licence - Annual Fee	D	O	£ 5,000.00	£ -	£ 5,000.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Small Casino Premises Licence - Application fee for reinstatement of a licence	D	O	£ 1,800.00	£ -	£ 1,800.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Small Casino Premises Licence - Application fee in respect of Premises Licence	D	O	£ 8,000.00	£ -	£ 8,000.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Small Casino Premises Licence - Application fee in respect of Provisional Statement	D	O	£ 8,000.00	£ -	£ 8,000.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Small Casino Premises Licence - Application fee to transfer a licence	D	O	£ 1,800.00	£ -	£ 1,800.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Small Casino Premises Licence - Application fee to vary a licence	D	O	£ 4,000.00	£ -	£ 4,000.00	O	to be confirmed	£ -	to be confirmed
Gambling Licences - Temporary Use Notice	S	O	£ 500.00	£ -	£ 500.00	O	to be confirmed	£ -	to be confirmed
Lotteries and Amusements act 1976 - Annual fee (1st Jan to 31st Dec)	S	O	£ 20.00	£ -	£ 20.00	O	£ 20.00	£ -	£ 20.00
Lotteries and Amusements act 1976 - Initial Registration Fee	S	O	£ 40.00	£ -	£ 40.00	O	£ 40.00	£ -	£ 40.00
Massage and Special Treatment Licences - New	D	O	£ 130.00	£ -	£ 130.00	O	£ 130.00	£ -	£ 130.00
Massage and Special Treatment Licences - Renewal	D	O	£ 70.00	£ -	£ 70.00	O	£ 70.00	£ -	£ 70.00
Massage and Special Treatment Licences - Renewed Licence	D	O	£ 70.00	£ -	£ 70.00	O	£ 70.00	£ -	£ 70.00
Massage and Special Treatment Licences - Replacement Licence (Address change or change of ownership)	D	O	£ 130.00	£ -	£ 130.00	O	£ 130.00	£ -	£ 130.00
Other Sales and Service Charges - Drain Testing, per hour	S	S	£ 45.00	£ 9.00	£ 54.00	S	£ 45.00	£ 9.00	£ 54.00
Petroleum (Consolidation) Regulations 2014 - Regulation 14 - Licence to keep petroleum (domestic/private use) - Exceeding 50,000 litres (one year)	S	O	£ 125.00	£ -	£ 125.00	O	£ 125.00	£ -	£ 125.00
Petroleum (Consolidation) Regulations 2014 - Regulation 14 - Licence to keep petroleum (domestic/private use) - Over 2,500 litres but not exceeding 50,000 litres (one year)	S	O	£ 60.00	£ -	£ 60.00	O	£ 60.00	£ -	£ 60.00
Petroleum (Consolidation) Regulations 2014 - Regulation 14 - Licence to keep petroleum (domestic/private use) - Under 2,500 litres (one year)	S	O	£ 44.00	£ -	£ 44.00	O	£ 44.00	£ -	£ 44.00
Petroleum (Consolidation) Regulations 2014 - Regulation 6 - Storage certificate to keep petroleum - Exceeding 50,000 litres (one year)	S	O	£ 125.00	£ -	£ 125.00	O	£ 125.00	£ -	£ 125.00
Petroleum (Consolidation) Regulations 2014 - Regulation 6 - Storage certificate to keep petroleum - Over 2,500 litres but not exceeding 50,000 litres (one year)	S	O	£ 60.00	£ -	£ 60.00	O	£ 60.00	£ -	£ 60.00
Petroleum (Consolidation) Regulations 2014 - Regulation 6 - Storage certificate to keep petroleum- Under 2,500 litres (one year)	S	O	£ 44.00	£ -	£ 44.00	O	£ 44.00	£ -	£ 44.00
Public Protection - Control of Dogs - Admin Charge	D	O	£ 45.00	£ -	£ 45.00	O	£ 45.00	£ -	£ 45.00
Public Protection - Control of Dogs - Call Out Charges - Weekday - 5pm to 11.59pm	D	O	£ 65.00	£ -	£ 65.00	O	£ 65.00	£ -	£ 65.00
Public Protection - Control of Dogs - Call Out Charges - Weekday - 8am to 4.59pm	D	O	£ 50.00	£ -	£ 50.00	O	£ 50.00	£ -	£ 50.00
Public Protection - Control of Dogs - Call Out Charges - Weekend - 9am to 10am	D	O	N/A	£ -	N/A	O	N/A	£ -	N/A
Public Protection - Control of Dogs - Call Out Charges - Weekend, Bank Holidays and other times	D	O	£ 70.00	£ -	£ 70.00	O	£ 70.00	£ -	£ 70.00
Public Protection - Control of Dogs - Kennelling per day	D	O	£ 14.00	£ -	£ 14.00	O	£ 14.00	£ -	£ 14.00

Name of fee or Charge Cleaner, Greener & Safer	Statutory/ Discretionary Charge	VAT Status 17/18	Charge excl. VAT 2017/18	VAT Amount 2017/18	Charge incl. VAT 2017/18	VAT Status 18/19	Charge excl. VAT 2018/19	VAT Amount 2018/19	Charge incl. VAT 2018/19
Public Protection - Fee Schedule for the Testing and Verification of Weighing and Measuring Equipment - Certificate of Errors - For supplying a certificate containing results of errors found on testing. Certificate supplied at request of submitter; fee applies when no other fee is payable	D	S	£ 40.00	£ 8.00	£ 48.00	S	£ 40.00	£ 8.00	£ 48.00
Public Protection - Fee Schedule for the Testing and/or Verification of Weighing and Measuring Equipment where no specialist equipment is required - Per officer, per hour	D	S	£ 65.00	£ 13.00	£ 78.00	S	£ 65.00	£ 13.00	£ 78.00
Public Protection - Fee Schedule for the Testing and/or Verification of Weighing and Measuring Equipment where specialist equipment is required - price on application	D	S	POA	£ -	POA	S	POA	£ -	POA
Public Protection - Hackney Carriage Licences - Drivers Licences - HC & PH New (Combined Licence) 1 year	D	O	£ 175.00	£ -	£ 175.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Hackney Carriage Licences - Drivers Licences - HC & PH New (Combined Licence) 2 years	D	O	£ 310.00	£ -	£ 310.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Hackney Carriage Licences - Drivers Licences - HC & PH New (Combined Licence) 3 years	D	O	£ 445.00	£ -	£ 445.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Hackney Carriage Licences - Drivers Licences - HC & PH Renewal (Combined Licence) 1 year	D	O	£ 135.00	£ -	£ 135.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Hackney Carriage Licences - Drivers Licences - HC & PH Renewal (Combined Licence) 2 years	D	O	£ 270.00	£ -	£ 270.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Hackney Carriage Licences - Drivers Licences - HC & PH Renewal (Combined Licence) 3 years	D	O	£ 405.00	£ -	£ 405.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Hackney Carriage Licences - Drivers Licences - HC New 1 year	D	O	£ 140.00	£ -	£ 140.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Hackney Carriage Licences - Drivers Licences - HC New 2 years	D	O	£ 240.00	£ -	£ 240.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Hackney Carriage Licences - Drivers Licences - HC New 3 years	D	O	£ 340.00	£ -	£ 340.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Hackney Carriage Licences - Drivers Licences - HC Renewal 1 year	D	O	£ 100.00	£ -	£ 100.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Hackney Carriage Licences - Drivers Licences - HC Renewal 2 years	D	O	£ 200.00	£ -	£ 200.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Hackney Carriage Licences - Drivers Licences - HC Renewal 3 years	D	O	£ 300.00	£ -	£ 300.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Hackney Carriage Licences - Drivers Licences - PH New 1 year	D	O	£ 116.00	£ -	£ 116.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Hackney Carriage Licences - Drivers Licences - PH New 2 year	D	O	£ 192.00	£ -	£ 192.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Hackney Carriage Licences - Drivers Licences - PH New 3 year	D	O	£ 268.00	£ -	£ 268.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Hackney Carriage Licences - Drivers Licences - PH Renewal 1 year	D	O	£ 76.00	£ -	£ 76.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Hackney Carriage Licences - Drivers Licences - PH Renewal 2 years	D	O	£ 152.00	£ -	£ 152.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Hackney Carriage Licences - Drivers Licences - PH Renewal 3 years	D	O	£ 228.00	£ -	£ 228.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Hackney Carriage Licences - Other Charges - Additional Knowledge test	D	O	£ 22.00	£ -	£ 22.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Hackney Carriage Licences - Other Charges - Checking and sealing taximeters	D	O	£ 20.00	£ -	£ 20.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Hackney Carriage Licences - Other Charges - DBS	D	O	£ 66.00	£ -	£ 66.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Hackney Carriage Licences - Other Charges - Replacement Drivers Badges	D	O	£ 20.00	£ -	£ 20.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Hackney Carriage Licences - Other Charges - Replacement Plate, mounting Bracket & Vehicle ID card	D	O	£ 25.00	£ -	£ 25.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Hackney Carriage Licences - Other Charges - Replacement door stickers	D	O	£ 7.00	£ -	£ 7.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Hackney Carriage Licences - Private Hire Operations - Operations having 1 vehicle 1 year	D	O	£ 70.00	£ -	£ 70.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Hackney Carriage Licences - Private Hire Operations - Operations having 1 vehicle 5 years	D	O	£ 350.00	£ -	£ 350.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Hackney Carriage Licences - Private Hire Operations - Operations having 11-20 vehicles 1 year	D	O	£ 738.00	£ -	£ 738.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Hackney Carriage Licences - Private Hire Operations - Operations having 11-20 vehicles 5 years	D	O	£ 3,690.00	£ -	£ 3,690.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Hackney Carriage Licences - Private Hire Operations - Operations having 2-5 vehicles 1 year	D	O	£ 241.00	£ -	£ 241.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Hackney Carriage Licences - Private Hire Operations - Operations having 2-5 vehicles 5 years	D	O	£ 1,205.00	£ -	£ 1,205.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Hackney Carriage Licences - Private Hire Operations - Operations having 6-10 vehicles 1 year	D	O	£ 498.00	£ -	£ 498.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Hackney Carriage Licences - Private Hire Operations - Operations having 6-10 vehicles 5 years	D	O	£ 2,490.00	£ -	£ 2,490.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Hackney Carriage Licences - Private Hire Operations - Operations having more than 21 vehicles 1 year	D	O	£ 918.00	£ -	£ 918.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Hackney Carriage Licences - Private Hire Operations - Operations having more than 21 vehicles 5 years	D	O	£ 4,590.00	£ -	£ 4,590.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Hackney Carriage Licences - Vehicle Licences - Hackney Carriage (HC)	D	O	£ 217.00	£ -	£ 217.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Hackney Carriage Licences - Vehicle Licences - Hackney Carriage (HC) (Wheelchair Accessible)	D	O	£ 167.00	£ -	£ 167.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Hackney Carriage Licences - Vehicle Licences - Private Hire Vehicle (PHV)	D	O	£ 313.00	£ -	£ 313.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Hackney Carriage Licences - Vehicle Licences - Private Hire Vehicle (PHV) (Wheelchair Accessible)	D	O	£ 263.00	£ -	£ 263.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Hackney Carriage Licences - Vehicle Licences - Vehicle Compliance Test	D	O	£ 45.00	£ -	£ 45.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Hackney Carriage Licences - Vehicle Licences - Vehicle Replacement	D	O	£ 40.00	£ -	£ 40.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Licences - Other Sales and Service Charges - Street Trading Consents - Class A1	D	O	1400 + 100 if between 11pm and 2 am	£ -	1400 + 100 if between 11pm and 2 am	O	to be confirmed	£ -	to be confirmed
Public Protection - Licences - Other Sales and Service Charges - Street Trading Consents - Class A2	D	O	£ 1,200.00	£ -	£ 1,200.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Licences - Other Sales and Service Charges - Street Trading Consents - Class A3	D	O	£ 1,200.00	£ -	£ 1,200.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Licences - Other Sales and Service Charges - Expedited Food Export certificates (where available)	D	O	£ 130.00	£ -	£ 130.00	O	£ 130.00	£ -	£ 130.00
Public Protection - Licences - Other Sales and Service Charges - Animal-Related Licences - Animal Boarding Establishment	D	O	£ 272.00	£ -	£ 272.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Licences - Other Sales and Service Charges - Animal-Related Licences - Animal Breeding Establishment	D	O	£ 272.00	£ -	£ 272.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Licences - Other Sales and Service Charges - Animal-Related Licences - Dangerous Wild Animals	D	O	£ 272.00	£ -	£ 272.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Licences - Other Sales and Service Charges - Animal-Related Licences - Performing Animals (Registration)	D	O	£ 110.00	£ -	£ 110.00	O	£ 110.00	£ -	£ 110.00
Public Protection - Licences - Other Sales and Service Charges - Animal-Related Licences - Pet Shop	D	O	£ 272.00	£ -	£ 272.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Licences - Other Sales and Service Charges - Animal-Related Licences - Riding Establishment	D	O	£ 272.00	£ -	£ 272.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Licences - Other Sales and Service Charges - Animal-Related Licences - Zoo	D	O	£ 272.00	£ -	£ 272.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Licences - Other Sales and Service Charges - Food Export certificates	D	O	£ 65.00	£ -	£ 65.00	O	£ 65.00	£ -	£ 65.00
Public Protection - Licences - Other Sales and Service Charges - Skin Piercing Registrations - Registration of acupuncture, tattooing, ear piercing and electrolysis	D	O	£ 120.00	£ -	£ 120.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Licences - Other Sales and Service Charges - Street Trading Consents - Class A1 (Trading between 11pm and 2am)	D	O	£ 1,500.00	£ -	£ 1,500.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Licences - Other Sales and Service Charges - Street Trading Consents - Class B	D	O	£ 650.00	£ -	£ 650.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Licences - Other Sales and Service Charges - Trading Standards Complex Business advice	D	O	POA	£ -	POA	O	POA	£ -	POA
Public Protection - Licences - Other Sales and Service Charges - Voluntary Surrender of Foods	D	O	£ 60.00	£ -	£ 60.00	O	£ 60.00	£ -	£ 60.00
Public Protection - Other Environmental Protection Charges - Contaminated Land enquiries - Residents -flat fee	D	O	£ 30.00	£ -	£ 30.00	O	£ 30.00	£ -	£ 30.00
Public Protection - Other Environmental Protection Charges - Contaminated Land enquiries - Solicitors / Potential home owners per hour	D	O	£ 65.00	£ -	£ 65.00	O	£ 65.00	£ -	£ 65.00
Public Protection - Other Environmental Protection Charges - Environmental surveys - Private Companies per hour	D	O	£ 65.00	£ -	£ 65.00	O	£ 65.00	£ -	£ 65.00
Public Protection - Other Environmental Protection Charges - High Hedges Fixed Charge for all other owners	D	O	£ 500.00	£ -	£ 500.00	O	£ 500.00	£ -	£ 500.00

Name of fee or Charge Cleaner, Greener & Safer	Statutory/ Discretionary Charge	VAT Status 17/18	Charge excl. VAT 2017/18	VAT Amount 2017/18	Charge incl. VAT 2017/18	VAT Status 18/19	Charge excl. VAT 2018/19	VAT Amount 2018/19	Charge incl. VAT 2018/19
Public Protection - Other Environmental Protection Charges - High Hedges Fixed Charge for owners on Benefits	D	O	£ 250.00	£ -	£ 250.00	O	£ 250.00	£ -	£ 250.00
Public Protection - Other Environmental Protection Charges - Nuisance and public health EP officers charges per hour	D	O	£ 32.00	£ -	£ 32.00	O	£ 32.00	£ -	£ 32.00
Public Protection - Other Environmental Protection Charges - Service of notice 10 properties drainage per hour	D	O	£ 65.00	£ -	£ 65.00	O	£ 65.00	£ -	£ 65.00
Public Protection - Other Environmental Protection Charges - Swimming pool sampling (e-coli etc) per sample	D	O	£ 50.00	£ -	£ 50.00	O	£ 50.00	£ -	£ 50.00
Public Protection - Provision of information concerning Health and Safety at work effective from1st April 1999 - Factual Statement / Voluntary Disclosure (Postage Included)	D	S	£ 75.00	£ 15.00	£ 90.00	S	£ 75.00	£ 15.00	£ 90.00
Public Protection - Provision of information concerning Health and Safety at work effective from1st April 1999 - Photographs (Postage Included)	D	S	£ 2.00	£ 0.40	£ 2.40	S	£ 2.00	£ 0.40	£ 2.40
Public Protection - Provision of information concerning Health and Safety at work effective from1st April 1999 - Photocopying / copies of Public Registers	D	S	£ 0.50	£ 0.10	£ 0.60	S	£ 0.50	£ 0.10	£ 0.60
Public Protection - Sex Establishment Licences - Application for new licence	D	O	£ 3,000.00	£ -	£ 3,000.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Sex Establishment Licences - Application for renewed licence	D	O	£ 2,000.00	£ -	£ 2,000.00	O	to be confirmed	£ -	to be confirmed
Public Protection - Sex Establishment Licences - Application for transfer	D	O	£ 100.00	£ -	£ 100.00	O	to be confirmed	£ -	to be confirmed
Registration of Persons for Exhibition and Training of performing animals - Copies of Register Entries	S	O	£ 5.00	£ -	£ 5.00	O	£ 5.00	£ -	£ 5.00
Residents Services - Registration - Approved Premises Regulations - Application for Approval	D	O	£ 2,000.00	£ -	£ 2,000.00	O	£ 2,000.00	£ -	£ 2,000.00
Residents Services - Registration - Approved Premises Regulations - Request for Review	D	O	£ 620.00	£ -	£ 620.00	O	£ 620.00	£ -	£ 620.00
Residents Services - Registration - Certificates issued by Superintendent Registrar - Short Certificate of Birth - 2 hour service	D	O	£ 32.00	£ -	£ 32.00	O	£ 35.00	£ -	£ 35.00
Residents Services - Registration - Certificates issued by Superintendent Registrar - Short Certificate of Birth - 24 hour service	D	O	£ 22.00	£ -	£ 22.00	O	£ 25.00	£ -	£ 25.00
Residents Services - Registration - Certificates issued by Superintendent Registrar - Standard Certificate of Birth (2 hour service)	D	O	£ 32.00	£ -	£ 32.00	O	£ 35.00	£ -	£ 35.00
Residents Services - Registration - Certificates issued by Superintendent Registrar - Standard Certificate of Birth (24 hour service)	D	O	£ 22.00	£ -	£ 22.00	O	£ 25.00	£ -	£ 25.00
Residents Services - Registration - Certificates issued by Superintendent Registrar - Standard Certificate of Death (2 hour service)	D	O	£ 32.00	£ -	£ 32.00	O	£ 35.00	£ -	£ 35.00
Residents Services - Registration - Certificates issued by Superintendent Registrar - Standard Certificate of Death (24 hour service)	D	O	£ 22.00	£ -	£ 22.00	O	£ 25.00	£ -	£ 25.00
Residents Services - Registration - Certificates issued by Superintendent Registrar - Standard Certificate of Marriage (2 hour service)	D	O	£ 32.00	£ -	£ 32.00	O	£ 35.00	£ -	£ 35.00
Residents Services - Registration - Certificates issued by Superintendent Registrar - Standard Certificate of Marriage (24 hour service)	D	O	£ 22.00	£ -	£ 22.00	O	£ 25.00	£ -	£ 25.00
Residents Services - Registration - Deposit for all ceremonies at Approved premises	D	O	£ 100.00	£ -	£ 100.00	O	£ 100.00	£ -	£ 100.00
Residents Services - Registration - Deposit for all ceremonies at Register Office marriage Room	D	O	£ 46.00	£ -	£ 46.00	O	£ 46.00	£ -	£ 46.00
Residents Services - Registration - Deposit for Notice of Marriage Appointment	D	O	£ 35.00	£ -	£ 35.00	O	£ 35.00	£ -	£ 35.00
Residents Services - Registration - Re-Schedule of Appointment/ Ceremony	D	O	£ 25.00	£ -	£ 25.00	O	£ 30.00	£ -	£ 30.00
Residents Services - Registration -Fees for superintendent Registrar attendance at approved premises for Marriage/Civil Partnership (Monday to Friday)	D	O	£ 415.00	£ -	£ 415.00	O	£ 445.00	£ -	£ 445.00
Residents Services - Registration -Fees for superintendent Registrar attendance at approved premises for Marriage/Civil Partnership (Saturday)	D	O	£ 445.00	£ -	£ 445.00	O	£ 475.00	£ -	£ 475.00
Residents Services - Registration -Fees for superintendent Registrar attendance at approved premises for Marriage/Civil Partnership (Sunday, Bank or Public Holiday)	D	O	£ 505.00	£ -	£ 505.00	O	£ 535.00	£ -	£ 535.00
Residents Services - Registration -Fees for superintendent Registrar attendance at Register Office for Naming Ceremonies/ Renewal of Vows/Commitment Ceremony (Civil Ceremonies Ltd Partnership) Saturday	D	O	£ 240.00	£ -	£ 240.00	O	£ 280.00	£ -	£ 280.00
Residents Services - Fees for Superintendent Registrar attendance at Approved Premise for Naming Ceremonies/Renewal of Vows/Commitment Ceremony (Civil Ceremonies Ltd Partnership) (Monday to Friday)	D	O	£ 280.00	£ -	£ 280.00	O	£ 300.00	£ -	£ 300.00
Residents Services - Fees for Superintendent Registrar attendance at Approved Premise for Naming Ceremonies/Renewal of Vows/Commitment Ceremony (Civil Ceremonies Ltd Partnership) (Saturday)	D	O	£ 310.00	£ -	£ 310.00	O	£ 350.00	£ -	£ 350.00
Residents Services - Fees for Superintendent Registrar attendance at Approved Premise for Naming Ceremonies/Renewal of Vows/Commitment Ceremony (Civil Ceremonies Ltd Partnership) (Sunday)	D	O	£ 340.00	£ -	£ 340.00	O	£ 390.00	£ -	£ 390.00
Residents Services - Registration - Ceremonies held in Thameside Theatre (Monday to Friday)	D	O	£ 240.00	£ -	£ 240.00	O	£ 260.00	£ -	£ 260.00
Residents Services - Registration - Ceremonies held in Thameside Theatre (Saturday PM)	D	O	£ 340.00	£ -	£ 340.00	O	£ 360.00	£ -	£ 360.00
Residents Services - Registration - Ceremonies held in Thameside Theatre (Saturday)	D	O	£ 300.00	£ -	£ 300.00	O	£ 310.00	£ -	£ 310.00
Residents Services - Registration - Hawthorne Suite - Thameside (Monday to Friday)	D	O	£ 190.00	£ -	£ 190.00	O	£ 210.00	£ -	£ 210.00
Residents Services - Registration - Hawthorne Suite - Thameside (Saturday PM)	D	O	£ 290.00	£ -	£ 290.00	O	£ 310.00	£ -	£ 310.00
Residents Services - Registration - Hawthorne Suite - Thameside (Saturday)	D	O	£ 240.00	£ -	£ 240.00	O	£ 260.00	£ -	£ 260.00
Residents Services - Registration - Nationality Checking Services	D	O	£ 75.00	£ -	£ 75.00	O	£ 85.00	£ -	£ 85.00
Residents Services - Registration - Postage and Packing Charge	D	O	£ 1.50	£ -	£ 1.50	O	£ 2.00	£ -	£ 2.00
Residents Services - Registration - Private Citizenship Ceremony (Monday to Saturday)	D	O	£ 145.00	£ -	£ 145.00	O	£ 150.00	£ -	£ 150.00
Scrap Metal Dealers Site Licence - New	D	O		£ -	£ -	O	£ 494.00	£ -	£ 494.00
Scrap Metal Dealers Collectors Licence - New	D	O		£ -	£ -	O	£ 315.00	£ -	£ 315.00
Scrap Metal Dealers Site Licence - Renewal	D	O	£ 408.00	£ -	£ 408.00	O	£ 408.00	£ -	£ 408.00
Scrap Metal Dealers Collectors Licence - Renewal	D	O	£ 262.00	£ -	£ 262.00	O	£ 262.00	£ -	£ 262.00
Scrap Metal Dealers Site Licence - Variation	D	O	£ 112.00	£ -	£ 112.00	O	£ 112.00	£ -	£ 112.00
Scrap Metal Dealers Collectors Licence - Variation	D	O	£ 112.00	£ -	£ 112.00	O	£ 112.00	£ -	£ 112.00
LA-IPPC Charges- Application	S	O	£ 3,363.00	£ -	£ 3,363.00	O	£ 3,363.00	£ -	£ 3,363.00
LA-IPPC Charges - Application - Additional Fee for Operating without a Permit	S	O	£ 1,188.00	£ -	£ 1,188.00	O	£ 1,188.00	£ -	£ 1,188.00
LA-IPPC Charges - Application - Annual Subsistence High	S	O	£ 2,233.00	£ -	£ 2,233.00	O	£ 2,233.00	£ -	£ 2,233.00
LA-IPPC Charges - Application - Annual Subsistence Low	S	O	£ 1,446.00	£ -	£ 1,446.00	O	£ 1,446.00	£ -	£ 1,446.00
LA-IPPC Charges - Application - Annual Subsistence Medium	S	O	£ 1,610.00	£ -	£ 1,610.00	O	£ 1,610.00	£ -	£ 1,610.00
LA-IPPC-Charges - Application-Annual Subsistence-High	S	O	£ 2,333.00	£ -	£ 2,333.00	O	£ 2,333.00	£ -	£ 2,333.00
LA-IPPC Charges - Application - Late Payment Fee	S	O	£ 52.00	£ -	£ 52.00	O	£ 52.00	£ -	£ 52.00
LA-IPPC Charges - Application - Partial Transfer	S	O	£ 698.00	£ -	£ 698.00	O	£ 698.00	£ -	£ 698.00
LA-IPPC Charges - Application - Substantial Variation	S	O	£ 202.00	£ -	£ 202.00	O	£ 202.00	£ -	£ 202.00
LA-IPPC Charges - Application - Surrender	S	O	£ 698.00	£ -	£ 698.00	O	£ 698.00	£ -	£ 698.00
LA-IPPC Charges - Application - Transfer	S	O	£ 225.00	£ -	£ 225.00	O	£ 225.00	£ -	£ 225.00
LAPC Charges-Application Fee Standard process (includes solvent emission activites)	S	O	£ 1,550.00	£ -	£ 1,550.00	O	£ 1,550.00	£ -	£ 1,550.00
LAPC Charges Additional fee for operating withpout a permit	S	O	£ 1,188.00	£ -	£ 1,188.00	O	£ 1,188.00	£ -	£ 1,188.00
LAPC Charges Applicatiuon fee for PVR1 and Drycleaners	S	O	£ 155.00	£ -	£ 155.00	O	£ 155.00	£ -	£ 155.00
LAPC charges Application fee for PVR1& II combined	S	O	£ 257.00	£ -	£ 257.00	O	£ 257.00	£ -	£ 257.00

Name of fee or Charge Cleaner, Greener & Safer	Statutory/ Discretionary Charge	VAT Status 17/18	Charge excl. VAT 2017/18	VAT Amount 2017/18	Charge incl. VAT 2017/18	VAT Status 18/19	Charge excl. VAT 2018/19	VAT Amount 2018/19	Charge incl. VAT 2018/19
LAPC Charges Reduced fee activitiiews Additional fee for operating without a permit	S	O	£ 99.00	£ -	£ 99.00	O	£ 99.00	£ -	£ 99.00
LAPC-Charges Application Fee Mobile Plant not using simplified permits	S	O	£ 1,650.00	£ -	£ 1,650.00	O	£ 1,650.00	£ -	£ 1,650.00
LAPC-Charges Application Fee Mobile Plant not using simplified permits for the 3rd to seventh application	S	O	£ 985.00	£ -	£ 985.00	O	£ 985.00	£ -	£ 985.00
LAPC -Charges Application Fee Mobile Plant not using simplified permits for the eigth and subsequent permits	S	O	£ 308.00	£ -	£ 308.00	O	£ 308.00	£ -	£ 308.00
LAPPC Charges - Annual Subsistence Charge - <i>Where the additional amount must be charged where a permit is for a combined Part B and waste installation *</i>	S	O	£ 310.00	£ -	£ 310.00	O	£ 310.00	£ -	£ 310.00
LAPPC Charges - Annual Subsistence Charge - Standard process -LOW	S	O	£ 772.00	£ -	£ 772.00	O	£ 772.00	£ -	£ 772.00
LAPC Charges Annual subsistance charge Low additional fee when permit is for a combined Pert B and Waste Installation	S	O	£ 103.00	£ -	£ 103.00	O	£ 103.00	£ -	£ 103.00
LAPPC Charges - Annual Subsistence Charge - Standard process Medium	S	O	£ 1,161.00	£ -	£ 1,161.00	O	£ 1,161.00	£ -	£ 1,161.00
LAPC- Charges Annual sunsistence fee Medium additional fee additional fee when permit is for a combined Pert B and Waste Installation t	S	O	£ 156.00	£ -	£ 156.00	O	£ 156.00	£ -	£ 156.00
LAPPC Charges - Annual Subsistence Charge -Standard process High	S	O	£ 1,747.00	£ -	£ 1,747.00	O	£ 1,747.00	£ -	£ 1,747.00
LAPC-Charges -Annual subsistence Charge High additional fee additional fee when permit is for a combined Pert B and Waste Installation	S	O	£ 207.00	£ -	£ 207.00	O	£ 207.00	£ -	£ 207.00
LAPPC Charges Annual subsistence fee charges - PVR 1 and Dry Cleaners low	S	O	£ 79.00	£ -	£ 79.00	O	£ 79.00	£ -	£ 79.00
LAPPC Charges Annual subsistence fee charges - PVR 1 and Dry Cleaners Medium	S	O	£ 158.00	£ -	£ 158.00	O	£ 158.00	£ -	£ 158.00
LAPPC Charges Annual subsistence fee charges - PVR 1 and Dry Cleaners High	S	O	£ 237.00	£ -	£ 237.00	O	£ 237.00	£ -	£ 237.00
LAPC Charges - Annual subsistence fee PVR1 and II combined Low	S	O	£ 113.00	£ -	£ 113.00	O	£ 113.00	£ -	£ 113.00
LAPC Charges - Annual subsistence fee PVR1 and II combined Medium	S	O	£ 226.00	£ -	£ 226.00	O	£ 226.00	£ -	£ 226.00
LAPC Charges - Annual subsistence fee PVR1 and II combined High	S	O	£ 341.00	£ -	£ 341.00	O	£ 341.00	£ -	£ 341.00
LAPC Charges - Annual subsistence fee VR's and other Reduced Fees Low	S	O	£ 228.00	£ -	£ 228.00	O	£ 228.00	£ -	£ 228.00
LAPC Charges - Annual subsistence fee VR's and other Reduced Fees Medium	S	O	£ 365.00	£ -	£ 365.00	O	£ 365.00	£ -	£ 365.00
LAPC Charges - Annual subsistence fee VR's and other Reduced Fees High	S	O	£ 543.00	£ -	£ 543.00	O	£ 543.00	£ -	£ 543.00
LAPPC Charges - Mobile Plant Charges (Not using Simplified Permits) - Subsistence Fee for the first and second permit Low	S	O	£ 646.00	£ -	£ 646.00	O	£ 646.00	£ -	£ 646.00
LAPPC Charges - Mobile Plant Charges (Not using Simplified Permits) - Subsistence Fee for the first and second permit medium	S	O	£ 1,034.00	£ -	£ 1,034.00	O	£ 1,034.00	£ -	£ 1,034.00
LAPPC Charges - Mobile Plant Charges (Not using Simplified Permits) - Subsistence Fee for the first and second permit high	S	O	£ 1,506.00	£ -	£ 1,506.00	O	£ 1,506.00	£ -	£ 1,506.00
LAPPC Charges - Mobile Plant Charges (Not using Simplified Permits) - Subsistence Fee for the third to seventh permit Low	S	O	£ 385.00	£ -	£ 385.00	O	£ 385.00	£ -	£ 385.00
LLAPPC Charges - Mobile Plant Charges (Not using Simplified Permits) - Subsistence Fee for the third to seventh permit medium	S	O	£ 617.00	£ -	£ 617.00	O	£ 617.00	£ -	£ 617.00
LAPPC Charges - Mobile Plant Charges (Not using Simplified Permits) - Subsistence Fee for the third to seventh permit High	S	O	£ 924.00	£ -	£ 924.00	O	£ 924.00	£ -	£ 924.00
LAPPC Charges - Mobile Plant Charges (Not using Simplified Permits) - Subsistence Fee for theeight and subsequent permit permit Low	S	O	£ 198.00	£ -	£ 198.00	O	£ 198.00	£ -	£ 198.00
LAPPC Charges - Mobile Plant Charges (Not using Simplified Permits) - Subsistence Fee for theeight and subsequent permit permit Medium	S	O	£ 316.00	£ -	£ 316.00	O	£ 316.00	£ -	£ 316.00
LAPPC Charges - Mobile Plant Charges (Not using Simplified Permits) - Subsistence Fee for theeight and subsequent permit permit High	S	O	£ 473.00	£ -	£ 473.00	O	£ 473.00	£ -	£ 473.00
LAPPC Charges - Late Payment fee	S	O	£ 52.00	£ -	£ 52.00	O	£ 52.00	£ -	£ 52.00
*When a Part B installation is subject to reporting under the E-PRTR Regulation and additional £103 shoulds be added to the annaul subsitence charges	S	O	£ 103.00	£ -	£ 103.00	O	£ 103.00	£ -	£ 103.00
LAPPC Charges - Standerd Process tranfer	S	O	£ 169.00	£ -	£ 169.00	O	£ 169.00	£ -	£ 169.00
LAPPC Charges - Standerd Process partial transfer tranfer	S	O	£ 497.00	£ -	£ 497.00	O	£ 497.00	£ -	£ 497.00
LAPPC Charges - New operaoro at Low risk reduced fee activity Extra one off subsistence charge	S	O	£ 78.00	£ -	£ 78.00	O	£ 78.00	£ -	£ 78.00
LAPPC Charges - new operator at Low risk reduced fee activity Extra one off subsistence charge	S	O	£ 189.00	£ -	£ 189.00	O	£ 189.00	£ -	£ 189.00
LAPPC Charges - Surrender all part B activities	S	O	£ -	£ -	£ -	O	£ -	£ -	£ -
LAPPC Charges - Reduced fees activities transfer	S	O	£ -	£ -	£ -	O	£ -	£ -	£ -
LAPPC Charges -Reduced fees activities pertial transfer	S	O	£ 47.00	£ -	£ 47.00	O	£ 47.00	£ -	£ 47.00
LAPPC Charges - Temporary transfer for mobiles - First Transfer	S	O	£ 53.00	£ -	£ 53.00	O	£ 53.00	£ -	£ 53.00
LAPPC Charges - Temporary transfer for mobiles - repeat transfer forllowing enforcement or warning	S	O	£ 53.00	£ -	£ 53.00	O	£ 53.00	£ -	£ 53.00
LAPPC Charges -Substantial change Standard process	S	O	£ 1,050.00	£ -	£ 1,050.00	O	£ 1,050.00	£ -	£ 1,050.00
LAPPC Charges - Substantial change Standard process where the sunstantial change results in a new PPC activity	S	O	£ 1,650.00	£ -	£ 1,650.00	O	£ 1,650.00	£ -	£ 1,650.00
LAPPC Charges - (partB) mobile plant charges (not using simplified permits) Application fee number of permits 1	S	O	£ 1,650.00	£ -	£ 1,650.00	O	£ 1,650.00	£ -	£ 1,650.00
LAPPC Charges - (partB) mobile plant charges (not using simplifids permits) Application fee number of permits 2	S	O	£ 1,650.00	£ -	£ 1,650.00	O	£ 1,650.00	£ -	£ 1,650.00
LAPPC Charges - (partB) mobile plant charges (not using simplified permits) Application fee number of permits 3 4 5 6 and 7	S	O	£ 985.00	£ -	£ 985.00	O	£ 985.00	£ -	£ 985.00
LAPPC Charges - (partB) mobile plant charges (not using simplified permits) Application fee number of permits 8 and over	S	O	£ 498.00	£ -	£ 498.00	O	£ 498.00	£ -	£ 498.00
LAPPC Charges - (partB) mobile plant charges (not using simplified permits) annual subsistance fee low fee number of permits1and 2	S	O	£ 646.00	£ -	£ 646.00	O	£ 646.00	£ -	£ 646.00
LAPPC Charges - (partB) mobile plant charges (not using simplified permits) annual subsistance fee low number of permits 3,4 5,6,7	S	O	£ 385.00	£ -	£ 385.00	O	£ 385.00	£ -	£ 385.00
LAPPC Charges - (partB) mobile plant charges (not using simplified permits) annual subsistance fee low number of permits 8 and over	S	O	£ 198.00	£ -	£ 198.00	O	£ 198.00	£ -	£ 198.00
LAPPC Charges - (partB) mobile plant charges (not using simplified permits) annual subsistance feeMedium number of permits 1 and 2	S	O	£ 1,034.00	£ -	£ 1,034.00	O	£ 1,034.00	£ -	£ 1,034.00
LAPPC Charges - (partB) mobile plant charges (not using simplified permits) annual subsistance feeMedium number of permits 3,4,5,6&7	S	O	£ 617.00	£ -	£ 617.00	O	£ 617.00	£ -	£ 617.00
LAPPC Charges - (partB) mobile plant charges (not using simplified permits) annual subsistance feeMedium number of permits 8 and over	S	O	£ 316.00	£ -	£ 316.00	O	£ 316.00	£ -	£ 316.00
LAPPC Charges - (partB) mobile plant charges (not using simplified permits) annual subsistance fee High number of permits 1 and 2	S	O	£ 1,506.00	£ -	£ 1,506.00	O	£ 1,506.00	£ -	£ 1,506.00
LAPPC Charges - (partB) mobile plant charges (not using simplified permits) annual subsistance fee High number of permits 3,4,5,6 &7	S	O	£ 924.00	£ -	£ 924.00	O	£ 924.00	£ -	£ 924.00
LAPPC Charges - (partB) mobile plant charges (not using simplified permits) annual subsistance fee High number of permits 8 and over	S	O	£ 473.00	£ -	£ 473.00	O	£ 473.00	£ -	£ 473.00

Name of fee or Charge Cleaner, Greener & Safer	Statutory/ Discretionary Charge	VAT Status 17/18	Charge excl. VAT 2017/18	VAT Amount 2017/18	Charge incl. VAT 2017/18	VAT Status 18/19	Charge excl. VAT 2018/19	VAT Amount 2018/19	Charge incl. VAT 2018/19
Abandoned Vehicles - Unwanted Caravans: Where collection and disposal is carried out	D	S	£ 137.50	£ 27.50	£ 165.00	S		£ -	£ -
Abandoned Vehicles - Unwanted vehicles (not including Caravans) : Where collection and disposal is carried out by the Council's authorised contractor	D	S	£ 35.00	£ 7.00	£ 42.00	S		£ -	£ -
Burial Grounds - Part 1 Interment - In a grave - Buried or cremated remains of person up to 16 years	D	E	£ 155.00	£ -	£ 155.00	E		£ -	£ -
Enforcement Fees - Fixed Penalty Notices - Dog Fouling - £50 No discount for early repayment	D	O	£ 50.00	£ -	£ 50.00	O		£ -	£ -
Enforcement Fees - Fixed Penalty Notices - Failure to comply with Street Litter Control Notice/Litter Clearing Notice £100 penalty reduced to £75 if paid within 10 days	D	O	£ 75.00	£ -	£ 75.00	O		£ -	£ -
Enforcement Fees - Fixed Penalty Notices - Fly Posting - £75 penalty reduced to £60 if paid within 10 days	D	O	£ 75.00	£ -	£ 75.00	O		£ -	£ -
Enforcement Fees - Fixed Penalty Notices - Graffiti £75 penalty reduced to £60 if paid within 10 days	D	O	£ 75.00	£ -	£ 75.00	O		£ -	£ -
Enforcement Fees - Fixed Penalty Notices - Litter. Depositing of litter on land in the open air - No discount for early repayment	D	O	£ 75.00	£ -	£ 75.00	O		£ -	£ -
Enforcement Fees - Fixed Penalty Notices - Waste Receptacles. If refuse is not properly contained £75 No discount for early repayment	D	O	£ 75.00	£ -	£ 75.00	O		£ -	£ -
Enforcement Fees - Nuisance Parking - £100 - No discount for early repayment	S	O	£ 100.00	£ -	£ 100.00	O		£ -	£ -
Enforcement Fees - Abandoning a vehicle - £200 penalty reduced to £150 if paid within 10 days	S	O	£ 200.00	£ -	£ 200.00	O		£ -	£ -
Enforcement Fees - Waste Carriers Licence - £300 penalty reduced to £200 if paid within 10 days	S	O	£ 300.00	£ -	£ 300.00	O		£ -	£ -
Enforcement Fees - Waste Transfer Notes - - £300 penalty reduced to £180 if paid within 14 days	S	O	£ 300.00	£ -	£ 300.00	O		£ -	£ -
LA-IPPC Charges - Application	S	O	£ 3,218.00	£ -	£ 3,218.00	O		£ -	£ -
LA-IPPC Charges - Application - Additional Fee for Operating without a Permit	S	O	£ 1,137.00	£ -	£ 1,137.00	O		£ -	£ -
LA-IPPC Charges - Application - Annual Subsistence High	S	O	£ 2,233.00	£ -	£ 2,233.00	O		£ -	£ -
LA-IPPC Charges - Application - Annual Subsistence Low	S	O	£ 1,384.00	£ -	£ 1,384.00	O		£ -	£ -
LA-IPPC Charges - Application - Annual Subsistence Medium	S	O	£ 1,541.00	£ -	£ 1,541.00	O		£ -	£ -
LA-IPPC Charges - Application - Late Payment Fee	S	O	£ 50.00	£ -	£ 50.00	O		£ -	£ -
LA-IPPC Charges - Application - Partial Transfer	S	O	£ 668.00	£ -	£ 668.00	O		£ -	£ -
LA-IPPC Charges - Application - Substantial Variation	S	O	£ 1,309.00	£ -	£ 1,309.00	O		£ -	£ -
LA-IPPC Charges - Application - Surrender	S	O	£ 668.00	£ -	£ 668.00	O		£ -	£ -
LA-IPPC Charges - Application - Transfer	S	O	£ 225.00	£ -	£ 225.00	O		£ -	£ -
LAPPC Charges - Annual Subsistence Charge - Eighth and subsequent permits High	S	O	£ 453.00	£ -	£ 453.00	O		£ -	£ -
LAPPC Charges - Annual Subsistence Charge - Eighth and subsequent permits Low	S	O	£ 189.00	£ -	£ 189.00	O		£ -	£ -
LAPPC Charges - Annual Subsistence Charge - Eighth and subsequent permits Medium	S	O	£ 302.00	£ -	£ 302.00	O		£ -	£ -
LAPPC Charges - Annual Subsistence Charge - For the third to seventh permits High	S	O	£ 884.00	£ -	£ 884.00	O		£ -	£ -
LAPPC Charges - Annual Subsistence Charge - For the third to seventh permits Low	S	O	£ 368.00	£ -	£ 368.00	O		£ -	£ -
LAPPC Charges - Annual Subsistence Charge - For the third to seventh permits Medium	S	O	£ 590.00	£ -	£ 590.00	O		£ -	£ -
LAPPC Charges - Annual Subsistence Charge - Late payment fee	S	O	£ 50.00	£ -	£ 50.00	O		£ -	£ -
LAPPC Charges - Annual Subsistence Charge - Mobile screening and crushing plant for first and second permits High	S	O	£ 1,484.00	£ -	£ 1,484.00	O		£ -	£ -
LAPPC Charges - Annual Subsistence Charge - Mobile screening and crushing plant for first and second permits Low	S	O	£ 618.00	£ -	£ 618.00	O		£ -	£ -
LAPPC Charges - Annual Subsistence Charge - Mobile screening and crushing plant for first and second permits Medium	S	O	£ 989.00	£ -	£ 989.00	O		£ -	£ -
LAPPC Charges - Annual Subsistence Charge - PVR 1 & 2 Combined High	S	O	£ 326.00	£ -	£ 326.00	O		£ -	£ -
LAPPC Charges - Annual Subsistence Charge - PVR 1 & 2 Combined Low	S	O	£ 108.00	£ -	£ 108.00	O		£ -	£ -
LAPPC Charges - Annual Subsistence Charge - PVR 1 & 2 Combined Medium	S	O	£ 216.00	£ -	£ 216.00	O		£ -	£ -
LAPPC Charges - Annual Subsistence Charge - PVR 1, SWOBs and Dry Cleaners High	S	O	£ 227.00	£ -	£ 227.00	O		£ -	£ -
LAPPC Charges - Annual Subsistence Charge - PVR 1, SWOBs and Dry Cleaners Low	S	O	£ 76.00	£ -	£ 76.00	O		£ -	£ -
LAPPC Charges - Annual Subsistence Charge - PVR 1, SWOBs and Dry Cleaners Medium	S	O	£ 151.00	£ -	£ 151.00	O		£ -	£ -
LAPPC Charges - Annual Subsistence Charge - Standard Process High	S	O	£1,672 (+£198)*	£ -	£1,672 (+£198)*	O		£ -	£ -
LAPPC Charges - Annual Subsistence Charge - Standard Process Low	S	O	£739 (+£99)*	£ -	£739 (+£99)*	O		£ -	£ -
LAPPC Charges - Annual Subsistence Charge - Standard Process Medium	S	O	£1,111 (+£149)*	£ -	£1,111 (+£149)*	O		£ -	£ -
LAPPC Charges - Annual Subsistence Charge - Where the additional amounts in brackets must be charged where a permit is for a combined Part B and waste installation *						£ -		£ -	£ -
LAPPC Charges - Annual Subsistence Charge - Vehicle Refinisher any part 2 reduced fee activity or any part 3 reduced activity High	S	O	£ 524.00	£ -	£ 524.00	O		£ -	£ -
LAPPC Charges - Annual Subsistence Charge - Vehicle Refinisher any part 2 reduced fee activity or any part 3 reduced activity Low	S	O	£ 218.00	£ -	£ 218.00	O		£ -	£ -
LAPPC Charges - Annual Subsistence Charge - Vehicle Refinisher any part 2 reduced fee activity or any part 3 reduced activity Medium	S	O	£ 349.00	£ -	£ 349.00	O		£ -	£ -
LAPPC Charges - Mobile Plant Charges (Not using Simplified Permits) - No. of Permits: 1 - Subsistence Fee High	S	O	£ 1,484.00	£ -	£ 1,484.00	O		£ -	£ -
LAPPC Charges - Mobile Plant Charges (Not using Simplified Permits) - No. of Permits: 1 - Subsistence Fee Low	S	O	£ 618.00	£ -	£ 618.00	O		£ -	£ -
LAPPC Charges - Mobile Plant Charges (Not using Simplified Permits) - No. of Permits: 1 - Subsistence Fee Medium	S	O	£ 989.00	£ -	£ 989.00	O		£ -	£ -
LAPPC Charges - Mobile Plant Charges (Not using Simplified Permits) - No. of Permits: 2 - Subsistence Fee High	S	O	£ 1,484.00	£ -	£ 1,484.00	O		£ -	£ -
LAPPC Charges - Mobile Plant Charges (Not using Simplified Permits) - No. of Permits: 2 - Subsistence Fee Low	S	O	£ 618.00	£ -	£ 618.00	O		£ -	£ -
LAPPC Charges - Mobile Plant Charges (Not using Simplified Permits) - No. of Permits: 2 - Subsistence Fee Medium	S	O	£ 989.00	£ -	£ 989.00	O		£ -	£ -
LAPPC Charges - Mobile Plant Charges (Not using Simplified Permits) - No. of Permits: 3 - Subsistence Fee High	S	O	£ 884.00	£ -	£ 884.00	O		£ -	£ -
LAPPC Charges - Mobile Plant Charges (Not using Simplified Permits) - No. of Permits: 3 - Subsistence Fee Low	S	O	£ 368.00	£ -	£ 368.00	O		£ -	£ -
LAPPC Charges - Mobile Plant Charges (Not using Simplified Permits) - No. of Permits: 3 - Subsistence Fee Medium	S	O	£ 590.00	£ -	£ 590.00	O		£ -	£ -
LAPPC Charges - Mobile Plant Charges (Not using Simplified Permits) - No. of Permits: 4 - Subsistence Fee High	S	O	£ 884.00	£ -	£ 884.00	O		£ -	£ -
LAPPC Charges - Mobile Plant Charges (Not using Simplified Permits) - No. of Permits: 4 - Subsistence Fee Low	S	O	£ 368.00	£ -	£ 368.00	O		£ -	£ -
LAPPC Charges - Mobile Plant Charges (Not using Simplified Permits) - No. of Permits: 4 - Subsistence Fee Medium	S	O	£ 590.00	£ -	£ 590.00	O		£ -	£ -
LAPPC Charges - Mobile Plant Charges (Not using Simplified Permits) - No. of Permits: 5 - Subsistence Fee High	S	O	£ 884.00	£ -	£ 884.00	O		£ -	£ -
LAPPC Charges - Mobile Plant Charges (Not using Simplified Permits) - No. of Permits: 5 - Subsistence Fee Low	S	O	£ 368.00	£ -	£ 368.00	O		£ -	£ -
LAPPC Charges - Mobile Plant Charges (Not using Simplified Permits) - No. of Permits: 5 - Subsistence Fee Medium	S	O	£ 590.00	£ -	£ 590.00	O		£ -	£ -
LAPPC Charges - Mobile Plant Charges (Not using Simplified Permits) - No. of Permits: 6 - Subsistence Fee High	S	O	£ 884.00	£ -	£ 884.00	O		£ -	£ -
LAPPC Charges - Mobile Plant Charges (Not using Simplified Permits) - No. of Permits: 6 - Subsistence Fee Low	S	O	£ 368.00	£ -	£ 368.00	O		£ -	£ -
LAPPC Charges - Mobile Plant Charges (Not using Simplified Permits) - No. of Permits: 6 - Subsistence Fee Medium	S	O	£ 590.00	£ -	£ 590.00	O		£ -	£ -
LAPPC Charges - Mobile Plant Charges (Not using Simplified Permits) - No. of Permits: 7 - Subsistence Fee High	S	O	£ 884.00	£ -	£ 884.00	O		£ -	£ -

Name of fee or Charge Cleaner, Greener & Safer	Statutory/ Discretionary Charge	VAT Status 17/18	Charge excl. VAT 2017/18	VAT Amount 2017/18	Charge incl. VAT 2017/18	VAT Status 18/19	Charge excl. VAT 2018/19	VAT Amount 2018/19	Charge incl. VAT 2018/19
LAPPC Charges - Mobile Plant Charges (Not using Simplified Permits) - No. of Permits: 7 - Subsistence Fee Low	S	O	£ 368.00	£ -	£ 368.00	O		£ -	£ -
LAPPC Charges - Mobile Plant Charges (Not using Simplified Permits) - No. of Permits: 7 - Subsistence Fee Medium	S	O	£ 590.00	£ -	£ 590.00	O		£ -	£ -
LAPPC Charges - Mobile Plant Charges (Not using Simplified Permits) - No. of Permits: 8 and over - Subsistence Fee High	S	O	£ 453.00	£ -	£ 453.00	O		£ -	£ -
LAPPC Charges - Mobile Plant Charges (Not using Simplified Permits) - No. of Permits: 8 and over - Subsistence Fee Low	S	O	£ 189.00	£ -	£ 189.00	O		£ -	£ -
LAPPC Charges - Mobile Plant Charges (Not using Simplified Permits) - No. of Permits: 8 and over - Subsistence Fee Medium	S	O	£ 302.00	£ -	£ 302.00	O		£ -	£ -
LAPPC Charges - Substantial Charge - Reduced Fee Activities	S	O	£ 98.00	£ -	£ 98.00	O		£ -	£ -
LAPPC Charges - Substantial Charge - Standard Process	S	O	£ 1,005.00	£ -	£ 1,005.00	O		£ -	£ -
LAPPC Charges - Substantial Charge - Standard Process where the substantial change results in new PPC Activity	S	O	£ 1,579.00	£ -	£ 1,579.00	O		£ -	£ -
LAPPC Charges - Temporary transfer for mobiles - First Transfer	S	O	£ 51.00	£ -	£ 51.00	O		£ -	£ -
LAPPC Charges - Temporary transfer for mobiles - Repeat following enforcement or Warning	S	O	£ 51.00	£ -	£ 51.00	O		£ -	£ -
LAPPC Charges - Transfer and Surrender - New Operator at low risk reduced fee activity (extra one-off subsistence charge) see Art 15(2) of charging scheme)	S	O	£ 75.00	£ -	£ 75.00	O		£ -	£ -
LAPPC Charges - Transfer and Surrender - Reduced fee activities: Partial transfer £45	S	O	£ 45.00	£ -	£ 45.00	O		£ -	£ -
Registration of Persons for Exhibition and Training of performing animals - Registration Fee	S	O	£ 110.00	£ -	£ 110.00	O		£ -	£ -
Legal and Democratic Services - Registration - Approved Premises Regulations - Application for approval	D	O	£ 2,000.00	£ -	£ 2,000.00	O		£ -	£ -
Legal and Democratic Services - Registration - Approved Premises Regulations - Request for review	D	O	£ 620.00	£ -	£ 620.00	O		£ -	£ -

14 December 2017		ITEM: 7
Cleaner, Greener and Safer Overview & Scrutiny Committee		
Waste Service Route Optimisation – 6 Month Update		
Wards and communities affected: All		Key Decision: Report for noting
Report of: Claire Harvey, Environment Front Line Services Manager, Environment and Highways		
Accountable Assistant Director: Not Applicable		
Accountable Directors: Julie Rogers, Director of Environment and Highways		
This report is public		

Executive Summary

This report provides an overview of domestic waste collections following the implementation in May 2017, on the new methodology of a sweep system and new waste collection rounds (route optimisation), which impacted 79% of residents across the borough.

The report provides an update on performance and challenges from the first 6 months of implementation of the new service and is forward looking in relation to the ongoing service provision.

1 Recommendation(s)

1.1 That Cleaner, Greener and safer Overview and Scrutiny consider and note the report.

2 Introduction and Background

2.1 On the 8th May 2017, the optimisation of the waste collection operation was implemented. This included moving to a West to East sweep across the borough and rebalancing routes and operational capacity. Another objective of the change was to provide a degree of increased resilience to the collection rounds, reducing the impact of seasonal variations in workload and allowing additional domestic properties coming on stream to be absorbed.

2.2 The new system of collection impacted 79% of residents in the Borough who now have a different day of collection. All three bins (refuse, dry recycling and

kitchen/garden waste) continued to be collected from each property on the same day.

- 2.3 Specialist software, which is used by many local authorities, was used to generate a proposed new round process. The software runs complex algorithms that identify the most efficient routes to travel to ensure that all properties in the area have a collection service for each stream, each week. Before going live on the 8th May, all rounds were reviewed and tested by the Waste Collection Supervisors and Drivers to utilise their local knowledge, ensuring as far as possible, that the implementation of the new rounds were achievable as far as practically possible.
- 2.4 The end of October marked 6 months since the new rounds were implemented. The last time the waste collection routes were reviewed on this scale was in 2013. At that time the implementation of the new rounds were linked to changes in the terms and conditions of the waste collection staff. The impact of combining the changes resulted in significant disruption to the waste collection service. At that time the percentage of bins collected on schedule dropped to as low as 89%, in the month that new routes were introduced. The number of complaints received in that year was 542 (81% being upheld). The team ensured that the learning from the changes in 2013 were considered and implemented to minimise any negative impact on residents.
- 2.5 The lessons learned from the 2013 route review, which were addressed prior to the 8th May, are:
 - Limiting the level of change to the daily rounds only; and
 - Engaging effectively with staff to ensure their understanding and support for the change.

3. Issues Options and Analysis of Options

3.1 Current Performance

- 3.1.1 Immediately after the implementation of the new rounds, the levels of missed bins decreased. Indeed, performance figures for the beginning of May were positive. However since May, there have been a number of months when performance has fallen below the 98.5% target of collections made as scheduled. The cumulative target as at October 2017 shows the service has not currently met its Key Performance Indicator target for the year to date. In real terms, the service is below target by less than 1% and it is anticipated that at year end the outcome for this indicator will be at or very near the set target of 98.5%.

The table below provides an overview of monthly performance for the year to the end of October. It includes figures from the 2013-14 waste service change, to provide context.

- 3.1.2 The main reasons for missed collections between the end of June and October are not directly linked to the new round structure, but rather to a number of issues that arose concurrently.

		Apr	May	Jun	Jul	Aug	Sep	Oct	Cumulative
2017-2018	Bins to be collected	801,756	922,019	881,932	841,844	922,019	841,844	881,932	6,093,346
	Monthly Missed Bins	16,137	5,054	27,623	11,763	25,194	38,342	14,654	138,767
	% of Collections Made (Target = 98.5%)	98.0%	99.5%	96.9%	98.6%	97.3%	95.4%	98.3%	97.7%
2013-2014	Bins to be collected	843467	881,806	766,788	881,806	805,127	805,127	881,127	5,865,928
	Monthly Missed Bins	8,528	12,406	87,090	54,865	36,853	34105	35919	305,975
	% of Collections Made (Target = 98.5%)	99.0%	98.6%	88.6%	93.8%	95.4%	95.8%	95.9%	94.8%

The reasons for the disruptions relate to a range of operational matters. A number of actions have been taken and continue to be planned to address these, including:

- Recruitment has been ongoing this financial year and continues to ensure that we have a well-resourced and stable workforce. Since January 2017 we have recruited 34 long term agency front line members of staff into permanent posts. This represents 38% of the total front line workforce;
- A programme of work is in place to improve communication with front line staff. Each crew covers approximately 1,500 properties per day. Crews become so familiar with their rounds, they know where subtle changes apply, e.g. assisted collections, houses that are hidden from view, bin store challenges etc. When staff changes take place, it takes some time for crews to familiarise themselves and for them to reach their normal speed of operation. Where crews are covering sickness/annual leave this is also a challenge. Crews have been consistently supported to manage the change;
- Active engagement with a number of local providers to recruit sufficient agency drivers during peak summer months July to September. This was a challenge due to the shortage of licenced, qualified HGV drivers across the country;
- The procurement of 28 new waste collection vehicles are scheduled to be delivered from March 2018, along with 4 refurbished existing vehicles. This will provide increased reliability and flexibility. The fleet will then consist of 32 good quality vehicles;

- Close monitoring of the current fleet continues with maintenance of refuse freighters as a priority for the Fleet Division; and
- The Bartec system (back office scheduling and reporting tool) is being renewed and re-implemented to ensure accurate and timely information relating to bin collections. This will enable a quicker response to residents querying non-collection.

3.1.3 Due to the challenges outlined in 3.2 of the report, there was an impact on Friday collections which meant more residents who were receiving a Friday service saw a drop in performance. To address this issue, the service has reallocated workload to existing crews, with all changes due to be completed by end December.

3.1.4 The other area of focus for the service is communal bin stores. Complaints in this area again are not directly linked to route optimisation, although the perception of residents is that these collections have been affected by the change in collection regime. The issues with bin store collections are linked to excess waste, blocked access and contamination. The service is engaging with managing agents who have some influence and control over these matters, in particular where large accumulations of excess waste is blocking access for the waste crews to clear. In these circumstances it is the responsibility of the managing agent to arrange clearance, prior to collection services resuming.

These issues are directly linked to the level of household waste that is re-used, recycled and composted.

3.1.5 Work is underway to increase recycling rates includes:

- A Comprehensive communication plan reminding residents of the items that should be disposed of in each stream, including re-introduction of the bin tagging system will be communicated within the next six to eight months;
- A Review of the Waste Strategy to ensure a clear and consistent approach is being taken. It has been agreed that recycling side waste will be accepted as usual over the Christmas period. Additional recycling bags will be made available for this purpose at local libraries and community hubs;
- A programme to review the recycling receptacles available at sites of multi-occupancy;
- Engagement with managing agents of communal bin stores to encourage, educate and enforce appropriate bin usage in their buildings; and
- A targeted education and engagement programme (See Appendix A) for all residents, including an opportunity for schools to participate in naming the new refuse collection vehicles.

3.1.6 The number of complaints and service requests have been closely monitored over the period of the route optimisation project. The service did experience an increase in contacts in May, as a result of the new collection methodology. However, overall the number of complaints remained at a similar level to that received for this period last year. The new route optimisation did not result in a significant increase in resident complaints over the same period last year.

The table below provides a summary of the number of formal complaints received each month. As before, the figures for the same period in 2013-14 have been included for context.

Corporate Complaints	April	May	June	July	Aug	Sep	Oct	Year to Date
2013-14	30	43	148	100	37	48	57	463
2016/17	15	7	14	20	43	16	20	135
2017/18	8	24	17	22	29	30	26	156

3.2 Issues for consideration

- 3.2.1 Since route optimisation commenced in May, there has been an uplift of 300 domestic properties, which equates to an increase of 900 collections across the three waste streams each week.
- 3.2.2 There has also been significant and successful growth of the trade waste business which has also started to have an impact on domestic collection rounds. Due to the success of the growth of trade waste and the forecasting going forward, we are introducing an additional dedicated trade waste round from January 2018. This will bring further opportunities to improve the communal bin store collections, as a result of freed up capacity in the domestic waste stream. The costs of the additional trade waste collection are recovered from the income generated. The service continues to regularly review the level of trade collections and the configuration of resource to ensure the most effective collections for both trade and domestic customers. One of the objectives of route optimisation was to ensure that planned new properties could be absorbed within the collection structure.

Further forecasting has highlighted ongoing pressures for the service as growth and development in Thurrock continues over the coming years, however this is being considered as part of the medium term planning.

3.3 Summary

- 3.3.1 Despite a number of operational challenges, the implementation of the sweep system has been successful, and overall, the service provides an improved method of domestic collection across the borough. Given the scale of the changes to the collection service the current performance relating to missed bins, which is 0.8% below target is a significant achievement, even more so when compared with performance following the optimisation programme in 2013-14.
- 3.3.2 The Waste Collection team are aware of the current issues relating to collections on Fridays and the ongoing issues in relation to some communal bin stores. As detailed above, actions are underway to address these issues and the improvement in performance in October reflects this. This includes re-

allocating some of the Friday work amongst the rounds to ensure that they are completed as scheduled and inspecting communal bin stores that have had missed collections to identify specific issues and propose solutions.

4. Reasons for Recommendation

- 4.1 The shift to a sweep system continues to offer the service the most efficient configuration of collection rounds.

5. Consultation (including Overview and Scrutiny, if applicable)

- 5.1 This report is a review of service performance over the past 6 months. No consultation was required or undertaken.

6. Impact on corporate policies, priorities, performance and community impact

- 6.1 This report is a review of service performance over the past 6 months and as such all performance impacts are fully addressed. There is no impact on corporate policies or priorities.

7. Implications

7.1 Financial

Implications verified by: **Laura Last**
Management Accountant (Environment and Highways)

This report is for noting and there are no actions that will be taken out of it that will have an immediate financial impact for the Council. However, it is clear in the text of the report that it is anticipated that the funding required for both waste disposal and collection budgets in future years will have to be reviewed to ensure that they are taking account of the demographic growth within the Borough. A provision, subject to affordability, is currently within the MTFS for 2018/19.

7.2 Legal

Implications verified by: **David Lawson**
Monitoring Officer

There are no direct legal implications arising from the report

7.3 Diversity and Equality

Implications verified by: **Becky Price**
Community Development Officer

There are no implications for equality and diversity. All residents receive a waste collection service appropriate to their needs with special collection arrangements available on request.

7.4 Other implications (where significant) – i.e. Staff, Health, Sustainability, Crime and Disorder)

None applicable

8. **Background papers used in preparing the report** (including their location on the Council's website or identification whether any are exempt or protected by copyright):

- Members Briefing regarding Route Optimisation, not shared on the Council's website.
- Monthly Corporate KPI reports.

9. **Appendices to the report**

Appendix 1 - Recycle It

Report Author:

Claire Harvey

Environment Front Services Manager

Environment and Highways

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‘Recycle it’

‘Recycle it’ is the overarching behaviour change campaign around household waste. It seeks to assist the service in addressing issues including;

- Recycling rates
- Contaminated bins
- Blocked access
- Missed collections

This document outlines the key messages, audiences and execution of this campaign.

1. Service Issues

Recycling rates

Recycling rates are at low and decreasing level.

It costs the service more money to send waste to landfill than for recycling.

Increasing recycling rates not only helps the environment, but eases budget pressures for the service.

We have data on where in the borough rates are at their lowest, as well as what recyclable items are most present in the refuse stream in order to produce targeted messaging.

Contaminated bins

Bins which are contaminated with the wrong type of refuse in each bin are not collected by the service. This is a particular problem for shared bins.

Currently there is no method of proactively informing the resident of the reason their bin has not been collected.

This leads to a high number of queries to the Contact Centre and Environment in order for the resident to find out the reason.

Blocked access

Some of Thurrock’s roads are narrow and the limited off-street parking in areas means vehicles often park on the road.

Inconsiderate parking means that Refuse Collection Vehicles cannot access the roads – not to mention emergency vehicles.

This puts additional pressure on the service having to either return to collect the bins, or the residents in affected roads having to wait until the following week.

Missed collections

How missed bin collections are communicated to residents has been identified as an issue.

Working with the service, the Contact Centre and the Communications Team, an end-to-end process for notification needs to be developed and implemented.

2. Research

With the introduction of the new waste collection routes, there is now a data set available to investigate recycling rates and participation in recycling in specific areas of the borough.

After detailed analysis of the tonnages and areas, the key insight is that the worst performing recycling days are Tuesday (the rural parts of the borough and South Ockendon) and Thursday (Grays).

The highest recycling figures are recorded on Monday (Stanford Le Hope) and Wednesday (Tilbury and Chadwell).

Analysis of Waste and Recycling - 23 June 2017

The data used for this analysis was in the calendar month of May 2017. This included four full 5-day weeks (Monday – Friday) and one 3-day week (Monday – Wednesday).

Data for residual waste has been included for context but has not been analysed. Summary:

- Tonnages of all waste streams were significantly lower in Week 1, than other weeks
- Lowest percentage of dry recycling collected was 12.57% on Tuesday in Week 4
- Highest percentage of dry recycling collected was 26.2% on Monday in Week 5
- Lowest percentage of garden & food waste collected was 11.32% on Friday in Week 2
- Highest percentage of garden & food waste collected was 33.73% on Monday in Week 3
- Lowest percentage of combined recycling collected was 25.26% on Tuesday in Week 4
- Highest percentage of combined recycling collected was 52.37% on Monday in Week 3
- Best day for dry recycling is Monday
- Best day for garden and food waste is Monday
- Best day for combined recycling is Monday
- Worst day for dry recycling is Tuesday
- Worst day for garden and food waste is Tuesday
- Worst day for combined recycling is Tuesday
- Although Weeks 1 and 2 did have some variations, in each of the weeks 3, 4 and 5 Tuesdays were consistently the worst days for both tonnage and percentage of all recycle waste streams

Kerbside Waste Composition Analysis

The most recent data we have on what types of materials are in each bins was compiled through kerbside surveys conducted by MEL research in July 2016. It found that the average residual bin in Thurrock contained a number of materials

which could have been put in the dry recycling. The most common items found in the residual bin were:

- Paper (3%)
- Cardboard (3%)
- Glass (2.6%)

3. Objectives

- Increase recycling rates in the borough
- Reduce the number of contaminated collections
- Reduce the number of failed collections due to blocked access
- Improve the communications around missed bin collections

4. Key messages

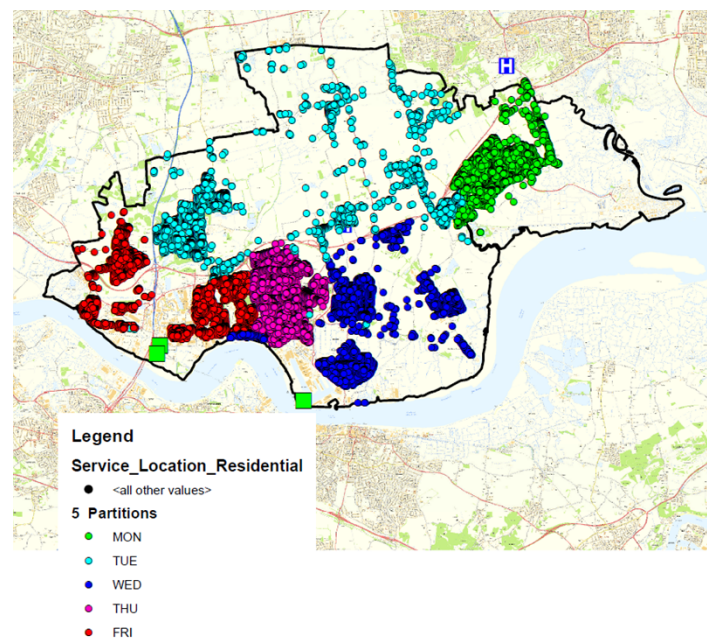
- Recycling: For every 1% recycled, the council saves £35,000
- Contamination: Check it – bin it
- Blocked access: Poor parking stops bin collections
- Missed collection: If we miss your bin, we'll be back later or tomorrow

5. Approach

Targeted recycling messaging

Previous recycling campaigns have featured generally messaging which was applied broadly. While these have been successful, with the insight afforded to us through data collected by the service, we are able to adopt a targeted approach on two fronts:

- Targeting the areas of the borough where recycling rates are low and contamination rates are high
- Targeting the messaging on specific items of recycling which will have the biggest impact on overall rates
- By targeting through both location and message, the same level of resource which would be allocated to a broad campaign can have a focussed impact on behaviour change.



Through the research and insight above, the proposed targeting will be:

- Areas: South Ockendon, Orsett, Bulphan, Horndon on the Hill and Grays
- Items: paper, cardboard and glass

The areas covered on Tuesday and Thursday includes 554 roads.

The insight from the 2016 Residents' Survey clearly shows that the communications channels most effective for the residents in the areas we wish to target are:

- Information leaflet
- Bin stickers / hangers

Blocked access

There are a number of roads which have been identified as repeated having blocked access issues, including Angle Road, West Thurrock; Fleming Gardens, Tilbury; Danbury Crescent, South Ockendon and; King Street, Stanford Le Hope.

Houses on these and surrounding roads will be targeted with leaflets asking them to be more considerate with parking. The service will also engage with Civil Enforcement Officers to take action where parking is illegal.

6. Execution Recycling Targeted

Targeted messages will be used for residents of South Ockendon, Orsett, Bulphan, Horndon on the Hill and Grays. These areas contain 554 roads.

Bus stops, libraries, healthcare centres etc in those areas will all be provided with literature to display.

Broad

Waste is a universal service. It affects all residents and therefore we must communicate with them all. Ensuring we have the right channels covered in order to capture everyone will be key to the success of the campaign.

Online and offline channels will be fully used.

Engagement

Engaging with schools through initiatives (such as naming an RCV) is a great hook and way in to get young people engaged about recycling.

Contaminated bins Targeted

Specific bins which are contaminated will be tagged with bin hangers / stickers, featuring all 'Recycle it' key messages.

Targeted messaging to users of bins stores will also be included, through engaging with managing agents of properties of multiple occupancy, as well as the residents directly.

Blocked access Targeted

Areas and roads which have experienced failed rounds due to blocked access will be delivered a leaflet, which will also contain all 'Recycle it' key messages.

Missed bins Targeted

The reason for why the bin at individual property was missed by clearly and accurately communicated. This needs to be used as an opportunity to push 'Recycle it' key messages.

Broad

What people do if their bin is not collected needs to be clearly communicated. If residents are unsure and take their bin in and we send a crew to collect the next day then it would be a wasted visit.

Clear messages about what residents should do need to be communicated universally.

7. Channels

Website – prominent position on the website. Make it simpler (fewer steps if possible) to find out if something is recyclable

Campaign page for “Recycle it” in the same way we have a page for ‘clean it, cut it, fill it’, we could have a landing page which features all the ‘Recycle it’ key messages and links to service pages with more detail

Bin stickers / hangers – contaminated loads

Contaminated bins will be tagged to tell people their bin won’t be collected until the offending item(s) are removed.

Hanger will feature call to action to check what can go in each bin – linking to the campaign page of the website.

Imagery

The artwork used in this campaign will be striking and in line with the previously designed infographic, rather than the previous ‘Love Thurrock’ based design.

Video

As well as producing videos of the portfolio holder for environment, we will also use Scribe animations to raise awareness of recycling and fill gaps in the residents’ understanding of recycling issues.

Poster campaign – internal sites, libraries, hubs, community forums, schools, colleges, managing agents, bin stores

An infographic-based and single poster which contains all messages and ‘striking’ imagery

Leaflet – produced with main message regarding blocked access

A5. One side blocked access. Once side in thirds other ‘Recycle it’ key messages

Vehicle livery

The new Refuse Collection Vehicles (RCVs) due in March 2018 will feature ‘Recycle it’ messages aimed at increasing recycling rates.

Other vehicles, such as cage lorries will also be utilised for key messages.

Thurrock News – continuing stories in the e-newsletter

At least one “Recycle it” story will feature in every issue of Thurrock News and will signpost to the campaign webpage.

Social media

Repeated and scheduled messages featuring all key messages, images and videos.

Council tax leaflet

The leaflet accompanying the council tax bills going to every household in Thurrock will include ‘Recycle it’ key messages, as well as other priority campaigns.

Internal

Utilise internal channels to raise awareness of key messages, including Inform, Insight, Thurrock Manager, Chief Exec’s blog and posters in the Meet and Eat area.

Promo items

Useful items (such as fridge magnets) containing key recycling messages will be produced and distributed

Stakeholders – community forums, schools

Work with stakeholders to share resources and engage them to promote on our behalf. Schools, community groups (Thurrock CVS) and community forums will be provided with posters, leaflets and images to share with their networks.

8. Evaluation

The success of this campaign is tied to whether recycling rates for the borough increases, the number of unsuccessful collections due to block access decreases, number of complaints around missed bins decreases and number of contaminated bins decreases.

**Cleaner, Greener and Safer Overview and Scrutiny Committee
Work Programme
2017/18**

Dates of Meetings: 13 July 2017, 12 October 2017, 15 November 2017 (Extraordinary), 14 December 2017, 22 February 2018 and 19 April 2018

Topic	Lead Officer	Requested by Officer/Member
13 July 2017		
Terms of Reference	Democratic Services	Officers
Fire Service	Steve Cox	Members
“Clean it, Cut it” Update	Daren Spring	Councillor Gerrish (Chair 2016-17)
Community Partnership Update	Michelle Cunningham	Officers
Fly Tipping in Alleyways	Gavin Dennett	Members
12 October 2017		
Update on Air Quality & Health Strategy	Steve Cox	Members
Linford Household Waste & Recycling Centre - Future Site Redevelopment	Julie Rogers	Officers
Public Bin Review	Julie Rogers	Officers
15 November 2017 – Extraordinary Meeting		
Linford Household Waste & Recycling Centre - Commercial Vehicle Access Policy	Julie Rogers	Officers
14 December 2017		
Fees & Charges Pricing Strategy 2018/19	Carl Tomlinson	Officer

Updated: October 2017

(Adults)		
Route Optimisation from the Waste Service	Julie Rogers	Officers
A Strategy to Tackle Violence against Women and Girls in Thurrock 2017-2020	Jim Nicholson	Officers
22 February 2018		
Community Facilities	Steve Cox	Members (Cllr Piccolo)
Keep Britain Tidy	Julie Rogers / Marcelle Puttergill	Officers
Volunteer Groups within the Borough (<i>invite Thames21 to speak</i>)	Steve Cox	Councillor Cherry (Vice Chair 2016-17)
Fly Tipping of Alley Ways	Andy Millard/Gavin Dennett	Members
19 April 2018		