



AGENDA

CABINET MEETING

Date: Wednesday, 31 October 2018

Time: 7.00pm

Venue: Council Chamber, Swale House, East Street, Sittingbourne, Kent, ME10 3HT

Membership:

Councillors Sarah Aldridge, Bowles (Chairman), Mike Cosgrove, Duncan Dewar-Whalley, Alan Horton, Gerry Lewin (Vice-Chairman) and David Simmons.

Quorum = 3

RECORDING NOTICE

Please note: this meeting may be recorded.

At the start of the meeting the Chairman will confirm if all or part of the meeting is being audio recorded. The whole of the meeting will be recorded, except where there are confidential or exempt items.

You should be aware that the Council is a Data Controller under the Data Protection Act. Data collected during this recording will be retained in accordance with the Council's data retention policy.

Therefore by entering the Chamber and speaking at Committee you are consenting to being recorded and to the possible use of those sound recordings for training purposes.

If you have any queries regarding this please contact Democratic Services.

1. Emergency Evacuation Procedure

Pages

The Chairman will advise the meeting of the evacuation procedures to follow in the event of an emergency. This is particularly important for visitors and members of the public who will be unfamiliar with the building and procedures.

The Chairman will inform the meeting whether there is a planned evacuation drill due to take place, what the alarm sounds like (i.e. ringing bells), where the closest emergency exit route is, and where the second closest emergency exit route is, in the event that the closest exit or route is blocked.

The Chairman will inform the meeting that:

(a) in the event of the alarm sounding, everybody must leave the building via the nearest safe available exit and gather at the Assembly points at the far side of the Car Park. Nobody must leave the assembly point until everybody can be accounted for and nobody must return to the building until the Chairman has informed them that it is safe to do so; and

(b) the lifts must not be used in the event of an evacuation.

Any officers present at the meeting will aid with the evacuation.

It is important that the Chairman is informed of any person attending who is disabled or unable to use the stairs, so that suitable arrangements may be made in the event of an emergency.

2. Apologies for Absence

3. Minutes

To approve the [Minutes](#) of the Meeting held on 26 September 2018 (Minute Nos. 239 - 245) as a correct record.

4. Declarations of Interest

Councillors should not act or take decisions in order to gain financial or other material benefits for themselves or their spouse, civil partner or person with whom they are living with as a spouse or civil partner. They must declare and resolve any interests and relationships.

The Chairman will ask Members if they have any interests to declare in respect of items on this agenda, under the following headings:

(a) Disclosable Pecuniary Interests (DPI) under the Localism Act 2011. The nature as well as the existence of any such interest must be declared. After declaring a DPI, the Member must leave the meeting and not take part in the discussion or vote. This applies even if there is provision for public speaking.

(b) Disclosable Non Pecuniary (DNPI) under the Code of Conduct adopted by the Council in May 2012. The nature as well as the existence of any such interest must be declared. After declaring a DNPI interest, the Member may stay, speak and vote on the matter.

(c) Where it is possible that a fair-minded and informed observer, having considered the facts would conclude that there was a real possibility that the Member might be predetermined or biased the Member should declare their predetermination or bias and then leave the room while that item is considered.

Advice to Members: If any Councillor has any doubt about the existence or nature of any DPI or DNPI which he/she may have in any item on this agenda, he/she should seek advice from the Monitoring Officer, the Head of Legal or from other Solicitors in Legal Services as

early as possible, and in advance of the Meeting.

Part A Reports for recommendation to Council

- | | | |
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| 5. | Review of Fees and Charges | 1 - 66 |
| 6. | Council Tax Support Scheme 2019/20 | 67 - 82 |

Part B Reports for Decision by Cabinet

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| 7. | Kent Joint Municipal Waste Management Strategy Refresh | 83 - 90 |
| 8. | Warden Bay Land (junction Imperial Drive and Cliff Drive), Community Asset Transfer | 91 - 98 |
| 9. | Complaints Annual Report 2017/2018 | 99 - 108 |
| 10. | Air Quality Action Plan Consultation | 109 - 136 |
| 11. | Exclusion of the Press and Public | |

To decide whether to pass the resolution set out below in respect of the following item:

That under Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A of the Act:

3. Information relating to the financial or business affairs of any particular person (including the authority holding that information).

- | | | |
|-----|--|-----------|
| 12. | Sale of Land at Gas Road, Milton Regis | 137 - 142 |
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Issued on Monday, 22 October 2018

The reports included in Part I of this agenda can be made available in **alternative formats**. For further information about this service, or to arrange for special facilities to be provided at the meeting, **please contact DEMOCRATIC SERVICES on 01795 417330**. To find out more about the work of the Cabinet, please visit www.swale.gov.uk

**Chief Executive, Swale Borough Council,
Swale House, East Street, Sittingbourne, Kent, ME10 3HT**

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Cabinet	Agenda Item:
Meeting Date	31 October 2018
Report Title	Review of Fees & Charges 2019/20
Cabinet Member	Cllr Duncan Dewar-Whalley, Cabinet Member for Finance & Performance
SMT Lead	Nick Vickers, Chief Financial Officer
Head of Service	Nick Vickers, Chief Financial Officer
Lead Officer	Caroline Frampton, Principal Accountant
Key Decision	Yes
Classification	Open
Forward Plan	Reference number:
Recommendations	<ol style="list-style-type: none"> 1. To approve the proposed fees and charges 2019/20 as set out in this report for submission to Council. 2. That delegated authority be given to the Head of Commissioning, Environment & Leisure Services in consultation with the Chief Financial Officer and the Cabinet Member for Environment and Rural Affairs to amend the 2019/20 charge for the new Environmental Fixed Penalty Notice for 'Duty of Care in the disposal of household waste' in the event that the draft national guidance on this specific Fixed Penalty Notice gets amended prior to implementation of the legislation. 3. That the Animal Welfare Licensing charges are implemented on 15 November 2018. 4. That the charges for the new Bourne Street Multi-Storey Car Park are implemented from its day of opening.

1. Purpose of Report and Executive Summary

- 1.1 This report invites Cabinet to consider the proposals for the level of fees and charges to be levied for the next financial year 2019/20. Charges will take effect from 1 April 2019 with the exception of those for Animal Welfare Licensing which will take effect from 15 November and the new Bourne Street Multi-Storey Car Park which will apply from the day of its opening.
- 1.2 Appendix I details proposals on a service-by-service basis for the level of fees to be charged in 2019/20 on those services where this Council sets the charges. Appendix II sets out the fees and charges which are set nationally by Government. Appendix III details the 2018/19 budget for fees and charges for services.

- 1.3 We need to ensure that for discretionary services, where there is a choice over whether the local resident does choose to buy the service, they pay a level which covers costs and is reasonable in comparison to neighbouring councils.

2. Background

- 2.1 In 2018/19 the fees and charges budget covered by this report where the Council sets the level of fees or charges was £3 million (see Appendix III).
- 2.2 Managers and all service areas were asked to review the current schedule of fees and charges for the forthcoming financial year.
- 2.3 Authorities have a statutory duty to ensure fees are set in accordance with the Local Government Act 2003. This allows local authorities to charge for discretionary services. Discretionary services are those services that a council has the power to, but is not obliged to, provide. A pre-condition to charging is the person has to agree to the provision of the service, and they are prepared to pay for it. Some charges depend on relevant consultation being carried out by the service concerned.

3. Proposals

- 3.1 Appendix I details the proposed fees and charges to be set by the Council for 2019/20; and Appendix II those that are set by Government.

4. Alternative Options

- 4.1 The alternative would be to propose a general flat rate increase or no increases in fees or charges. These alternatives are not recommended as they would fail to take into account statutory requirements, individual circumstances, or the increased cost of delivering services.

5. Consultation Undertaken or Proposed

- 5.1 Any necessary consultation will be undertaken by the managers of the relevant service area.
- 5.2 There will be specific consultation required on changes to hackney carriages charges.
- 5.3 Scrutiny Committee will be considering the proposals on 7 November before submission to Council on 14 November 2018.

6. Implications

Issue	Implications
Corporate Plan	The income from fees and charges is a key component of the Council's budget and supports the achievement of corporate priorities, including "A council to be proud of".

Issue	Implications
Financial, Resource and Property	Work will continue on the detailed impact of the proposals. In proposing the new charges, consideration has been given to the likely impact on income levels given the anticipated response of service users to increases in charges.
Legal, Statutory and Procurement	All proposals for charges reflect the relevant legislation.
Crime and Disorder	None identified.
Environment and Sustainability	None identified.
Health and Wellbeing	None identified.
Risk Management and Health and Safety	None identified.
Equality and Diversity	Where there are underlying policy issues to any proposed changes in charges, these will be supported by a service equality impact assessment, and any necessary mitigations undertaken.
Privacy and Data Collection	None identified

7. Appendices

7.1 The following documents are to be published with this report and form part of the report:

- Appendix I: Proposed fees and charges for 2019/20 set by the Council;
- Appendix II: Fees and charges set nationally by Government; and
- Appendix III: Summary of fee income for 2018/19 budget.

8. Background Papers

8.1 None.

Proposed fees and charges for 2019/20 set by the Council

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Communications							
(D Clifford)							
Advertising Fees for Inside Swale (residents magazine)							
Discounts are applied for multiple advertisers:							
2 issues 5%							
3 issues 7.5%							
4 issues 10%							
Outside back cover	650.00	130.00	780.00	650.00	130.00	780.00	Need to keep competitive with our local advertisers.
Internal full page	495.00	99.00	594.00	495.00	99.00	594.00	As above.
Half internal page (portrait or landscape)	275.00	55.00	330.00	275.00	55.00	330.00	As above.
Quarter internal page	150.00	30.00	180.00	150.00	30.00	180.00	As above.
Double internal page	895.00	179.00	1,074.00	895.00	179.00	1,074.00	As above.

Proposed fees and charges for 2019/20 set by the Council

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Housing Services (C Hudson)							
Home Inspection for Immigration Application Fee							
Requests received to inspect and provide report on suitability of proposed home in connection with immigration applications	105.00	21.00	126.00	116.66	23.34	140.00	Discretionary service. Minimal service impact. Charge in line with other authorities. Applicants are able to use other agencies.
Staying Put Handyperson Rates							
Hourly rate for a handyperson	13.50	2.70	16.20	13.50	2.70	16.20	The charges are contractual as set by KCC who fund the service and not at the Council's discretion.
Subsidised hourly rate for a handyperson – client in receipt of benefits	5.00	1.00	6.00	5.00	1.00	6.00	As above.
Private disabled works (household not eligible for Disabled Facilities Grant)	150.00	0.00	150.00	150.00	0.00	150.00	As above.
Disabled Facilities Grant (DFG) fee (statutory % charge)			12.5%			12.5%	Fees charged as a percentage of total project cost to manage disabled works. Currently 12.50% (maximum set by MHCLG)

Proposed fees and charges for 2019/20 set by the Council

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Planning (J Freeman)							
Pre-Application Planning Advice							
Meetings							
Very large major	1,666.66	333.34	2,000.00	1,666.66	333.34	2,000.00	The pre-application fees are top quartile with Kent LPAs and further increase could deter applicants submitting pre-applications and reducing potential income.
Major	833.33	166.67	1,000.00	833.33	166.67	1,000.00	As above.
Minor	416.67	83.33	500.00	416.67	83.33	500.00	As above.
Other (excluding householders and listed buildings)	125.00	25.00	150.00	125.00	25.00	150.00	As above.
Charities, voluntary groups and parish councils	0.00	0.00	0.00	0.00	0.00	0.00	As above.
Works/repairs to listed buildings	0.00	0.00	0.00	0.00	0.00	0.00	As above.
Letters							
Very large major	833.33	166.67	1,000.00	833.33	166.67	1,000.00	As above.
Major	416.67	83.33	500.00	416.67	83.33	500.00	As above.
Minor	208.33	41.67	250.00	208.33	41.67	250.00	As above.

Proposed fees and charges for 2019/20 set by the Council

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Other (excluding householders and listed buildings)	62.50	12.50	75.00	62.50	12.50	75.00	As above.
Householder	41.67	8.33	50.00	41.67	8.33	50.00	As above.
Charities, voluntary groups and parish councils	0.00	0.00	0.00	0.00	0.00	0.00	As above.
Works/repairs to listed buildings	0.00	0.00	0.00	0.00	0.00	0.00	As above.
Very large major: over 200 dwellings or 4 hectares. Commercial over 10,000m ² or 2 hectares							
Major: 10-199 dwellings or less than 4 hectares. Commercial 1,000m ² - 9,999m ² or less than 2 hectares							
Minor: 1-9 dwellings or less than 0.5 hectares. Commercial less than 1,000m ² or 1 hectare							
Complaints made under the High Hedges Legislation							
Standard fee	450.00	0.00	450.00	400.00	0.00	400.00	Whilst attempting to recover costs the significant fee attached to such an application can act as a deterrent to such submissions. Very few applications are made each year with no significant impact on budget.
Planning Portal							
Please note that from September 2018, the Planning Portal will be charging a £20 (£16.67 + VAT) service charge payable by applicants on any planning application that attracts a fee. Applications that do not attract a fee will not incur this service charge.							

Proposed fees and charges for 2019/20 set by the Council

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Planning Photocopying Charges							
	Charges per page			Charges per page			
A4 Black/white	0.08	0.02	0.10	0.12	0.03	0.15	Fee increase in response to significant fall in requests for copies and reflect more closely actual cost of providing service.
A3 Black/white	0.16	0.04	0.20	0.21	0.04	0.25	As above.
A2 Or larger	2.50	0.50	3.00	3.00	0.60	3.60	As above.
A4 Colour	0.62	0.13	0.75	1.00	0.20	1.20	As above.
A3 Colour	1.25	0.25	1.50	1.50	0.30	1.80	As above.
Local Land Charges							
Official Searches							
LLC1 only	35.00	0.00	35.00	37.00	0.00	37.00	Increase in line with LLC across all three MKS authorities.
LLC1 only - additional parcel	10.00	0.00	10.00	11.00	0.00	11.00	As above.
Con 29	95.00	19.00	114.00	99.00	19.80	118.80	As above.
Con 29 - additional parcel	15.00	3.00	18.00	16.00	3.20	19.20	As above.
Standard search (LLC1 & Con29)	130.00	19.00*	149.00	136.00	19.80*	155.80	As above.
Standard search (LLC1 & Con29) - additional parcel	25.00	3.00*	28.00	27.00	3.20*	30.20	As above.
Part II enquiry - Con29 questions 4-21	10.00	2.00	12.00	11.00	2.20	13.20	As above.

Proposed fees and charges for 2019/20 set by the Council

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Part II enquiry - Con29 question 22	24.00	4.80	28.80	25.00	5.00	30.00	As above.
Additional questions	18.33	3.67	22.00	19.00	3.80	22.80	As above.
*VAT applicable only to the Con29 part of the charge.							
Personal Searches							
1.1 (a-l) (Planning)	5.00	1.00	6.00	6.00	1.20	7.20	As above.
1.1 (J, K, L) (Building Regulations)	5.00	1.00	6.00	5.00	1.00	6.00	SBC is passing on the direct cost of an external supplier providing the service.
2.1 (b-d)	5.00	1.00	6.00	5.00	1.00	6.00	Inflationary increase not appropriate for this fee.
3.1 Land for public purpose	2.50	0.50	3.00	3.00	0.60	3.60	As above.
3.3 Drainage matters	2.50	0.50	3.00	3.00	0.60	3.60	As above.
3.5 Railway schemes	2.50	0.50	3.00	3.00	0.60	3.60	As above.
3.7 Outstanding Notices	10.00	2.00	12.00	10.00	2.00	12.00	Inflationary increase not appropriate for this fee.
3.8 Building Regulations Contravention	2.50	0.50	3.00	3.00	0.60	3.60	As above.
3.9 Enforcement	5.00	1.00	6.00	5.00	1.00	6.00	Inflationary increase not appropriate for this fee.
3.10 CILs	2.50	0.50	3.00	3.00	0.60	3.60	As above.
3.12 Compulsory purchase	2.50	0.50	3.00	3.00	0.60	3.60	As above.
3.13b Contaminated land	2.50	0.50	3.00	3.00	0.60	3.60	As above.
3.13c Contaminated land	2.50	0.50	3.00	3.00	0.60	3.60	As above.

Proposed fees and charges for 2019/20 set by the Council

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Commissioning, Environment and Leisure (M Cassell)							
Car Parks and Season Tickets							
All Swale Borough Council car parks are free to use between 6pm and 8am Monday to Sunday							
Short Stay Covering							
Faversham: Central car park (season tickets for business only), Institute Road car park (no season tickets)							
Sittingbourne: Albany Road, Central Avenue, Crown Quay Lane, The Forum, The Swallows, Swale House (weekends only), The Forum (business only), Station Street (up to 2 hours only).							
Sheerness (no season tickets): Rose Street (including land adjacent to Wood Street), Trinity Place, Beachfields							
Up to 30 minutes	0.42	0.08	0.50	0.42	0.08	0.50	General parking charges remain the same as they have undergone major reviews in recent years.
Up to 1 hour	0.83	0.17	1.00	0.83	0.17	1.00	As above.
Up to 2 hours	1.67	0.33	2.00	1.67	0.33	2.00	As above.
Up to 4 hours	3.33	0.67	4.00	3.33	0.67	4.00	As above.
Season per quarter (for business only Central car park, Faversham/ Forum, Sittingbourne)	195.83	39.17	235.00	195.83	39.17	235.00	As above.

Proposed fees and charges for 2019/20 set by the Council

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
	Charges Apply from Date of opening						
<i>Bourne Place Multi-Storey Car Park</i>							
The charge is for ALL parking bays including disabled and parent/child bays							
No season tickets will be permitted in this car park							
Patrons of Light Cinema will have free parking all day on Sundays only							
Up to 30 minutes	0.42	0.08	0.50	0.42	0.08	0.50	As above.
Up to 1 hour	0.83	0.17	1.00	0.83	0.17	1.00	As above.
Up to 2 hours	1.67	0.33	2.00	1.67	0.33	2.00	As above.
Up to 3 hours	2.50	0.50	3.00	2.50	0.50	3.00	New charge
Up to 4 hours	3.33	0.67	4.00	3.33	0.67	4.00	As above.
Up to 5 hours	4.17	0.83	5.00	4.17	0.83	5.00	New charge
Up to a maximum of 6 hours	5.00	1.00	6.00	5.00	1.00	6.00	New charge.
Over 6 hours (within 24 hour period)	12.50	2.50	15.00	12.50	2.50	15.00	New charge.
<i>Travelodge</i> (preferential rate for hotel guests (for 24 hours))	2.50	0.50	3.00	2.50	0.50	3.00	As above.

Proposed fees and charges for 2019/20 set by the Council

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Long Stay Covering							
Faversham: Partridge Lane, Queens Hall Sittingbourne: Spring Street, St Michael's Road, Bell Road Sheerness: Albion Place, Beach Street, Bridge Road, Cross Street, Trinity Road							
Up to 30 minutes	0.42	0.08	0.50	0.42	0.08	0.50	As above.
Up to 1 hour	0.83	0.17	1.00	0.83	0.17	1.00	As above.
Up to 2 hours	1.67	0.33	2.00	1.67	0.33	2.00	As above.
Up to 4 hours	3.33	0.67	4.00	3.33	0.67	4.00	As above.
Over 4 hours	4.17	0.83	5.00	4.17	0.83	5.00	As above.
Season per month (long stay car park)	73.33	14.67	88.00	73.33	14.67	88.00	As above.
Season per quarter (long stay car park)	195.83	39.17	235.00	195.83	39.17	235.00	As above.
Long Stay Covering							
Sittingbourne: Cockleshell Walk							
Up to 30 minutes	0.42	0.08	0.50	0.42	0.08	0.50	As above.
Up to 1 hour	0.83	0.17	1.00	0.83	0.17	1.00	As above.
Up to 2 hours	1.67	0.33	2.00	1.67	0.33	2.00	As above.
Up to 4 hours	2.50	0.50	3.00	2.50	0.50	3.00	As above.
Over 4 hours	3.33	0.67	4.00	3.33	0.67	4.00	As above.

Proposed fees and charges for 2019/20 set by the Council

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Season per month (long stay car park)	73.33	14.67	88.00	73.33	14.67	88.00	As above.
Season per quarter (long stay car park)	195.83	39.17	235.00	195.83	39.17	235.00	As above.
Leysdown: Promenade (seasonal) (all day between 1 March and 31 October)							
Up to 4 hours	1.75	0.35	2.10	1.75	0.35	2.10	As above.
All day	2.83	0.57	3.40	2.83	0.57	3.40	As above.
Motorcycles	0.00	0.00	0.00	0.00	0.00	0.00	As above.
Season tickets (to be used at any long stay car park throughout the Borough)							
Season per quarter	208.33	41.67	250.00	208.33	41.67	250.00	As above.
All pay and display car parks – closure of parking bays through events or other activities	Price on application.			Price on application dependent on car park location, type of event (communal – enthusiast – voluntary/community) and local impact			Revised charging arrangements for events based on type of event and local impact.

Proposed fees and charges for 2019/20 set by the Council

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Residents Only Parking Permits (off street) (5pm-9am evenings, weekends and bank holidays)							
Faversham: Central car park (residents of Cross Lane and Bank Street), Queens Hall (residents of Victoria Place and Dorset Place) Sheerness: Albion Place (residents of Harris Road, Portland Terrace and Albion Place), Cross Street (Sheerness town centre residents), Trinity Road (residents of Trinity Road only)							
Per quarter	16.67	3.33	20.00	17.08	3.42	20.50	Increased in line with inflation (no increase since 2011).
Sheerness: Delamark Road car park (residents only)							
Per quarter	12.50	2.50	15.00	12.92	2.58	15.50	Increased in line with inflation (no increase since 2011).
Residents' Parking Permits (on street)							
Per annum	45.00	0.00	45.00	45.00	0.00	45.00	General parking charges remain the same as they have undergone major reviews in recent years.
Visitors permit book (10 days)	11.00	0.00	11.00	11.00	0.00	11.00	As above.
Visitors parking permits (per day)	1.10	0.00	1.10	1.10	0.00	1.10	As above.
Hourly scratchcards (per hour)	1.10	0.00	1.10	1.10	0.00	1.10	As above.
Hourly scratchcards (per book of 10 hours)	10.00	0.00	10.00	10.00	0.00	10.00	As above.
Business per annum	45.00	0.00	45.00	45.00	0.00	45.00	As above.
Nativity Close (exemption permit concession)	30.00	0.00	30.00	30.00	0.00	30.00	One-off admin fee.

Proposed fees and charges for 2019/20 set by the Council

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Residents/Business/Exemption permit concessions. Replacement permit for lost, stolen or destroyed permits	N/A	N/A	N/A	10.00	0.00	10.00	This supports the cost of administration.
Outdoor Fitness Licence Fees (per annum)							
Once a week (1-4 people)	0.00	0.00	0.00	0.00	0.00	0.00	No change proposed.
Once a week (5-15 people)	155.00	0.00	155.00	155.00	0.00	155.00	This is a relatively new scheme so no increase whilst market is being reviewed.
2-4 times a week (5-15 people)	310.00	0.00	310.00	310.00	0.00	310.00	As above.
5+ times a week (5-15 people)	515.00	0.00	515.00	515.00	0.00	515.00	As above.
Once a week (16-35)	360.00	0.00	360.00	360.00	0.00	360.00	As above.
2-4 times a week (16-35 people)	620.00	0.00	620.00	620.00	0.00	620.00	As above.
5+ times a week (16-35 people)	1,030.00	0.00	1,030.00	1,030.00	0.00	1,030.00	As above.
Sports Facilities							
<i>With changing facilities and showers</i>							
- Senior	60.00	12.00	72.00	61.42	12.28	73.70	Inflationary increase.
- Under 18s	20.00	4.00	24.00	20.50	4.10	24.60	As above.
- Under 16s & mini soccer	15.00	3.00	18.00	15.33	3.07	18.40	As above.

Proposed fees and charges for 2019/20 set by the Council

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
With changing facilities only							
- Senior	50.00	10.00	60.00	51.17	10.23	61.40	Inflationary increase.
- Under 18s	16.67	3.33	20.00	17.08	3.42	20.50	As above.
- Under 16s & mini soccer	14.17	2.83	17.00	14.50	2.90	17.40	As above.
With no facilities							
- Senior	34.17	6.83	41.00	35.00	7.00	42.00	Inflationary increase.
- Under 18s	15.00	3.00	18.00	15.33	3.07	18.40	As above.
- Under 16s & mini soccer	9.17	1.83	11.00	9.42	1.88	11.30	As above.
Block bookings of 10 or more series of lets is VAT exempt. Varies based on prices above minus VAT.							
Allotments							
Plots of 10 rods & pro rata	42.00	0.00	42.00	43.00	0.00	43.00	Inflation increase.
Plots of 10 rods & pro rata (OAPs/Disabled)	21.00	0.00	21.00	21.50	0.00	21.50	As above.
King George's Pavilion							
Main hall/tea room (hourly rate) (minimum hire 1 hour)							
Mon-Sun (9am-midnight)	10.00	0.00	10.00	10.00	0.00	10.00	Fees to remain the same in line with other hirers.
Playgroups (per morning)	25.00	0.00	25.00	25.00	0.00	25.00	As above.

Proposed fees and charges for 2019/20 set by the Council

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Tea room – for children’s parties only (per hour) minimum 1 hour hire	8.00	0.00	8.00	8.00	0.00	8.00	As above.
Caretaking services – set up and clear away: standard tables and/or chairs	6.00	0.00	6.00	6.00	0.00	6.00	As above.
Refundable deposits	150.00	0.00	150.00	150.00	0.00	150.00	As above.
Bank Holidays, New Year’s Eve	Double the standard rate			Double the standard rate			As above.
Alleygate Key							
Fee	17.92	3.58	21.50	17.92	3.58	21.50	Charge in line with cost of replacement key.
Cemeteries Burial Fees							
<i>Exclusive Right of Burial, Interment, Memorial & Re-inscription Permits</i>							
1 st Burial Sittingbourne, Faversham & Murston	1,887.00	0.00	1,887.00	1,933.00	0.00	1,933.00	Major review of cemetery fees in 2016/17 to align with neighbouring Councils. Proposed inflationary increase for 2019/20.
1 st Burial Sheppey	1,730.00	0.00	1,730.00	1,773.00	0.00	1,773.00	As above.
1 st Burial if no use of previously purchased grave Sittingbourne, Faversham & Murston	940.00	0.00	940.00	963.00	0.00	963.00	As above.
1 st Burial if no use of previously purchased grave Sheppey	777.00	0.00	777.00	796.00	0.00	796.00	As above.

Proposed fees and charges for 2019/20 set by the Council

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
2 nd Burial Sittingbourne, Faversham & Murston	777.00	0.00	777.00	796.00	0.00	796.00	As above.
2 nd Burial Sheppey	642.00	0.00	642.00	658.00	0.00	658.00	As above.
3 rd Burial Sittingbourne, Faversham & Murston	642.00	0.00	642.00	658.00	0.00	658.00	As above.
<i>Cremated Remains</i>							
<i>(includes Exclusive Rights to Burial, Interment, Memorial & Re-inscription Permit)</i>							
1 st Burial	594.00	0.00	594.00	609.00	0.00	609.00	As above.
1 st Burial (where no use has been made of previously purchased grave)	216.00	0.00	216.00	221.00	0.00	221.00	As above.
2 nd Burial	216.00	0.00	216.00	221.00	0.00	221.00	As above.
3 rd Burial	216.00	0.00	216.00	221.00	0.00	221.00	As above.
4 th Burial	216.00	0.00	216.00	221.00	0.00	221.00	As above.
Burial of loose ashes	100.00	0.00	100.00	103.00	0.00	103.00	As above.
<i>Child Coffin Burial</i>							
Under 12 years of age in child's plot (resident of Swale)	0.00	0.00	0.00	0.00	0.00	0.00	Staying same. No fee levied.
Under 12 years of age in adult's plot (resident of Swale)	216.00	0.00	216.00	221.00	0.00	221.00	Major review of cemetery fees in 2016/17 to align with neighbouring Councils. Proposed inflationary increase for 2019/20.

Proposed fees and charges for 2019/20 set by the Council

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Under 12 years of age in child's plot (non-resident of Swale)	144.00	0.00	144.00	148.00	0.00	148.00	As above.
Under 12 years of age in adult's plot (non-resident of Swale)	350.00	0.00	350.00	360.00	0.00	360.00	As above.
Ancillary Services							
Issue of letter of confirmation where deed is lost	60.00	0.00	60.00	62.00	0.00	62.00	Major review of cemetery fees in 2016/17 to align with neighbouring Councils. Proposed inflationary increase for 2019/20.
Use of chapel in Sittingbourne	85.00	0.00	85.00	87.00	0.00	87.00	As above.
Use of chapel in Faversham	115.00	0.00	115.00	118.00	0.00	118.00	As above.
Planted grave (per annum)	115.00	0.00	115.00	118.00	0.00	118.00	As above.
Turfed grave	At cost			At cost			
Transfer of deed ownership	60.00	0.00	60.00	62.00	0.00	62.00	As above.
Record search & certificate (each grave)	30.00	0.00	30.00	31.00	0.00	31.00	As above.
Extra cost of large coffin or casket (measuring 30 inches or more)	155.00	0.00	155.00	160.00	0.00	160.00	As above.
Exhumation of coffin	1,440.00	0.00	1,440.00	1,600.00	0.00	1,600.00	Above inflation increase of 10% to start to align with other LAs fees (average exhumation fee £2,233) and increased contractor costs.

Proposed fees and charges for 2019/20 set by the Council

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Exhumation of cremated remains	290.00	0.00	290.00	297.00	0.00	297.00	Major review of cemetery fees in 2016/17 to align with neighbouring Councils. Proposed inflationary increase for 2019/20.
Other services (vatable)	At cost			At cost			
Non-residents of Swale (not living in Swale at time of death or have not been a resident of Swale for at least 15 consecutive years) required to pay double the costs set out above (except child burials)							
Seafront Memorial Bench							
Memorial bench with basic installation	625.00	125.00	750.00	640.00	128.00	768.00	Inflationary increase.
Memorial bench with concrete installation	791.67	158.33	950.00	810.67	162.13	972.80	As above.
Travelling Fairs and Fetes							
Pitch premium for days open to the public only (per day)	800.00	0.00	800.00	900.00	0.00	900.00	The fee has not increased for a few years to stay competitive with other land owners, but we are getting increased competition so feel it is the right time to increase.
Use of Council Land – Travelling Fairs							
On site fee payable whether or not open to the public (including arrival and departure days)	56.00	0.00	56.00	57.30	0.00	57.30	As above.
Refundable deposit	600.00	0.00	600.00	600.00	0.00	600.00	Deposit there as deterrent only.

Proposed fees and charges for 2019/20 set by the Council

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Use of Council Land – Fetes							
Fetes	50.00	0.00	50.00	51.20	0.00	51.20	Inflationary increase.
Refundable deposit	62.00	0.00	62.00	62.00	0.00	62.00	
Beach Hut Charges							
Locations now at Minster Leas and Leysdown							
Ground rental	385.00	0.00	385.00	395.00	0.00	395.00	Inflationary increase.
Licence fee	1,029.17	205.83	1,235.00	1,055.00	211.00	1,266.00	As above.
Refundable keys deposit	N/A	N/A	N/A	25.00	0.00	25.00	New to this report.
Purchase of beach hut	Market price			Market price			
Access Over Open Space Licence							
Used for residential properties requiring access over our land to undertake works/deliveries etc.							
Standard fee	65.00	0.00	65.00	65.00	0.00	65.00	This is a fee charged when removal or delivery firms require access over SBC open space to get to the front/back of a property. No increase proposed.

Proposed fees and charges for 2019/20 set by the Council

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Traffic Regulation Order Applications							
<i>On application (yellow lines and changes to existing orders)</i>							
Small (1-30 consultations)	1,000.00	0.00	1,000.00	1,000.00	0.00	1,000.00	KCC can also issue TROs. They have their fee structure and the current SBC fees are set at a comparative price. It achieves additional income to offset the increasing maintenance costs of on-street lining and restrictions.
Medium (31-50 consultations)	1,200.00	0.00	1,200.00	1,200.00	0.00	1,200.00	As above.
Large (50+ consultations)	1,500.00	0.00	1,500.00	1,500.00	0.00	1,500.00	As above.
<i>On application (loading bays, single bays)</i>							
Small (1-30 consultations)	500.00	0.00	500.00	500.00	0.00	500.00	As above.
Medium (31-50 consultations)	750.00	0.00	750.00	750.00	0.00	750.00	As above.
Large (50+ consultations)	1,000.00	0.00	1,000.00	1,000.00	0.00	1,000.00	As above.
<i>No objections received (yellow lines and changes to existing orders)</i>							
Small (1-30 consultations)	500.00	0.00	500.00	500.00	0.00	500.00	As above.
Medium (31-50 consultations)	500.00	0.00	500.00	500.00	0.00	500.00	As above.
Large (50+ consultations)	500.00	0.00	500.00	500.00	0.00	500.00	As above.
<i>No objections received (loading bays, single bays)</i>							
Small (1-30 consultations)	250.00	0.00	250.00	250.00	0.00	250.00	As above.
Medium (31-50 consultations)	250.00	0.00	250.00	250.00	0.00	250.00	As above.

Proposed fees and charges for 2019/20 set by the Council

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Large (50+ consultations)	250.00	0.00	250.00	250.00	0.00	250.00	As above.
<i>Objections received (JTB report)</i>							
Small (1-30 consultations)	250.00	0.00	250.00	250.00	0.00	250.00	As above.
Medium (31-50 consultations)	250.00	0.00	250.00	250.00	0.00	250.00	As above.
Large (50+ consultations)	250.00	0.00	250.00	250.00	0.00	250.00	As above.
<i>Progress/implement scheme (yellow lines and changes to existing orders)</i>							
Small (1-30 consultations)	500.00	0.00	500.00	500.00	0.00	500.00	As above.
Medium (31-50 consultations)	600.00	0.00	600.00	600.00	0.00	600.00	As above.
Large (50+ consultations)	700.00	0.00	700.00	700.00	0.00	700.00	As above.
<i>Progress/implement scheme (loading bays, single bays)</i>							
Small (1-30 consultations)	100.00	0.00	100.00	100.00	0.00	100.00	As above.
Medium (31-50 consultations)	100.00	0.00	100.00	100.00	0.00	100.00	As above.
Large (50+ consultations)	100.00	0.00	100.00	100.00	0.00	100.00	As above.
Inclusion of new or amended waiting restrictions into Traffic Regulation Order	N/A	N/A	N/A	1,000.00	0.00	1,000.00	Proposed cost of adding new or amended waiting restrictions into Traffic Regulation Order which is already in progress, and therefore costs to SBC are minimal.

Proposed fees and charges for 2019/20 set by the Council

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Disabled Parking Bay Application							
Per bay	0.00	0.00	0.00	0.00	0.00	0.00	No fee currently applied during 2018/19.
Harbour Mooring Fees							
Faversham Town Quay per night	7.50	1.50	9.00	7.50	1.50	9.00	Minimal annual income generated.
Garden Waste Subscription (brown bins – domestic)							
Fortnightly collection of garden waste including hire of bin Per annum – 26 collections	37.00	0.00	37.00	37.00	0.00	37.00	All three partners in the Mid Kent Waste Partnership are planning to keep the same as could potentially stop subscriptions from increasing therefore affecting recycling rates.
Bulky Waste Collections							
Charge covers up to 4 bulky items. If fridge/fridge-freezer charge covers only one item, but any size	25.00	0.00	25.00	25.00	0.00	25.00	Price reflective of encouraging residents to use the service rather than rogue traders.
Wheeled Bins							
Wheeled bins 140 litre	38.00	0.00	38.00	38.90	0.00	38.90	Inflationary increase.
Wheeled bins 180 litre	43.00	0.00	43.00	44.00	0.00	44.00	As above.
Wheeled bins 240 litre	43.00	0.00	43.00	44.00	0.00	44.00	As above.

Proposed fees and charges for 2019/20 set by the Council

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Wheeled bins 1,100 litre	435.00	0.00	435.00	435.00	0.00	435.00	This is a cost to commercial companies rather than residents and the fee is set to ensure section 106 agreements. This will be reviewed again next year.
Lid in lid 140 litre food waste bin	75.00	0.00	75.00	76.80	0.00	76.80	Inflationary increase.
Food waste container 23 litre	10.00	0.00	10.00	10.20	0.00	10.20	Inflationary increase.
Kitchen caddy 5 litre	5.00	0.00	5.00	5.10	0.00	5.10	Inflationary increase.
Note: Wheeled bins are non-vatable when supplied directly to a householder for domestic/household waste collection.							
Additional Litter Bins (each)							
Wybone 145 litre galvanised	250.00	50.00	300.00	256.00	51.20	307.20	As above.
Ashmount	205.00	41.00	246.00	209.92	41.98	251.90	As above.
Admiral	213.00	42.60	255.60	218.09	43.61	261.70	As above.
Broxap Turvy	208.00	41.60	249.60	213.00	42.60	255.60	As above.
Admiral bin liner	34.00	6.80	40.80	34.84	6.96	41.80	As above.
Additional Dog Bins (each)							
Additional dog bin (56 litre)	199.00	39.80	238.80	203.75	40.75	244.50	As above.
Additional dog bin (60 litre)	247.00	49.40	296.40	252.92	50.58	303.50	As above.
Additional dog bin (heavy duty)	638.00	127.60	765.60	653.34	130.66	784.00	As above.

Proposed fees and charges for 2019/20 set by the Council

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Bin store clearance – per occasion	100.00	20.00	120.00	102.42	20.48	122.90	As above.
Wheeled Bins for Community Events							
Provision of wheeled bins for events (cost per occasion) – delivery/collection charge	79.00	15.80	94.80	80.92	16.18	97.10	As above.
Wheeled bin hire (cost per bin)	10.00	2.00	12.00	10.25	2.05	12.30	As above.
Servicing of bins during event	Price on application		Price on application				
Radar Key for Disabled Toilets							
Fee	3.00	0.00	3.00	3.00	0.00	3.00	Covers cost of key.
Street Naming & Numbering							
Changing or requesting new property	64.80	0.00	64.80	66.40	0.00	66.40	Inflationary increase.
New street name	108.00	0.00	108.00	110.60	0.00	110.60	As above.
New street developments (4 or more properties/units) per property/unit with minimum charge of £180	43.20	0.00	43.20	44.20	0.00	44.20	As above.
Provision of historical information relating to street naming & numbering	27.00	0.00	27.00	27.60	0.00	27.60	As above.
Changing street name	648.90	0.00	648.90	664.50	0.00	664.50	As above.

Proposed fees and charges for 2019/20 set by the Council

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Environmental – Fixed Penalty Notices (FPN)							
Fly tipping	400.00 ¹	0.00	400.00 ¹	400.00¹	0.00	400.00¹	This is already set at the maximum limit as set out in the legislation (the early payment reduction will assist in keeping payment rates high and reduce costs for administration).
Householders duty of care – lack of care in disposal of waste	N/A	N/A	N/A	400.00¹	0.00	400.00¹	This is a new FPN that has been consulted on nationally. The guidance is in draft format at the time of producing this report. The fee is set at the maximum limit as set out in the draft guidance (the early payment reduction will assist in keeping payment rates high and reduce costs for administration). Delegated authority has been requested as a specific recommendation to reflect any changes in national guidance.
Abandoning a vehicle	120.00	0.00	120.00	200.00	0.00	200.00	This fee is set in legislation.
Smoking in an enclosed vehicle carrying a juvenile	50.00	0.00	50.00	50.00	0.00	50.00	This fee is set in legislation.
Refuse left out inappropriately	80.00	0.00	80.00	80.00	0.00	80.00	The Deregulation Act 2015 reduces the previous level of FPN (£100) to a scale of between £60 and £80.
Littering and graffiti	150.00	0.00	150.00	150.00	0.00	150.00	This is already set at the maximum limit as set out in the legislation.

Proposed fees and charges for 2019/20 set by the Council

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Dog fouling and other dog control orders	100.00	0.00	100.00	100.00	0.00	100.00	In October 2017 all previous Dog Control Orders are to be replaced by Public Space Protection Orders. It is recommended that Fixed Penalty Notices be set at the maximum allowed amount of £100 (set by legislation).
Fly posting	150.00	0.00	150.00	150.00	0.00	150.00	This is already set at the maximum limit as set out in the legislation.
Waste carrier offences	300.00	0.00	300.00	300.00	0.00	300.00	This is already set at the maximum limit as set out in the legislation.
Smoking in a smoke free premises or vehicle	50.00 ²	0.00	50.00 ²	50.00²	0.00	50.00²	This is already set at the maximum limit as set out in the legislation.
Failure to display no smoking signs in smoke free premises or vehicle	200.00 ³	0.00	200.00 ³	200.00³	0.00	200.00³	This is already set at the maximum limit as set out in the legislation.
Failure to comply with a Community Protection Notice	100.00	0.00	100.00	100.00	0.00	100.00	This is already set at the maximum limit as set out in the legislation.
Breach of any Public Space Protection Orders (PSPOs)	100.00	0.00	100.00	100.00	0.00	100.00	This is already set at the maximum limit as set out in the legislation.
¹ Reduced to £300 if paid in full within 7 days ² Reduced to £30.00 if paid within 15 days ³ Reduced to £150.00 if paid within 15 days							

Proposed fees and charges for 2019/20 set by the Council

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Animal Welfare Licensing							
The Animal Welfare (Licensing of Activities Involving Animals)(England) Regulations 2018 came into force on 1 October 2018. This legislation introduced a new risk based scoring regime for licensing animal establishments. The new scheme is accompanied by a new charging system based upon a star rating. National guidance from DEFRA has only recently been published which has made the timescales challenging for local authorities to introduce the appropriate fees and charges for these activities for the implementation date of 1 October 2018. Charges have been calculated using the Local Government Association guidance document on locally set licence fees ('Open for Business'). Dangerous Wild Animals and Zoo Licences have been tweaked to reflect estimated costs.							
Part A - Covers the application and authorisation process.							
Part B - Is the cost for administering and enforcing the legislative framework.							
Boarding in Kennels for Dogs, Boarding for Cats, Day Care for Dogs, Home Boarding for Dogs, Breeding Dogs and Selling Animals as Pets							
(Includes arranging the provision of home boarding for dogs and or dog day care with hosts)							
Part A	N/A	N/A	N/A	211.00¹	0.00	211.00¹	See introduction to Animal Licensing above.
Part B	N/A	N/A	N/A	169.00	0.00	169.00	See introduction to Animal Licensing above.
1 Star and 2 Star establishments - 1 year licence							
3 Star and 4 Star establishments - 2 year licence	N/A	N/A	N/A	282.00	0.00	282.00	See introduction to Animal Licensing above.
5 Star establishments - 3 year licence	N/A	N/A	N/A	395.00	0.00	395.00	See introduction to Animal Licensing above.

Proposed fees and charges for 2019/20 set by the Council

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Hiring of Horses							
Part A	N/A	N/A	N/A	211.00 ²	0.00	211.00 ²	See introduction to Animal Licensing above.
Part B 1 Star and 2 Star establishments - 1 year licence	N/A	N/A	N/A	133.00 ³	0.00	133.00 ³	See introduction to Animal Licensing above.
3 Star and 4 Star establishments - 2 year licence	N/A	N/A	N/A	266.00 ³	0.00	266.00 ³	See introduction to Animal Licensing above.
5 Star establishments - 3 year licence	N/A	N/A	N/A	399.00 ³	0.00	399.00 ³	See introduction to Animal Licensing above.
Keeping or Training Animals for Exhibition							
Part A For a 3 year licence	N/A	N/A	N/A	282.00 ¹	0.00	282.00 ⁴	See introduction to Animal Licensing above.
Part B For a 3 year licence	N/A	N/A	N/A	236.00 ⁴	0.00	236.00 ⁴	See introduction to Animal Licensing above.
Dangerous Wild Animal Licence							
Part A For a 2 year licence	N/A	N/A	N/A	225.00 ¹	0.00	225.00 ¹	See introduction to Animal Licensing above.
Part B For a 2 year licence	N/A	N/A	N/A	125.00	0.00	125.00	See introduction to Animal Licensing above.

Proposed fees and charges for 2019/20 set by the Council

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
¹ Plus vet fees based upon an hourly rate (including travel time) ² Plus vet fees for an initial inspection based upon an hourly rate (including travel time) ³ Plus annual vet fees based upon an hourly rate (including travel time) ⁴ Plus vet fees (if applicable) based upon an hourly rate (including travel time) ⁵ Applicable annually for the duration of the licence							
Other Charges							
Licence renewals	N/A	N/A	N/A	Charged at the same rate as new applications			See introduction to Animal Licensing above.
Request for re-inspection (for all licences) (plus vet fees if applicable)	N/A	N/A	N/A	71.00	0.00	71.00	See introduction to Animal Licensing above.
Requests for Variations							
Administration amendment only	N/A	N/A	N/A	34.00	0.00	34.00	See introduction to Animal Licensing above.
Inspector visit (if required) (additional to administration charge)	N/A	N/A	N/A	56.00	0.00	56.00	See introduction to Animal Licensing above.
Vet fees	N/A	N/A	N/A	Will be recharged based upon an hourly rate plus travel time			

Proposed fees and charges for 2019/20 set by the Council

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Stray Dog Collection							
Statutory collection charge element	25.00	0.00	25.00	25.00	0.00	25.00	Statutory charge.
Administration fee element for collection/ returned stray dogs	30.00	0.00	30.00	30.00	0.00	30.00	This amount ensures reasonable payment rates without the need for additional administration.
Out of hours administration fee or collection/returned stray dogs	40.00	0.00	40.00	40.00	0.00	40.00	As above.
Transport fee for returning dog to owner	25.00	0.00	25.00	25.00	0.00	25.00	This was a recently introduced fee that gives customers a choice between either picking the dog up themselves from the Kennels or for the Council to return it to them but for which they will have to pay this additional fee.
Pest Control							
Rats (per visit) with a minimum of 2 visits required	24.17	4.83	29.00	24.17	4.83	29.00	The recently agreed pest control contract fees are based upon these costs. An increase in costs will not result in an increase in income to the Council.
Rats (per visit) with a minimum of 2 visits required – clients on benefits	24.17	4.83	29.00	24.17	4.83	29.00	As above.
Mice (per visit) with a minimum of 2 visits required	24.17	4.83	29.00	24.17	4.83	29.00	As above.

Proposed fees and charges for 2019/20 set by the Council

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Mice (per visit) with a minimum of 2 visits required – clients on benefits	24.17	4.83	29.00	24.17	4.83	29.00	As above.
Wasps per nest	48.75	9.75	58.50	48.75	9.75	58.50	As above.
Wasps per additional nest	8.33	1.67	10.00	8.33	1.67	10.00	As above.
Fleas and other household pests (up to 6 rooms)	58.33	11.67	70.00	58.33	11.67	70.00	As above.
Each additional room (up to 4)	8.33	1.67	10.00	8.33	1.67	10.00	As above.
Cockroaches in domestic premises (up to 6 rooms)	58.33	11.67	70.00	58.33	11.67	70.00	As above.
Each additional room (up to 4)	8.33	1.67	10.00	8.33	1.67	10.00	As above.
Ants, insects etc.	25.00	5.00	30.00	25.00	5.00	30.00	As above.
Ants, insects etc. – clients on benefits	25.00	5.00	30.00	25.00	5.00	30.00	As above.
Bed bugs (up to 4 bedroom house). Anything larger will require a survey	233.33	46.67	280.00	233.33	46.67	280.00	As above.
Hourly charge for treatments carried out on industrial and commercial properties (hourly rate)	To be quoted by contractors (Goodwin Pest Management) on a job by job basis so as to remain competitive		To be quoted by contractors (Goodwin Pest Management) on a job by job basis so as to remain competitive			As above.	

Proposed fees and charges for 2019/20 set by the Council

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
For treatments outside of normal office hours (hourly rate)	As above			As above			As above.
Woodworm, birds, deathwatch beetle, foxes, moles & squirrels	Price on application (surveys required)			Price on application (surveys required)			As above.

Proposed fees and charges for 2019/20 set by the Council

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Environmental Health (T Beattie)							
Food Export Certificate							
For existing or repeat businesses in Swale	84.50	0.00	84.50	120.00	0.00	120.00	Following a management review of the time taken to process certificates the increase is proposed to reflect the cost to the service of officer time, inspection and administration.
For new businesses applying for export certificates	N/A	N/A	N/A	250.00	0.00	250.00	New business require additional time to carry out full site inspections, detailed review of procedures and documentation a well a service administration costs.
Admin charge for changes to certificate	N/A	N/A	N/A	25.00	0.00	25.00	To cover the administration costs associated with re-issuing certificates.
Food in transit	30.00	0.00	30.00	30.00	0.00	30.00	
Voluntary Surrender of Food							
Charge for food unfit for human consumption or unsuitable for sale	N/A	N/A	N/A	200.00	0.00	200.00	Business sometimes require local authorities to provide certification for insurers or importing countries to confirm that food is either unsuitable for sale or unfit for human consumption.

Proposed fees and charges for 2019/20 set by the Council

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
CIEH Level 2 Award Training in Food Safety in Catering							
Fee charged to food handlers for training in food hygiene	52.00	13.00	65.00	52.00	13.00	65.00	
Food Hygiene Rating Scheme							
Fee to food businesses for re-inspection and re-scoring	160.00	0.00	160.00	160.00	0.00	160.00	
Registration Fee under the Local Government (Miscellaneous Provision) Act							
(Relates to establishments offering cosmetic piercing, electrolysis, tattooing or acupuncture)							
Standard fee	303.00	0.00	303.00	313.00	0.00	313.00	Rise to bring in line across the EH service.
Supplementary treatment registration fee (for additional beauty treatment registration inspection either at or after initial registration)	51.50	0.00	51.50	53.00	0.00	53.00	Rise to bring in line across the EH service.
Requests for Environmental Information (e.g. contaminated land)							
Charge per hour	20.00	5.00	25.00	20.00	5.00	25.00	This is the agreed fee for Mid Kent EH Contaminated Land and Env Information Regs requests.
Charges for photocopying apply at 10p per page plus postage							

Proposed fees and charges for 2019/20 set by the Council

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Private Water Supplies and Distribution							
Risk assessment	500.00	0.00	500.00	500.00	0.00	500.00	These are the maximum statutory fees chargeable, but are discretionary and not subject to VAT.
Sampling	100.00	0.00	100.00	100.00	0.00	100.00	As above.
Investigation	100.00	0.00	100.00	100.00	0.00	100.00	As above.
Authorisation	100.00	0.00	100.00	100.00	0.00	100.00	As above.
Analysis – under Regulation 10	25.00	0.00	25.00	25.00	0.00	25.00	As above.
Analysis – check monitoring comm. Supplies	100.00	0.00	100.00	100.00	0.00	100.00	As above.
Analysis – audit monitoring	500.00	0.00	500.00	500.00	0.00	500.00	As above.

Proposed fees and charges for 2019/20 set by the Council

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Resources							
(D Fackrell)							
Taxi Licensing							
Vehicle licence for 1 year	290.00	0.00	290.00	290.00	0.00	290.00	This fee rate came into effect in June 2017 following an extensive review. It is therefore not felt to be necessary to increase these charges for 2019/20.
Private Hire operator licence valid for 5 years	430.00	0.00	430.00	430.00	0.00	430.00	As above.
Licence and plate for temporary hire vehicle	40.00	0.00	40.00	40.00	0.00	40.00	As above.
Knowledge test – initial	25.00	0.00	25.00	25.00	0.00	25.00	As above.
Knowledge test – re-sit	25.00	0.00	25.00	25.00	0.00	25.00	As above.
Dual / Private Hire Drivers Badge for 1 year (for medical or over 70 years of age)	50.00	0.00	50.00	50.00	0.00	50.00	As above.
Upgrade Private Hire Drivers Badge to a Dual Badge	N/A	N/A	N/A	35.00	0.00	35.00	Due to changing the Taxi Street Knowledge Test drivers may drive a Private Hire Vehicle on a lower pass rate. They may take another test to upgrade to a Dual Badge.

Proposed fees and charges for 2019/20 set by the Council

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Dual / Private Hire Drivers Badge for 3 years	150.00	0.00	150.00	150.00	0.00	150.00	This fee rate came into effect in June 2017 following an extensive review. It is therefore not felt to be necessary to increase these charges for 2019/20.
Non-refundable plate fee (plate number only issued once)	50.00	0.00	50.00	50.00	0.00	50.00	As above.
Replacement plate	15.00	0.00	15.00	15.00	0.00	15.00	As above.
Change of address	10.00	0.00	10.00	10.00	0.00	10.00	As above.
Change of ownership licensed vehicle	35.00	0.00	35.00	35.00	0.00	35.00	As above.
Dual / Private Hire Drivers badge replacement	10.00	0.00	10.00	10.00	0.00	10.00	As above.
Replacement paper licence certificate	10.00	0.00	10.00	10.00	0.00	10.00	As above.
Change of vehicle on an existing plate	N/A	N/A	N/A	80.00	0.00	80.00	Replacement fee of 'Change existing vehicle from a Private Hire Vehicle to a Hackney Carriage Vehicle' and vice versa. Approved at General Licensing Committee on 2/10/18.
Street Trading Licensing							
Annual consents (not events)	100.00	0.00	100.00	100.00	0.00	100.00	The Street Trading Policy is to be reviewed and the cost of producing these consents will be investigated as part of that review ready for 2020/21.

Proposed fees and charges for 2019/20 set by the Council

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
6 month consents (not events)	50.00	0.00	50.00	50.00	0.00	50.00	As above.
One off consent	30.00	0.00	30.00	30.00	0.00	30.00	As above.
<i>Event Consents</i>							
1-19 stalls	65.00	0.00	65.00	65.00	0.00	65.00	As above.
20-49 stalls	130.00	0.00	130.00	130.00	0.00	130.00	As above.
50+ stalls	200.00	0.00	200.00	200.00	0.00	200.00	As above.
Gambling Licensing							
<i>New Applications/Applications for Provisional Statement</i>							
Small casino	N/A	N/A	N/A	8,000.00	0.00	8,000.00	Discretionary to a statutory maximum £8,000.
Large casino	N/A	N/A	N/A	10,000.00	0.00	10,000.00	Discretionary to a statutory maximum £10,000.
Bingo club	2,268.00	0.00	2,268.00	2,330.00	0.00	2,330.00	Discretionary to a Statutory Maximum £3,500.
Betting premises	2,268.00	0.00	2,268.00	2,320.00	0.00	2,320.00	Discretionary to a Statutory Maximum £3,000.
Tracks	1,775.00	0.00	1,775.00	1,820.00	0.00	1,820.00	Discretionary to a Statutory Maximum £2,500.
Family entertainment centres	1,775.00	0.00	1,775.00	1,820.00	0.00	1,820.00	Discretionary to a Statutory Maximum £2,000.
Adult gaming centre	1,775.00	0.00	1,775.00	2,000.00	0.00	2,000.00	Discretionary to a Statutory Maximum £2,000.

Proposed fees and charges for 2019/20 set by the Council

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Temporary use notice	N/A	N/A/	N/A	250.00	0.00	250.00	Discretionary to a Statutory Maximum £500.
<i>Licence Applications (Provisional Statement Holders)</i>							
Small casino	N/A	N/A/	N/A	3,000.00	0.00	3,000.00	Discretionary to a statutory maximum £3,000.
Large casino	N/A	N/A/	N/A	5,000.00	0.00	5,000.00	Discretionary to a statutory maximum £5,000.
Bingo club	935.00	0.00	935.00	960.00	0.00	960.00	Discretionary to a Statutory Maximum £1,200.
Betting premises	935.00	0.00	935.00	960.00	0.00	960.00	Discretionary to a Statutory Maximum £1,200.
Tracks	935.00	0.00	935.00	950.00	0.00	950.00	Discretionary to a Statutory Maximum £950.
Family entertainment centre	772.00	0.00	772.00	800.00	0.00	800.00	Discretionary to a Statutory Maximum £950.
Adult gaming centre	935.00	0.00	935.00	1,200.00	0.00	1,200.00	Discretionary to a Statutory Maximum £1,200.
<i>Annual Fee</i>							
Small casino	N/A	N/A/	N/A	5,000.00	0.00	5,000.00	Discretionary to a statutory maximum £5,000.
Large casino	N/A	N/A/	N/A	10,000.00	0.00	10,000.00	Discretionary to a statutory maximum £10,000.

Proposed fees and charges for 2019/20 set by the Council

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Bingo club	703.00	0.00	703.00	720.00	0.00	720.00	Discretionary to a Statutory Maximum £1,000.
Betting premises	450.00	0.00	450.00	475.00	0.00	475.00	Discretionary to a Statutory Maximum £600.
Tracks	703.00	0.00	703.00	720.00	0.00	720.00	Discretionary to a Statutory Maximum £1,000.
Family entertainment centres	610.00	0.00	610.00	625.00	0.00	625.00	Discretionary to a Statutory Maximum £750.
Adult gaming centre	703.00	0.00	703.00	1,000.00	0.00	1,000.00	Discretionary to a Statutory Maximum £1,000.
<i>Application to Vary</i>							
Small casino	N/A	N/A/	N/A	4,000	0.00	4,000	Discretionary to a statutory maximum £4,000.
Large casino	N/A	N/A/	N/A	5,000	0.00	5,000	Discretionary to a statutory maximum £5,000.
Bingo club	1,550.00	0.00	1,550.00	1,590.00	0.00	1,590.00	Discretionary to a statutory maximum £1,750.
Betting premises	1,308.00	0.00	1,308.00	1,340.00	0.00	1,340.00	Discretionary to a statutory maximum £1,500.
Tracks	1,186.00	0.00	1,186.00	1,215.00	0.00	1,215.00	Discretionary to a statutory maximum £1,250.
Family entertainment centres	800.00	0.00	800.00	820.00	0.00	820.00	Discretionary to a statutory maximum £1,000.
Adult gaming centre	800.00	0.00	800.00	1,000.00	0.00	1,000.00	Discretionary to a statutory maximum £1,000.

Proposed fees and charges for 2019/20 set by the Council

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Copy licence	26.50	0.00	26.50	25.00	0.00	25.00	Discretionary to a statutory maximum £25. Fee reduced due to being over the statutory maximum.
Notification of change	26.50	0.00	26.50	30.00	0.00	30.00	Discretionary to a statutory maximum £50.
<i>Application to Transfer a Licence</i>							
Small casino	0.00	0.00	0.00	1,800.00	0.00	1,800.00	Discretionary to a statutory maximum £1,800.
Large casino	0.00	0.00	0.00	2,150.00	0.00	2,150.00	Discretionary to a statutory maximum £2,150.
Bingo club	860.00	0.00	860.00	960.00	0.00	960.00	Discretionary to a statutory maximum £1,200.
Betting premises	860.00	0.00	860.00	960.00	0.00	960.00	Discretionary to a statutory maximum £1,200.
Tracks	860.00	0.00	860.00	880.00	0.00	880.00	Discretionary to a statutory maximum £950.
Family entertainment centres	860.00	0.00	860.00	880.00	0.00	880.00	Discretionary to a statutory maximum £950.
Adult gaming centre	860.00	0.00	860.00	1,200.00	0.00	1,200.00	Discretionary to a statutory maximum £1,200.
<i>Application for Re-instatement</i>							
Small casino	0.00	0.00	0.00	1,800.00	0.00	1,800.00	Discretionary to a statutory maximum £1,800.
Large casino	0.00	0.00	0.00	2,150.00	0.00	2,150.00	Discretionary to a statutory maximum £2,150.
Bingo club	860.00	0.00	860.00	960.00	0.00	960.00	Discretionary to a statutory maximum £1,200.

Proposed fees and charges for 2019/20 set by the Council

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Betting premises	860.00	0.00	860.00	960.00	0.00	960.00	Discretionary to a statutory maximum £1,200.
Tracks	860.00	0.00	860.00	880.00	0.00	880.00	Discretionary to a statutory maximum £950.
Family entertainment centres	860.00	0.00	860.00	880.00	0.00	880.00	Discretionary to a statutory maximum £950.
Adult gaming centre	860.00	0.00	860.00	1,200.00	0.00	1,200.00	Discretionary to a statutory maximum £1,200.
Sex Establishment Licensing (sex shop, sex cinema and sex encounter venue)							
Application fee and 1 st licence	4,200.00	0.00	4,200.00	4,300.00	0.00	4,300.00	Inflationary increase.
Annual licence renewal	650.00	0.00	650.00	665.00	0.00	665.00	As above.
Application to vary	750.00	0.00	750.00	770.00	0.00	770.00	As above.
Transfer of licence	25.00	0.00	25.00	26.00	0.00	26.00	As above.
Duplicate licence	15.00	0.00	15.00	15.00	0.00	15.00	This is an occasional charge so no increase proposed.
Scrap Metal Dealers Licensing							
Site licence	450.00	0.00	450.00	460.00	0.00	460.00	Inflationary increase.
Site licence renewal	425.00	0.00	425.00	435.00	0.00	435.00	As above.
Collections licence, grant or renewal	210.00	0.00	210.00	215.00	0.00	215.00	As above.
Variation – collector to site	70.00	0.00	70.00	72.00	0.00	72.00	As above.
Variation – site to collector	50.00	0.00	50.00	51.00	0.00	51.00	As above.

Proposed fees and charges for 2019/20 set by the Council

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Variation (minor administration, such as change of address)	30.00	0.00	30.00	31.00	0.00	31.00	As above.
Change of site manager	100.00	0.00	100.00	102.00	0.00	102.00	As above.

Proposed fees and charges for 2019/20 set by the Council

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Legal (P Narebor)							
Legal Charges for Third Parties							
Hourly rate (no VAT)	216.00	0.00	216.00	221.00	0.00	221.00	The proposal is to raise the current flat rate MKLS fee of £216 per hour to £221 per hour (rounded to nearest 10 pence). The charge is pursuant to fees that an authority can charge for a discretionary service in accordance with the Local Government Act 2003, section 93. The charge will enable the cost of delivery of the service to be recovered and has been assessed in line with the Courts and Tribunals Solicitors' guideline hourly rates.
Hourly rate (when VAT applicable)				221.00	44.20	265.20	
<p><i>Note:</i></p> <p><i>VAT may be chargeable depending on the nature of the transaction</i></p> <p><i>VAT is not payable in relation to most income (as most income is S106 related, which derives from a statutory function) but VAT is payable in certain circumstances, e.g. charging for provision of extra copies of documents</i></p>							

Proposed fees and charges for 2019/20 set by the Council

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Property							
(A Adams)							
Room Hire of Swale House							
<i>Non-Commercial</i>							
Council chamber (half day)	75.00	15.00	90.00	75.00	15.00	90.00	Review of charges not necessary as current hirers are all exempt.
Council chamber (full day)	125.00	25.00	150.00	125.00	25.00	150.00	As above.
Committee room (half day)	50.00	10.00	60.00	50.00	10.00	60.00	As above.
Committee room (full day)	75.00	15.00	90.00	75.00	15.00	90.00	As above.
Assembly room (half day)	37.50	7.50	45.00	37.50	7.50	45.00	As above.
Assembly room (full day)	62.50	12.50	75.00	62.50	12.50	75.00	As above.
<i>Commercial</i>							
Council chamber (half day)	150.00	30.00	180.00	150.00	30.00	180.00	As above.
Council chamber (full day)	250.00	50.00	300.00	250.00	50.00	300.00	As above.
Committee room (half day)	100.00	20.00	120.00	100.00	20.00	120.00	As above.
Committee room (full day)	150.00	30.00	180.00	150.00	30.00	180.00	As above.
Assembly room (half day)	75.00	15.00	90.00	75.00	15.00	90.00	As above.
Assembly room (full day)	125.00	25.00	150.00	125.00	25.00	150.00	As above.
Charity groups or meetings where Swale residents will benefit	No cost			No cost			

Proposed fees and charges for 2019/20 set by the Council

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Guildhall (minimum 1 session hire)							
Main hall (minimum 1 session)							
Session (am/pm)	40.00	0.00	40.00	40.00	0.00	40.00	As above.
Refundable deposits	50.00	0.00	50.00	50.00	0.00	50.00	As above.
Bank Holidays, New Year's Eve	40.00 per session	0.00	40.00 per session	40.00 per session	0.00	40.00 per session	As above.

Fees and charges set nationally by Government

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Housing Services (C Hudson)							
Houses in Multiple Occupation Licensing							
<i>New Application</i>							
Non-accredited landlord	638.00	0.00	638.00	681.00	0.00	681.00	Statute only allows for recovery of costs involved in managing and processing licence applications reviewed time involved and adjusted hourly costs accordingly.
Accredited landlord	523.00	0.00	523.00	558.00	0.00	558.00	As above.
<i>Renewal of Application</i>							
Non-accredited landlord	482.00	0.00	482.00	514.00	0.00	514.00	Statute only allows for recovery of costs involved in managing and processing licence applications reviewed time involved and adjusted hourly costs accordingly.

Fees and charges set nationally by Government

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Accredited landlord	367.00	0.00	367.00	452.00	0.00	452.00	Statute only allows for recovery of costs involved in managing and processing licence applications, so the time involved has been reviewed and hourly costs and time adjusted accordingly, whilst still leaving incentive for landlords to become accredited. The time taken to undertake a licence application has been reviewed as a result of changes to IT systems and the changes in licensing legislation, this showed the process is taking longer than previously calculated. The cost is still based on actual hourly rates for officers and the time taken to undertake the licensing process.
Mobile Home Site Licence Fee							
<i>New Mobile Home Site Licence Application Fee</i>							
1-5 mobile homes on site	144.00	0.00	144.00	147.00	0.00	147.00	Statute only allows for recovery of costs involved in inspecting site any excess would need to be then taken into account in the following year and fees would need to be adjusted accordingly. Changes to hourly rate only.
6-24 mobile homes on site	198.00	0.00	198.00	202.00	0.00	202.00	As above.

Fees and charges set nationally by Government

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
25-99 mobile homes on site	289.00	0.00	289.00	295.00	0.00	295.00	As above.
100+ mobile homes on site	289.00	0.00	289.00	295.00	0.00	295.00	As above.
Annual Mobile Home Site Inspection Fee							
Relevant sites occupied solely by owners and family members	No charge			No charge			
1-5 mobile homes on site	No charge			No charge			
6-24 mobile homes on site	162.00	0.00	162.00	165.00	0.00	165.00	Statute only allows for recovery of costs involved in inspecting site and any excess would need to be then taken into account in the following year and fees would need to be adjusted accordingly. Changes to hourly rate only.
25-99 mobile homes on site	143.00	0.00	143.00	146.00	0.00	146.00	Statute only allows for recovery of costs involved in inspecting site and any excess would need to be then taken into account in the following year and fees would need to be reduced accordingly - hourly rate adjusted.
100+ mobile homes on site	234.00	0.00	234.00	239.00	0.00	239.00	As above.

Fees and charges set nationally by Government

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
<i>Fee to Transfer or Amend Mobile Home Site Licence</i>							
Transfer or amend mobile home site licence	105.00	0.00	105.00	107.00	0.00	107.00	Statute only allows for recovery of costs involved in processing application and any excess would need to be then taken into account in the following year and fees would need to be reduced accordingly - hourly rate adjusted.
<i>Fee for the Deposit of Mobile Home Site Rules</i>							
Deposit of mobile home site rules	143.00	0.00	143.00	146.00	0.00	146.00	Statute allows for recovery of costs involved - hourly rate adjusted.
Smoke and Carbon Monoxide Regulations 2015							
Fine level progresses to maximum fine permitted (1st offence £1,500, 2nd £2,500, 3rd £5,000)							
Penalty charge for non-compliance of Smoke or CO Alarm Regulations	5,000.00	0.00	5,000.00	5,000.00	0.00	5,000.00	Maximum fine set by statute.
The Redress Scheme for Lettings Agency Work & Management Work Order 2014							
Fine level progresses to maximum fine permitted (1st offence £2,500, 2nd £5,000)							
Penalty charge for non-compliance of Redress Scheme for Letting Agents Order	5,000.00	0.00	5,000.00	5,000.00	0.00	5,000.00	Maximum fine set by statute.

Fees and charges set nationally by Government

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Planning (J Freeman)							
Planning Fees	The full details of current Planning fees can be found on www.swale.gov.uk/types-of-application-and-fees/						

Fees and charges set nationally by Government

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Commissioning & Customer Contact (M Cassell)							
Car Parks Fixed Penalty Notices (rate depends on offence)							
<i>Lower Penalty System</i>							
Up to 14 Days	25.00	0.00	25.00	25.00	0.00	25.00	Statutory fee set by Central Government.
14 days to 56 days	50.00	0.00	50.00	50.00	0.00	50.00	As above.
57 days to 70 days	75.00	0.00	75.00	75.00	0.00	75.00	As above.
After 70 days	82.00	0.00	82.00	82.00	0.00	82.00	As above.
<i>Higher Penalty System</i>							
Up to 14 days	35.00	0.00	35.00	35.00	0.00	35.00	As above.
14 days to 56 days	70.00	0.00	70.00	70.00	0.00	70.00	As above.
57 days to 70 days	105.00	0.00	105.00	105.00	0.00	105.00	As above.
After 70 days	112.00	0.00	112.00	112.00	0.00	112.00	As above.
<i>Dispensation/Waivers</i>							
Maximum 1 day	11.00	0.00	11.00	11.00	0.00	11.00	As above.
Maximum 1 week	33.00	0.00	33.00	33.00	0.00	33.00	As above.
Maximum 3 months	55.00	0.00	55.00	55.00	0.00	55.00	As above.
Admin fee	70.00	0.00	70.00	70.00	0.00	70.00	As above.

Fees and charges set nationally by Government

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Corporate Services (D Fackrell)							
Liquor Licensing							
<i>Main Application Fees for Premises and Personal Liquor Licensing</i>							
Rateable Value B and A	100.00	0.00	100.00	100.00	0.00	100.00	Statutory fee set by Central Government.
Rateable Value B and B	190.00	0.00	190.00	190.00	0.00	190.00	As above.
Rateable Value B and C	315.00	0.00	315.00	315.00	0.00	315.00	As above.
Rateable Value B and D	450.00	0.00	450.00	450.00	0.00	450.00	As above.
Rateable Value B and E	635.00	0.00	635.00	635.00	0.00	635.00	As above.
<i>Main Annual Charge for Premises and Personal Liquor Licensing</i>							
Rateable Value B and A	70.00	0.00	70.00	70.00	0.00	70.00	As above.
Rateable Value B and B	180.00	0.00	180.00	180.00	0.00	180.00	As above.
Rateable Value B and C	295.00	0.00	295.00	295.00	0.00	295.00	As above.
Rateable Value B and D	320.00	0.00	320.00	320.00	0.00	320.00	As above.
Rateable Value B and E	350.00	0.00	350.00	350.00	0.00	350.00	As above.
Personal licence for alcohol	37.00	0.00	37.00	37.00	0.00	37.00	As above.
Personal licence change	10.50	0.00	10.50	10.50	0.00	10.50	As above.
Premises licence change	23.00	0.00	23.00	23.00	0.00	23.00	As above.

Fees and charges set nationally by Government

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Transfers	23.00	0.00	23.00	23.00	0.00	23.00	As above.
Temporary events	21.00	0.00	21.00	21.00	0.00	21.00	As above.
Register of interests	21.00	0.00	21.00	21.00	0.00	21.00	As above.
Licensed Premises Gaming Machine Permit							
Grant	150.00	0.00	150.00	150.00	0.00	150.00	Fees new to this report, but not new fees.
Existing operator grant	100.00	0.00	100.00	100.00	0.00	100.00	As above.
Variation	100.00	0.00	100.00	100.00	0.00	100.00	As above.
Transfer	25.00	0.00	25.00	25.00	0.00	25.00	As above.
Annual fee	50.00	0.00	50.00	50.00	0.00	50.00	As above.
Change of name	25.00	0.00	25.00	25.00	0.00	25.00	As above.
Copy of permit	15.00	0.00	15.00	15.00	0.00	15.00	As above.
Licenses Premises Automatic Notification Process							
On notification	50.00	0.00	50.00	50.00	0.00	50.00	Fees new to this report, but not new fees.
Club Gaming Permits							
Grant	200.00	0.00	200.00	200.00	0.00	200.00	Fees new to this report, but not new fees.
Grant (Club Premises Certificate holder)	100.00	0.00	100.00	100.00	0.00	100.00	As above.

Fees and charges set nationally by Government

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Existing Operator Grant	100.00	0.00	100.00	100.00	0.00	100.00	As above.
Variation	100.00	0.00	100.00	100.00	0.00	100.00	As above.
Renewal fee	200.00	0.00	200.00	200.00	0.00	200.00	As above.
Renewal (Club Premises Certificate Holder)	100.00	0.00	100.00	100.00	0.00	100.00	As above.
Annual Fee	50.00	0.00	50.00	50.00	0.00	50.00	As above.
Copy of permit	15.00	0.00	15.00	15.00	0.00	15.00	As above.
Club Machine Permits							
Grant	200.00	0.00	200.00	200.00	0.00	200.00	Fees new to this report, but not new fees.
Grant (Club Premises Certificate holder)	100.00	0.00	100.00	100.00	0.00	100.00	As above.
Existing Operator Grant	100.00	0.00	100.00	100.00	0.00	100.00	As above.
Variation	100.00	0.00	100.00	100.00	0.00	100.00	As above.
Renewal fee	200.00	0.00	200.00	200.00	0.00	200.00	As above.
Renewal (Club Premises Certificate Holder)	100.00	0.00	100.00	100.00	0.00	100.00	As above.
Annual Fee	50.00	0.00	50.00	50.00	0.00	50.00	As above.
Copy of permit	15.00	0.00	15.00	15.00	0.00	15.00	As above.

Fees and charges set nationally by Government

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
<i>FEC Gaming Machine Permits</i>							
Application fee	300.00	0.00	300.00	300.00	0.00	300.00	Statutory fee set by Central Government.
Renewal fee	300.00	0.00	300.00	300.00	0.00	300.00	As above.
Transitional application fee	100.00	0.00	100.00	100.00	0.00	100.00	As above.
Change of name	25.00	0.00	25.00	25.00	0.00	25.00	As above.
Copy of permit	15.00	0.00	15.00	15.00	0.00	15.00	As above.
<i>Prize Gaming Permits</i>							
Grant	300.00	0.00	300.00	300.00	0.00	300.00	Fees new to this report, but not new fees.
Renewal	300.00	0.00	300.00	300.00	0.00	300.00	As above.
Existing Operator Grant	100.00	0.00	100.00	100.00	0.00	100.00	As above.
Change of name	25.00	0.00	25.00	25.00	0.00	25.00	As above.
Copy of permit	15.00	0.00	15.00	15.00	0.00	15.00	As above.
Annual Fee	20.00	0.00	20.00	20.00	0.00	20.00	As above.
<i>Small Lottery Registration</i>							
Grant	40.00	0.00	40.00	40.00	0.00	40.00	Fees new to this report, but not new fees.
Annual Fee	20.00	0.00	20.00	20.00	0.00	20.00	As above.

Fees and charges set nationally by Government

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Town Centre Licence							
Licence for large events of 10,000 people or more	500.00	0.00	500.00	500.00	0.00	500.00	No change proposed.

Fees and charges set nationally by Government

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Democratic Services							
(K Bescoby)							
Purchase of Electoral Register							
<i>Full Register and the Notices of Alteration</i>							
Hard copies (standard charge) plus charge (a) below	10.00	0.00	10.00	10.00	0.00	10.00	Statutory charges.
(a) charge for each 1,000 entries	5.00	0.00	5.00	5.00	0.00	5.00	As above.
Data format (standard charge) plus charge (b) below	20.00	0.00	20.00	20.00	0.00	20.00	As above.
(b) charge for each 1,000 entries	1.50	0.00	1.50	1.50	0.00	1.50	As above.
<i>List of Overseas Electors</i>							
Hard copies (standard charge) plus charge (c) below	10.00	0.00	10.00	10.00	0.00	10.00	As above.
(c) charge per 100 entries	5.00	0.00	5.00	5.00	0.00	5.00	As above.
Data format (standard charge) plus charge (d) below	20.00	0.00	20.00	20.00	0.00	20.00	As above.
(d) charge per 100 entries	1.50	0.00	1.50	1.50	0.00	1.50	As above.

Fees and charges set nationally by Government

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
<i>Edited Register</i>							
<i>(Available for purchase by anyone)</i>							
Hard copies (standard charge) plus charge (e) below	10.00	0.00	10.00	10.00	0.00	10.00	As above.
(e) charge per 1,000 entries	5.00	0.00	5.00	5.00	0.00	5.00	As above.
Data format (standard charge) plus charge (f) below	20.00	0.00	20.00	20.00	0.00	20.00	As above.
(f) charge per 1,000 entries	1.50	0.00	1.50	1.50	0.00	1.50	As above.

Fees and charges set nationally by Government

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
Environmental Health							
(T Beattie)							
Pollution Prevention Control							
A2 New application	3,363.00	0.00	3,363.00	3,363.00	0.00	3,363.00	Fees not new, but new to this report. These are a series of complex statutory fees that we have a duty to charge on a wide variety of business and processes as specified in the relevant regulations. There is also a proviso that the fees change depending on whether we deem the business/process to be low, medium or high risk – again the fees are set by Government.
A2 Low	1,715.00	0.00	1,715.00	1,715.00	0.00	1,715.00	As above.
A2 Medium	1,715.00	0.00	1,715.00	1,715.00	0.00	1,715.00	As above.
A2 High	1,747.00	0.00	1,747.00	1,747.00	0.00	1,747.00	As above.
Part B Subsistence low	772.00	0.00	772.00	772.00	0.00	772.00	As above.
Part B Subsistence medium	1,161.00	0.00	1,161.00	1,161.00	0.00	1,161.00	As above.
Part B Subsistence high	1,747.00	0.00	1,747.00	1,747.00	0.00	1,747.00	As above.
Vehicle resprayers low	228.00	0.00	228.00	228.00	0.00	228.00	As above.
Vehicle resprayers medium	365.00	0.00	365.00	365.00	0.00	365.00	As above.
Vehicle resprayers high	548.00	0.00	548.00	548.00	0.00	548.00	As above.
PVR I & II Combined low	113.00	0.00	113.00	113.00	0.00	113.00	As above.

Fees and charges set nationally by Government

	2018/19			2019/20			Comment
	Charge	VAT 20%	Total Charge	Charge	VAT 20%	Total Charge	
	£	£	£	£	£	£	
PVR I & II Combined medium	226.00	0.00	226.00	226.00	0.00	226.00	As above.
PVR I & II Combined high	341.00	0.00	341.00	341.00	0.00	341.00	As above.
Reduced fee low	79.00	0.00	79.00	79.00	0.00	79.00	As above.
Reduced fee medium	158.00	0.00	158.00	158.00	0.00	158.00	As above.
Part B Subsistence high	237.00	0.00	237.00	237.00	0.00	237.00	As above.
Vehicle resprayers low	1,447.00	0.00	1,447.00	1,447.00	0.00	1,447.00	As above.
Vehicle resprayers medium	1,611.00	0.00	1,611.00	1,611.00	0.00	1,611.00	As above.
Vehicle resprayers high	2,334.00	0.00	2,334.00	2,334.00	0.00	2,334.00	As above.
A2 Subsistence low (E-PRTR)	1,551.00	0.00	1,551.00	1,551.00	0.00	1,551.00	As above.
A2 Subsistence medium (E-PRTR)	1,715.00	0.00	1,715.00	1,715.00	0.00	1,715.00	As above.
A2 Subsistence high (E-PRTR)	2,438.00	0.00	2,438.00	2,438.00	0.00	2,438.00	As above.
Part B New applications	1,650.00	0.00	1,650.00	1,650.00	0.00	1,650.00	As above.
Reduced Fee New application	362.00	0.00	362.00	362.00	0.00	362.00	As above.
Vehicle resprayers	346.00	0.00	346.00	346.00	0.00	346.00	As above.
PVR I & II New application	257.00	0.00	257.00	257.00	0.00	257.00	As above.

List of income from fees and charges for 2018/19 budgets

Charges set by the Council		
Service	Charge	2018/19 Budget £
Commissioning, Environment & Leisure	Car parks and season tickets	1,912,400
Commissioning, Environment & Leisure	Garden waste collections (brown bins)	367,500
Commissioning, Environment & Leisure	Residents parking permits (including voucher parking for visitors parking in residential bays)	121,000
Commissioning, Environment & Leisure	Cemeteries burial fees	105,110
Commissioning, Environment & Leisure	Bulky waste collections	57,000
Commissioning, Environment & Leisure	Residential wheeled bins	20,500
Commissioning, Environment & Leisure	Street naming and numbering	15,000
Commissioning, Environment & Leisure	Beach hut charges	7,500
Commissioning, Environment & Leisure	Seafront memorial bench	1,000
Commissioning, Environment & Leisure	Travelling fetes & fairs and access over open space licence	11,780
Commissioning, Environment & Leisure	Sports facilities	11,500
Commissioning, Environment & Leisure	Allotments	1,000
Commissioning, Environment & Leisure	Radar keys for disabled toilets	210
Resources	Taxi (Hackney Carriage) licensing	65,000
Resources	Gambling licensing	41,280
Resources	Legal services charges, including S106 application fees	91,440
Resources	Hire of meeting rooms at Swale House	100
Commissioning, Environment & Leisure	Fixed penalty notices – environmental response	3,000
Commissioning, Environment & Leisure	King George's Pavilion	13,980

List of income from fees and charges for 2018/19 budgets

Charges set by the Council		
Service	Charge	2018/19 Budget £
Policy, Communications and Customer Services	Advertising fees for Inside Swale	6,000
Commissioning, Environment & Leisure	Annual animal licences	10,500
Commissioning, Environment & Leisure	Stray dog collection	7,000
Commissioning, Environment & Leisure	Pest control treatments	5,000
Commissioning, Environment & Leisure	Alleygate key	50
Housing, Economy & Community Services	Guildhall	600
Housing, Economy & Community Services	Town Centre Licence	-
Housing, Economy & Community Services	Staying put handyperson charges	2,200
Housing, Economy & Community Services	Home inspection for immigration application fee	100
Mid-Kent Environmental Health Service	CIEH Level 2 Award Training in Food Safety in Catering	500
Mid-Kent Environmental Health Service	Registration fee under the Local Government (Misc Provisions) Act	1,500
Mid-Kent Environmental Health Service	Request for environmental information	1,000
Mid-Kent Environmental Health Service	Food export certificate	100
Planning	Local land charges	275,000
Planning	Pre-application planning advice fees	90,000
Planning	S106 Monitoring fees	65,000
Planning	Photocopying charges	2,000
Total fees & charges set by the Council & agreed as part of this report		3,312,850

List of income from fees and charges for 2018/19 budgets

Charges set by Government		
Service	Charge	2018/19 Budget £
Commissioning, Environment and Leisure	Fixed penalty notices – parking	504,890
Resources	Licences (premises and liquor, street trading, sex establishments and scrap metal)	99,500
Democratic Services	Purchase of electoral register	1,500
Housing, Economy & Community Services	Houses in multiple occupation	500
Housing, Economy & Community Services	Mobile home site licence fee	-
Housing, Economy & Community Services	Smoke or CO Alarm Regulations Redress Scheme for Lettings Agency Work & Management Work Order 2014	-
Planning	Planning fees – www.swale.gov.uk/types-of-application-and-fees/	951,850
Total fees and charges set by Government		1,558,240
Grand total for all fees and charges		4,871,090

Cabinet Meeting	
Meeting Date	31 October 2018
Report Title	Council Tax Support Scheme 2019/20
Cabinet Member	Cllr Duncan Dewar-Whalley, Cabinet Member for Finance and Performance
SMT Lead	Nick Vickers
Head of Service	Nick Vickers
Lead Officer	Zoe Kent
Key Decision	Yes
Classification	Open
Recommendations	1. That the Council Tax Support scheme for 2019/20 is kept the same as 2018/19 and the CTS continues as a maximum reduction of 75%

1 Purpose of Report and Executive Summary

- 1.1 The Council Tax Support Scheme (CTS) was introduced by the Ministry of Housing, Community and Local Government (MHCLG) in April 2013 as a replacement for Council Tax Benefit (CTB) administered on behalf of the Department for Work and Pensions (DWP). The local scheme must be approved by Full Council by 11 March 2019.
- 1.2 The purpose of this report is to analyse the current scheme's effects on collection and benefit claimants, and to consider the percentage reduction that should be set for 2019/20.

2 Background

- 2.1 Prior to the introduction of the scheme in April 2013 the Kent authorities worked together to design a CTS scheme. A common approach was adopted across Kent, with the new scheme broadly replicating the former CTB scheme, but with a basic reduction in entitlement for working age claimants.
- 2.2 As part of its introduction, central government set out a number of key elements:
 - the duty to create a local scheme for working age applicants was placed with billing authorities;
 - government funding was reduced initially by the equivalent of 10% from the levels paid through benefit subsidy to authorities under the previous CTB scheme;

- and persons of pension age, although allowed to apply for CTS, would be dealt with under regulations prescribed by central government, and not the authorities' local scheme.
- 2.3 In Swale, under the current scheme working age claimants must pay at least 25% of their Council Tax liability. Although there is a common approach across Kent, local schemes at district level have been tailored to local needs, so in other parts of Kent the percentage varies. Since its introduction in April 2013, our own local scheme has been reviewed annually; however, the core elements remain as were originally agreed.
- 2.4 Under the Kent-wide agreement the major precepting authorities agreed to collectively pay a grant to each district authority to assist with the cost of the delivery of the scheme. It has been recognised by the Kent Finance Officers Group that the contributions that the major precepting authorities make towards the administration of the scheme are essential. It was therefore agreed to base the administration fee on the size of the caseload. Swale has been allocated £141,600 administration fee for 2018/19, the second highest award in Kent. The administration fee will be reviewed by the precepting authorities prior to the 2019/20 scheme.
- 2.5 In April 2018, changes in the scheme resulted in approximately 3,400 working-age households within the Borough paying 25% of their Council Tax liability. In addition, approximately 2,600 other households who receive partial assistance pay more than 25% of their Council Tax liability.
- 2.6 Collection of the council tax balances from the working-age households has been challenging. However, with focus on these accounts and some changes to recovery processes, the scheme has been successful. The administrative fee paid by the major preceptors has been essential in assisting with the recovery of these debts.
- 2.7 The overall level of applicants, both working and pension age, has fallen from 13,381 in April 2013 to 8,924 in April 2018. This is mainly due to a continued reduction in unemployment, the rise of the pension age and changes brought into the scheme in April 2017 and April 2018.
- 2.8 The initial '90%' funding that the government passed on to authorities through Revenue Support Grant to support the costs of local schemes has been cut as part of the wider reductions in local government financial settlements. Therefore, although costs have reduced due to a lower claimant base, the outcome is that a greater share of the cost burden is falling on the billing authorities and the other major precepting bodies. This outcome has been one of the major catalysts to the significant changes that were made to the scheme in April 2017 and April 2018. The table below shows CTS expenditure by calendar year since 2013/14. The annual amount is made up of all CTS awards made to claimants during the year, the cost of this expenditure is borne by the council and the major preceptors.

Table 1: CTS expenditure by year

Year	Expenditure
2013/14	£10,712,895
2014/15	£9,940,783
2015/16	£9,801,120
2016/17	£9,723,402
2017/18	£8,950,857
2018/19	£8,716,524

3 Proposals

- 3.1 In April 2018 the minimum amount that working age claimants had to pay towards their council tax increased to 25%. There is evidence that there is a tipping point of around 25% where the amount payable towards council tax liability becomes unachievable for many claimants and they either stop paying or are unable to meet their instalments on a monthly basis. This year there has been a reduction in the monthly collection rate both on the overall collection rate and the CTS collection rate. Not only have working age claimants had to budget for the changes to the CTS scheme, there has also been an increase in the base council tax charges which has particularly been affected by the inclusion of the social care charges. Collection of council tax from working age claimants since the commencement of the scheme is shown in table 2 below.

Table 2: Percentage collected by year

Year	Minimum % paid by working age claimants	Percentage collected
2013/14	8.5%	87.59%
2014/15	15%	81.80%
2015/16	15%	85.30%
2016/17	15%	85.80%
2017/18	20%	86.10%
2018/19	25%	47.20%*

*2018/19 figure as at 24.09.2018

- 3.2 Prior to the first year of the scheme Swale accepted a grant from MHCLG which limited the amount claimants had to pay to a minimum of 8.5%, leading to a highest collection rate for 2013/14. There was a dip in collection in 2014/15 when the amount to be paid doubled. Annual collection since then has risen as claimants have adjusted to budgeting for this amount.

- 3.3 As at 24 September 2018 the collection rate for working-age claimants was down by 0.2% compared with the same week in 2017/18. It is likely that if the amount to be paid by working age claimants was increased, collection could continue to fall increasing the cost of recovery.
- 3.4 The conclusion is that the most practical option would be for the Council Tax Support scheme for 2019/20 to be kept the same as 2018/19 and to continue as a reduction of 75%.

4 Alternative Options

- 4.1 Changes could be made to the CTS scheme for 2019/20 either increasing or reducing the amount payable by working age claimants. Increasing the amount is not recommended because this is likely to affect the collection rate, this would then increase the costs of recovery within the council tax section. Reducing the amount payable would affect the budgets of the council and the major precepting authorities so could therefore have an affect on the services currently provided.

5 Consultation Undertaken or Proposed

- 5.1 Consultation has been carried out between the Kent districts and the major preceptors. The majority of Kent districts have decided not to make changes to their schemes this year. A major review will be carried out for 2020/21. As it is recommended that there will be no change to the scheme a public consultation has not taken place. Appendix I shows the results from the consultation carried out in 2017 prior to the implementation of the 2018/19 scheme.

6 Implications

Issue	Implications
Corporate Plan	<p>Running an effective and efficient CTS Scheme contributes to the Council priority of being 'A Council to be proud of'. It also contributes to the priority of 'A Community to be proud of', as it supports the most vulnerable whilst creating incentives to work for those who are able to.</p> <p>The changes introduced through the Welfare Reform agenda and Local Council Tax Support Scheme are aimed at providing greater work incentives, which have the potential to positively impact on the economic prosperity of those returning to employment, as well as the wider community. Data shows that the number of working age claimants has reduced, which results at least in part from movement of benefits claimants into work.</p> <p>Performance is measured through BV9 Percentage of council tax</p>

	collected in year.
Financial, Resource and Property	The costs of awards made under the CTS scheme impact on the declared tax base, and thereby the council tax yield. If the cost of awards were to be reduced, this would mean that the Council's tax base would increase, and overall council tax income could increase. If the cost of awards were increased, the Council's tax base would reduce and overall council tax income would reduce. Any increase to council tax income is shared through the Collection Fund with major preceptors.
Legal, Statutory and Procurement	The Council has a statutory duty to consult on a proposed scheme under the Local Government Finance Act 2012 and Council Tax Reduction Schemes (Prescribed Requirements) (England) Regulations 2012 (as amended). Consultation was carried out during 2017/18 before the current scheme for 2018/19 was approved. This consultation took regard of the needs to be made to the rules around consultation laid out through the Supreme Court ruling in the case of R (on the application of Moseley) v London Borough of Haringey (2014), and in particular, the need to set out alternative choices within the consultation.
Crime and Disorder	No implications.
Environment and Sustainability	No implications.
Health and Wellbeing	Residents who have difficulty in paying their Council Tax can put in a claim for a Section 13A discretionary award. Those whose health appears to be affected will be signposted to appropriate advice.
Risk Management and Health and Safety	If consultation is not carried out appropriately, there is a risk of challenge once a decision is taken.
Equality and Diversity	A full consultation was carried out prior to the 2018/19 scheme being approved. As it is not recommended that any changes should be made to the 2019/20 scheme a further consultation has not been carried out.
Privacy and Data Protection	Approval of the proposed recommendation will not raise any additional Privacy and Data Protection implications to those that are already being addressed under the implementation of the current scheme.

7 Appendices

7.1 The following documents are to be published with this report and form part of the report:

- Appendix I: CIA CTS Scheme 2018-19

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Community Impact Assessment

A Community Impact Assessment (CIA) is a document that summarises how the council has had due regard to the public sector equality duty (Equality Act 2010) in decision-making.

When to assess

A CIA should be carried out when you are changing, removing or introducing a new service, policy or function. The assessment should be proportionate; a major financial decision will need to be assessed more closely than a minor policy change.

Public sector equality duty

The Equality Act 2010 places a duty on the council, when exercising public functions, to have due regard to the need to:

- 1) Eliminate discrimination, harassment and victimisation;
- 2) Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- 3) Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

These are known as the three aims of the general equality duty.

Protected characteristics

The Equality Act 2010 sets out nine protected characteristics that apply to the equality duty:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership*
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

*For marriage and civil partnership, only the first aim of the duty applies in relation to employment.

We also ask you to consider other socially excluded groups, which could include people who are geographically isolated from services, with low literacy skills or living in poverty or low incomes; this may impact on aspirations, health or other areas of their life which are not protected by the Equality Act, but should be considered when delivering services.

Due regard

To 'have due regard' means that in making decisions and in its other day-to-day activities the council must consciously consider the need to do the things set out in the general equality duty: eliminate discrimination, advance equality of opportunity and foster good relations.

How much regard is 'due' will depend on the circumstances and in particular on the relevance of the aims in the general equality duty to the decision or function in question. The greater the relevance and potential impact, the higher the regard required by the duty. The three aims of the duty may be more relevant to some functions than others; or they may be more relevant to some protected characteristics than others.

Collecting and using equality information

The Equalities and Human Rights Commissions (EHRC) states that 'Having due regard to the aims of the general equality duty requires public authorities to have an adequate evidence base for their decision making'. We need to make sure that we understand the potential impact of decisions on people with different protected characteristics. This will help us to reduce or remove unhelpful impacts. We need to consider this information before and as decisions are being made.

There are a number of publications and websites that may be useful in understanding the profile of users of a service, or those who may be affected.

- The Office for National Statistics Neighbourhoods website <http://www.neighbourhood.statistics.gov.uk>
- Swale in 2011 http://issuu.com/swale-council/docs/key_data_for_swale
- Kent County Council Research and Intelligence Unit http://www.kent.gov.uk/your_council/kent_facts_and_figures.aspx
- Health and Social Care maps <http://www.kmpho.nhs.uk/health-and-social-care-maps/swale/>

At this stage you may find that you need further information and will need to undertake engagement or consultation. Identify the gaps in your knowledge and take steps to fill these.

Case law principles

A number of principles have been established by the courts in relation to the equality duty and due regard:

- Decision-makers in public authorities must be aware of their duty to have 'due regard' to the equality duty
- Due regard is fulfilled before and at the time a particular policy is under consideration as well as at the time a decision is taken. Due regard involves a conscious approach and state of mind.
- A public authority cannot satisfy the duty by justifying a decision after it has been taken.
- The duty must be exercised in substance, with rigour and with an open mind in such a way that it influences the final decision.
- The duty is a non-delegable one. The duty will always remain the responsibility of the public authority.
- The duty is a continuing one.
- It is good practice for those exercising public functions to keep an accurate record showing that they have actually considered the general duty and pondered relevant questions. Proper record keeping encourages transparency and will discipline those carrying out the relevant function to undertake the duty conscientiously.
- The general equality duty is not a duty to achieve a result, it is a duty to have due regard to the need achieve the aims of the duty.
- A public authority will need to consider whether it has sufficient information to assess the effects of the policy, or the way a function is being carried out, on the aims set out in the general equality duty.
- A public authority cannot avoid complying with the duty by claiming that it does not have enough resources to do so.

Examples of case law can be found here [EHRC relevant case law](#). They include examples of why assessing the impact **before** the decision is made is so important and case law around the need to have due regard to the duty

Lead officer:	<i>Zoe Kent</i>
Decision maker:	<i>Council</i>
People involved:	<i>Zoe Kent</i>
Decision: <ul style="list-style-type: none"> • Policy, project, service, contract • Review, change, new, stop 	<ul style="list-style-type: none"> • <i>This is a localised scheme that the Borough is required to put in place to give financial help towards Council Tax to those residents on a low income.</i> • <i>We are required to review this scheme before 31 January of the financial year.</i>
Date of decision: The date when the final decision is made. The CIA must be complete before this point and inform the final decision.	<i>Full Council – 22 November 2017</i>
Summary of the decision: <ul style="list-style-type: none"> • Aims and objectives • Key actions • Expected outcomes • Who will be affected and how? • How many people will be affected? 	<p><i>What are the aims and objectives?</i></p> <ol style="list-style-type: none"> <i>1. To provide help towards Council Tax as a localised Council Tax Support scheme to those on a low income in the Borough</i> <i>2. To provide pensioners with the support as per The Council Tax Reduction Schemes (Prescribed Requirements) (England) Regulations 2012 as amended by The Council Tax Reduction Schemes (Prescribed Requirements) (England) (Amendment) Regulations 2016</i> <i>3. To provide working age claimants support taking into consideration the reduction in financial support provided within the Revenue Support Grant towards the Council Support Scheme.</i> <i>4. Support vulnerable people</i> <i>5. Support claimants back into work</i> <p><i>What are the key actions?</i></p> <ul style="list-style-type: none"> • <i>Providing a scheme that supports those claimants on a low income</i> • <i>Putting into place a scheme that does not mean a financial burden to the authority which could lead to putting other services provided by the Borough at risk.</i> • <i>Continuing to design and deliver services to meet the needs of vulnerable customers</i> • <i>Consider user feedback, engagement and consultation when designing the scheme</i> <p><i>What are the expected outcomes?</i></p> <p><i>To put in place a scheme that balances the needs of vulnerable claimants against the budget requirements of the Borough.</i></p> <p><i>Who will be affected?</i></p> <p><i>Those working-age residents who are on a low income who claim help towards their Council Tax. This covers all areas of the Borough but particularly those who live in deprived areas.</i></p> <p><i>How many people will be affected?</i></p> <p><i>6,230 working age claimants will be affected by the changes to the scheme (10% of all Council Tax account holders).</i></p>
Information and research: <ul style="list-style-type: none"> • Outline the information and research that has informed 	<p><i>Since 1st April 2013, the Council has maintained a local Council Tax Support scheme. This replaced the national Council Tax Benefit scheme, which ended on 31 March 2013.</i></p>

<p>the decision.</p> <ul style="list-style-type: none"> • Include sources and key findings. • Include information on how the decision will affect people with different protected characteristics. 	<p><i>Council Tax Support helps provide support to council taxpayers who have a low income. It supports the taxpayers by providing a reduction in the actual amount in Council Tax payable.</i></p> <p><i>The Council has the ability to determine the level of support given to working age applicants only. The scheme for pension age applicants is determined by Central Government, and therefore the ability of the Council to vary that part of the scheme is limited and can only enhance the national scheme in any event.</i></p> <p><i>When Council Tax Support was first introduced, Central Government provided a specified level of grant, which was approximately 10% lower than the amounts previously given (pre 1 April 2013). This has now been replaced by a general duty to provide a scheme and funding is not separately identified within the grants given to the Council.</i></p> <p><i>After the original consultation, the Council decided to introduce a Council Tax Support scheme that differed from the original Council Tax Benefit in that, instead of granting a maximum level of support of 100%, it would limit the maximum support to 91.5% in 2013/14 (due to an extra grant being received from DCLG), decreased to 85% from 2014/15 and 80% in 2017/18.</i></p> <p>Changes since 2013</p> <p><i>Since the introduction of Council Tax Support the overall scheme adopted by the Council has remained broadly the same, with only applicable amounts and non-dependant charges being uprated, as well as minor changes being made to mirror changes to the Housing Benefit scheme. Central Government has also continued to uprate changes to applicable amounts for pension age applicants, again to mirror the changes in Housing Benefit.</i></p> <p><i>From April 2017 changes were made to the scheme including:</i></p> <ul style="list-style-type: none"> • <i>the more accurate targeting of support to those working age applicants who most need it;</i> • <i>the need to change the scheme, not only to align with proposed changes to Housing Benefit, but also to align the scheme with the approach taken by the Department for Work and Pensions in the creation, introduction and roll out of Universal Credit; and</i> • <i>to address potential shortfalls in funding due to the continued reduction in Central Government grants.</i> <p><i>The changes brought in were:</i></p> <ol style="list-style-type: none"> 1. <i>Reducing the maximum level of support for working age applicants from 15 per cent to 20 per cent.</i> 2. <i>Removing the Family Premium for all new working age applicants</i> 3. <i>Reducing backdating to one month</i> 4. <i>Using a set income for self-employed earners after 18 months self-employment.</i> 5. <i>Reducing the period for which a person can be absent from Great Britain and still receive Council Tax Reduction to four weeks.</i> 6. <i>To introduce a standard level of non dependant deduction of £15 for all working-age claimants who have non-dependants resident with them who work 16 hours or more per week.</i>
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The Proposed Scheme for 2018/19

An annual review will be undertaken as to the effectiveness of the current Council Tax Support scheme; and a public consultation will be undertaken to gather views as to whether the current scheme should be changed. The review will ensure changes to the working age scheme meet the following:

- to increase the more accurate targeting of support to those working age applicants who most need it;*
- to continue to align the scheme with proposed changes to Housing Benefit and Universal Credit; and*
- to address potential shortfalls in funding due to the continued reduction in Central Government grants.*

The Council sought feedback through the consultation as to whether further increases in council tax, cuts to services, and use of limited savings should be considered as an alternative to changing the Council Tax Support Scheme. Changes such as those in points 1 to 3 below may affect all residents in the Borough and across Kent.

- 1. Should Council Tax be increased for all Council Taxpayers?*
- 2. Should Council reserves be used to fund the scheme?*
- 3. Should there be further cuts to Council services?*

The Council proposes to maintain a similar methodology as in the past. Any changes, if adopted, will be effective from 1st April 2018. The proposed options were put out to consultation, as follows:

- a. Should an increase be made in the minimum payment of Council Tax made by recipients of Council Tax Support? Views have obtained as to whether the current minimum payment of 20% should be increased to 22.5% or 25%?*
- b. Should the capital limit be reduced from the existing £16,000 to £6,000 or £10,000?*
- c. Should the maximum level of Council Tax Reduction payable be restricted to the equivalent of a Band D charge?*
- d. Should a mechanism be put in place to limit the impact of changes to Universal Credit awards?*
- e. Should we apply a tolerance to Universal Credit claims to avoid multiple changes?*
- f. Should we disregard Bereavement Support payments inline with the Housing Benefit regulations?*

Scope of the Community Impact Assessment

The following identifies the potential impact on claimants and particularly groups of claimants.

It should be noted that Pensioners will continue to be protected under the rules prescribed by Central Government. These broadly replicate council tax benefit scheme, which existed prior to 1 April 2013.

Central Government has not been prescriptive in how it does this, but points to the Council's existing responsibilities including the Child Poverty Act 2010, the Disabled Person Act 1986, and the Housing Act 1996, as well as the public sector equality duty in section 149 of the

Equality Act 2010.

The Council has given consideration to the effects of the options on working age claimants, in particular, vulnerable groups.

Disability

Working age people with disabilities continue to make up a high proportion of the caseload at 25%. Working age people with disabilities receive more per week than working age people without disabilities on average, due to the design of the scheme that ignores certain disability benefits and awards higher applicable amounts.

Age

The age groups of person receiving CTS broadly reflect the overall population, the main difference being those between the ages of 18-24. This difference is probably caused by the lower applicable amounts for single claimants in this group reducing the amount of people who are entitled to CTS. Those aged 54-64 currently receive the highest weekly amount, on average. Those aged 18-24 currently receive the lowest weekly amount, on average.

Carers

There is a slightly higher proportion of claimants with a carer in the household, than the population generally overall (13%). Working age claimants with a carer in the household receive more per week, on average, than working age claimants without a carer in the household. The main reason for this is the treatment of both disability and care within the existing scheme.

Gender

Females continue to make up a high proportion of the caseload at 68%. Although, there is a difference between the average amounts females and males receive per week, this is due to factors relating to circumstances which directly affect the calculation of council tax reduction, and is not linked to a claimant's sex directly.

Ethnicity

This information is not collected from all claimants as it is not relevant to the calculation of council tax reduction.

Other protected characteristics

We do not collect information about the following characteristics from claimants as it is not relevant to the calculation of council tax reductions:

- *Religion or belief*
- *Sexual orientation*
- *Gender reassignment*
- *Marital or civil partnership status*
- *Pregnancy or maternity*

Actions to mitigate any identified impacts

The Council has an Exceptional Hardship Scheme; the design of this allows any claimant to apply for additional support. It examines their overall circumstances, examining both income and expenditure with a view to determining whether exceptional hardship exists.

Under the scheme, claimants will potentially be able to receive additional support up to the full level of their Council Tax.

	<p>Method of Consultation</p> <p><i>The Council has used the following methods to obtain the view of taxpayers.</i></p> <p>Stakeholders Methodology</p> <p>1. <i>Existing claimants (both working age and pensionable age Web based questionnaire</i></p> <p><i>Hard copy documents to be provided as necessary</i></p> <p>2. <i>Council taxpayers and service users generally</i></p> <p><i>Web based questionnaire</i></p> <p><i>Hard copy documents to be provided as necessary</i></p> <p>3. <i>Interested organisations and groups.</i></p> <p><i>Web based questionnaire</i></p> <p>4. <i>Organisations with significant interest to be notified directly</i></p> <p><i>Hard copy documents to be provided as necessary</i></p> <p>General Awareness</p> <p><i>Provision of information and awareness raising of changes and proposals</i></p> <p><i>News releases</i></p> <p><i>Face-to-face communication at customer service points</i></p> <p><i>Information in libraries/surgeries and other public venues</i></p> <p><i>The Council's Website and Social Media</i></p> <p>Analysis and Assessment</p> <p><i>A full analysis and assessment will be provided</i></p>
<p>Consultation:</p> <ul style="list-style-type: none"> ▪ Has there been specific consultation on this decision? ▪ What were the results of the consultation? ▪ Did the consultation analysis reveal any difference in views across the protected characteristics? ▪ Can any conclusions be drawn from the analysis on how the decision will affect people with different protected characteristics? 	<p>Yes</p> <p><i>Results of the consultation can be found in Appendix I: CTS Scheme review of the consultation.</i></p> <p><i>Options 2 and 6 received a higher amount of responses in favour of accepting the changes across the protected characteristics. In the case of option 1 disabled responders had a higher positive response to the this option which asked whether the scheme should remain the same with the same level of support. This was also the case with the responses from those in receipt of CTS.</i></p> <p><i>A higher proportion of disabled responders and those in receipt of CTS did not agree with options 3,4 and 5.</i></p> <p><i>Those with a protected characteristic often receive a premium giving them extra help, e.g. a carer or disability premium, giving them higher levels of help towards their Council Tax payments.</i></p> <p><i>Claimants with children will have less income for their living expenses and for caring for their children if they have to pay more towards their Council Tax.</i></p>

Is the decision relevant to the aims of the equality duty?

Guidance on the aims can be found in the EHRC's [PSED Technical Guidance](#).

Aim	Yes/No
1) Eliminate discrimination, harassment and victimisation	Yes
2) Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it	Yes
3) Foster good relations between persons who share a relevant protected characteristic and persons who do not share it	No

Assess the relevance of the decision to people with different protected characteristics and assess the impact of the decision on people with different protected characteristics.

When assessing relevance and impact, make it clear who the assessment applies to within the protected characteristic category. For example, a decision may have high relevance for young people but low relevance for older people; it may have a positive impact on women but a neutral impact on men.

Characteristic	Relevance to decision High/Medium/Low/None	Impact of decision Positive/Negative/Neutral
Age	Medium	Negative
Disability	Medium	Negative
Gender reassignment	None	Neutral
Marriage and civil partnership	None	Neutral
Pregnancy and maternity	Low	Negative
Race	None	Neutral
Religion or belief	None	Neutral
Sex	None	Neutral
Sexual orientation	None	Neutral
Other socially excluded groups ¹	Low	Negative

Conclusion:

- Consider how due regard has been had to the equality duty, from start to finish.
- There should be no unlawful discrimination arising from the decision (see [PSED Technical Guidance](#)).

Advise on the overall equality implications that should be taken into account in the final decision, considering relevance and impact.

Summarise this conclusion in the body of your report

We have considered how all groups with protected characteristics will be affected by the scheme. As part of our consultation we asked responders their gender, age ethnicity, whether they considered themselves disabled and whether they claimed CTS. A breakdown of how they responded to the options is available in Appendix I: CTS Scheme review of the consultation.

We also asked for comments on each option. Although the results show those with a disability and in receipt of CTS were more likely to respond negatively to the scheme in their comments about the options, more than a third of disabled responders and CTS claimants agreed yes to every option.

As in previous years schemes, those with a protected characteristic such as the disabled or those with children, receive a higher income (due to extra benefits being awarded to cover these costs) than a single claimant or couple especially those who are under 25. To mitigate these issues the Council provides a Section 13A discretionary hardship scheme.

¹ Other socially excluded groups could include those with literacy issues, people living in poverty or on low incomes or people who are geographically isolated from services.

	<p>The evidence from the database of current claimants suggests that there could be some limited potential for the decision to impact more adversely on people with particular protected characteristics (primarily women and people with a disability than on people without those characteristics, and thus not to contribute to the advancement of equality of opportunity for people with and without protected characteristics. However, the adverse impact on individuals is relatively small, while the financial situation the council faces – and the associated implications for essential public services – suggest that this is the least intolerable option. This position is clearly supported by a majority of consultation responses, including those from current council tax support recipients.</p>
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Timing

- Having 'due regard' is a state of mind. It should be considered at the inception of any decision.
- Due regard should be considered throughout the development of the decision. Notes should be taken on how due regard to the equality duty has been considered through research, meetings, project teams, committees and consultations.
- The completion of the CIA is a way of effectively summarising the due regard shown to the equality duty throughout the development of the decision. The completed CIA must inform the final decision-making process. The decision-maker must be aware of the duty and the completed CIA.

Full technical guidance on the public sector equality duty can be found at:

http://www.equalityhumanrights.com/uploaded_files/PSD/technical_guidance_on_the_public_sector_equality_duty_england.pdf

This Community Impact Assessment should be attached to any committee or SMT report relating to the decision. This CIA should be sent to the Website Officer (Lindsay Oldfield) once completed, so that it can be published on the website.

Action Plan

Issue	Action	Due date	Lead Officer	Manager	Cabinet Member
Views needed on the proposed scheme from claimants, residents and stakeholders	Consultation to be carried out - completed	09/2017	Zoe Kent	Amber Christou	Cllr Duncan Dewar-Whalley
Financial hardship for CTRS working age claimants	Further consultation work to be carried out in Quarter 2 2017/18 – completed	10/2017	Zoe Kent	Amber Christou	Cllr Duncan Dewar-Whalley
Drop in collection rate for Council Tax	The collection of Council Tax to be monitored throughout the financial year 2017/18	10/2017	Zoe Kent	Amber Christou	Cllr Duncan Dewar-Whalley
Financial hardship for residents with an empty property	Advice on alternative help to be sent out with Council Tax bills and adjustment notices	02/2018	Zoe Kent	Amber Christou	Cllr Duncan Dewar-Whalley

Actions in this action plan will be reported to the CIA group once a quarter, so updates will be required quarterly.

Cabinet Meeting	
Meeting Date	31 October 2018
Report Title	Kent Joint Municipal Waste Strategy Refresh
Cabinet Member	Cllr David Simmons, Cabinet Member for Environment and Rural Affairs
SMT Lead	Martyn Cassell, Head of Commissioning, Environment and Leisure
Head of Service	Martyn Cassell, Head of Commissioning, Environment and Leisure
Lead Officer	Kelly Upson, Senior Contract Monitoring Officer
Key Decision	Yes
Classification	Open
Recommendations	1. Adopt the refreshed Kent Joint Municipal Waste Management Strategy up to 2020/21

1 Purpose of Report and Executive Summary

- 1.1 This report gives an update on the refresh of the Kent Joint Municipal Waste Strategy (KJMWMS), through the Kent Resource Partnership, which Cabinet are asked to formally adopt.

2 Background

- 2.1 The 13 Kent Councils that make up the Kent Resource Partnership first adopted the Kent Joint Municipal Waste Management Strategy in 2007 which set out how districts (waste collection authorities) and Kent County Council, as the waste disposal authority, would manage resource materials and waste from households up to 2020. The strategy was refreshed previously in 2012/13 and this will be the final refresh before any new guidance anticipated from central government which will take us beyond 2020.
- 2.2 The refresh captures the objectives for the KCC Waste Disposal Strategy for 2017-2035 and acknowledges the European Commission changes (2015/16) to the European Waste Framework Directive (2008), incorporating the Circular Economy Package. The Kent Joint Municipal Waste Management Strategy was developed with all 13 Kent Councils and has been extensively consulted on with key stakeholders.
- 2.3 The Government published its Clean Growth Strategy in 2017 which included working towards no food waste entering landfill by 2030. Swale offers a weekly food waste collection to all residents receiving an alternate weekly collection of refuse and recycling. We are currently in the process of working with national recycling charity, WRAP, on a food waste intervention program in order to improve take up of this service in the Borough.
- 2.4 It is anticipated that Government will publish the Resource and Waste Strategy as part of the 25 Year Environment Plan in autumn of 2018 and it is widely expected to make a number of changes to the national picture
- 2.5 These changes include the Extended Producer Responsibility (EPR), which suggests that manufacturers that produce non-recyclable or difficult to recycle items will pay more for their product's disposal, a Deposit Return Scheme (DRS) making it more convenient to recycle on the go and single use plastic charging.

- 2.6 The full re-write of the KJMWMS in 2020/21 will support Kent into the next phase of the household waste, recycling and street cleansing services.

3 Proposals

- 3.1 The proposal is for Members to adopt the refresh of the Kent Municipal Joint Waste Management Strategy.
- 3.2 Although changes to the strategy are relatively minor, they include an aspiration to send no more than 2% household waste to landfill. Kent and more specifically Swale are currently meeting this target.
- 3.3 There is also a target to increase “recycling on the go” from items such as coffee cups and fast food and initial trials are taking place across the county.
- 3.4 One of the changes in the strategy is a section on future thinking for the partnership to be flexible enough to incorporate legislative change.
- 3.5 Consideration is being given to the use of quality metrics to measure performance, not just volume (tonnage percentages) and working together across collection and disposal authorities to make informed infrastructure decisions.
- 3.6 This refresh is a baseline for the whole of Kent. Mid Kent (Swale, Ashford and Maidstone with KCC) was the first waste partnership to go live for our joint contract (2013 – 2023). A number of changes are occurring with Tunbridge Wells and Tonbridge and Malling (West Kent Partnership) next to go live. East Kent (Canterbury, Dover, Thanet and Folkestone and Hythe) are currently reconsidering their future partnership options through consultants. This presents the opportunity for each authority to adopt the same starting point, encouraging closer collaboration.
- 3.7 Adopting this strategy refresh will form part of the considerations for our new refuse, recycling and street cleansing service structure, as we begin to consider that later in 2019.

4 Alternative Options

- 4.1 Not to adopt the refreshed Kent Joint Municipal Waste Management Strategy and develop a stand-alone strategy for Swale. This would require a considerable amount of officer time and would not differ greatly as all authorities work towards national and EU directives. There is also a benefit as although we all have slightly different collection methods, the intended outcomes are the same.

5 Consultation Undertaken or Proposed

- 5.1 Consultation was undertaken over a 6 week period from 19 March – 27 April 2018 with the public, neighbouring County authorities, central government and industry specialists (key stakeholders included; Local Authority Recycling Advisory Committee (LARAC), Chartered Institute of Waste Management (CIWM), Recycling of Used Plastics (RECOUP), Environmental Services Association (ESA), Waste and Resources Action Programme (WRAP).
- 5.2 The feedback from the consultation appears at Appendix II.

6 Implications

Issue	Implications
Corporate Plan	<p>A Borough to be proud of – to inspire the borough to change behaviours and improve recycling rates</p> <p>A Community to be proud of – working together to improve recycling levels and reduce waste</p>
Financial, Resource and Property	<p>Adoption of the Kent Joint Municipal Waste Management Strategy will save on valuable resource and will provide support in meeting the government target of 50% recycling by 2020</p> <p>Swale’s contributions to the Kent Resource Partnership: £5,000 – Swale BC’s annual contribution to KRP Core budget £10,000 – Swale BC’s annual contribution to KRP Project budget</p> <p>However endorsing this strategy does not have any additional financial impact for the authority outside of the current waste and recycling contract.</p>
Legal, Statutory and Procurement	Local Authorities have a legal duty to collect waste under the Environmental Protection Act 1990.
Crime and Disorder	None identified
Environment and Sustainability	Benefit to the environment in good management of resources by increasing recycling and reducing the amount of waste going to landfill.
Health and Wellbeing	None identified
Risk Management and Health and Safety	None identified
Equality and Diversity	None identified
Privacy and Data Protection	None identified

7 Appendices

7.1 The following documents are to be published with this report and form part of the report:

-
- Appendix I: Kent Joint Municipal Waste Management Strategy (KJMWMS) 2018/19 to 2020/21
- Appendix II KJMWMS Consultation

Appendix I

Kent Joint Municipal Waste Management Strategy (KJMWMS)

2018/19 to 2020/21

Overarching Vision	
<p>The Kent Resource Partnership (KRP) will lead the transformation to a circular economy, where the value of material resources flowing into and through Kent are retained, generating employment, skills and training opportunities, and realising wider economic, environmental, health and wellbeing benefits for the local and regional community and beyond.</p>	
Strategy Mission Statement	
<p>We are committed to delivering efficiency and quality in our resource management and waste services, with focus on: -</p> <ul style="list-style-type: none"> • Maximising the 'value' of resources that we manage from households, in terms of realising the social, environmental and economic opportunities; • Providing the best possible value for money service to the Kent taxpayer, taking into account whole service costs; • Realising opportunities to improve services now and in the future through engagement, collaboration and working in partnership with the supply chain; and • Supporting future thinking through ongoing research and evidence that will facilitate the transition into a circular economy for Kent. 	
Policies & Policy Objectives	
1.	Maximising the Value of Resources
1.1	Up until 2020/21, the KRP will achieve a year on year reduction to its Kent-wide residual household waste per household (kg/h'hold) tonnage. [Note: measured using the ex NI191 as published by Defra's waste statistics annually].
1.2	By 2020/21, the KRP will recycle and compost at least 50% of household waste tonnage. [Note: measured using the ex NI192 as published by Defra's waste statistics annually].
1.3	By 2020/21, the KRP will ensure no more than 2% of Kent's municipal waste ends at landfill. [Note: measured using the ex NI193 as published by Defra's waste statistics annually].
1.4	By 2020/21, the KRP will develop a joint approach to facilitate the procurement of third sector/reuse providers/charities in managing and delivering a reuse service for bulky waste.
1.5	The KRP will explore the possibility of implementing recycling on-the-go initiatives, and other similar activities aimed at recovering resources and help reduce litter. The KRP will also look to engage and work with the supply chain to deliver recycling on-the-go in key areas of high footfall e.g. towns, beaches etc.
1.6	The KRP will publish its Materials End Destinations Publication on an annual basis and continue its transparent approach to reflect where all material resources end up.

2.	Value for Money for Kent Taxpayers
2.1	The KRP will deliver value for money to Kent residents by maximising joint service delivery opportunities between its councils; cross-boundary working and ensuring all opportunities to realise economy of scale savings through procurement exercises are delivered.
2.2	The KRP will continue to build on its reputation as a leading resource partnership and work with the supply chain to deliver research projects, services and campaigns. As with previous successes, the KRP will continue to seek external funding opportunities, where possible.
2.3	The KRP will retain its focus on food waste as a priority waste stream and support, through the sharing of good practice and identification of joint opportunities, separate collection for discarded food waste on a weekly basis for all residents by 2020/21 where possible.
2.4	The KRP will develop a joint approach to tackling littering, fly-tipping and other related enviro-crimes which would be underpinned by creating a culture of sharing high quality intelligence within the KRP and with others where appropriate e.g. Highways England, Environment Agency, Kent Police, neighbouring local authorities and others.
2.5	The KRP will facilitate the sharing of resources both in terms of communication campaigns linked to priority actions and focus areas, and in terms of ensuring local intelligence and information can be shared across the County.
2.6	The KRP will support its councils in ensuring first class health and safety standards are maintained across the County. This includes employees (& potential employees) have the skills, training and competencies to meet the increasingly technical requirements of the resource management and waste sector.
3.	Engagement, Collaboration and Partnership Working
3.1	The KRP will identify opportunities for joint working and realise greater efficiency savings. This to be achieved by maximising on economies of scale and implementing good practice across all aspects of its resource management and waste services, in partnership with both its own councils and through developing new relationships across the supply chain.
3.2	The KRP will continue to maximise engagement with national and local government and those operating across the supply chain, and wider industry bodies through representation on forums, networks, working groups, and through its own Annual Conference.
3.3	The KRP will produce an Annual Report that reflects the focus and priorities of the previous financial year in delivering the KJMWMS, and any other activities within its remit.
3.4	The KRP will maintain a publically available Operating Framework that defines its scope, remit and procedures; review its continued operation at least in 2019 and 2024, or any other times as agreed by the KRP.
3.5	The KJMWMS will be fully reviewed in 2021/22; or at any other times as agreed by the KRP; or in accordance with any changes in legislation relating to such strategies.

4.	Future Thinking
4.1	<p>The KRP will research activities that will provide an evidence base to enable a more detailed review of the KJMWMS from 2021/22 onwards. This would include focus on:-</p> <ul style="list-style-type: none"> • Aligning with key policies such as the EU Circular Economy Package, 25 Year Environment Plan and the imminent Resource & Waste Strategy. In addition, to maintain a flexible approach to other potential changes that may come from Extended Producer Responsibility (EPR) reform, Deposit Return Schemes (DRS), single-use plastic charges etc. • Exploring the possibility of extending the partnership and reviewing potential opportunities for greater cross-boundary working; • Considering requirements to secure infrastructure to enhance and develop the network of local resource management and waste facilities. This may include the development of consistent collection specifications across all councils as a means to attract future investment and infrastructure. • Developing other metrics and means to focus on quality and value of resources as opposed to traditional weight based targets; and • Target material streams and/or specific sectors in order to identify and implement management options within a more circular context.

Appendix II – KJWMS Consultation Summary

During the KJWMS consultation period, 29 responses were received. They ranged from local Parish Councils, Kent councils, and key organisations across the supply chain the KRP have worked with over the years. All responses supported the KRP's decision to refresh its KJWMS with the following key themes:

Residual household waste per household tonnage

Stakeholders welcomed the KRP's ambition to decrease the residual household waste per household tonnage across Kent. It was highlighted one of the optimum ways to achieve this was through reduced residual waste frequency or capacity. This was supported alongside the consistency in collections as outlined below.

Landfill performance

Stakeholders noted the significant improvement to Kent's landfill performance where in 2012/13 performance was recorded at 21.0% and in 2016/17; it was recorded at 2.8%. Stakeholders challenged the KRP to consider being more ambitious with its target given its high performance in recent years though no stakeholder went as far as saying the KRP should look to achieve zero waste to landfill. One stakeholder suggested a 2% target might be more challenging for the partnership.

'On the go' recycling

Stakeholders highlighted 'on the go' recycling as a key area for development and agreed this approach needed to be collaborative with the supply chain. It was also highlighted policy 1.5 could be strengthened and reflect the role 'on the go' recycling has a role to reducing litter too. As a starting point, it was suggested it might be best to focus on areas of high footfall or biggest emotive areas e.g. towns, beaches etc.

Food recycling

Stakeholders reflected how policy 2.3 would reinforce the KRP's recycling ambitions up to 2020 and beyond. This has proven to be the case already in Kent with the majority of Kent council's already (or expected to) offer a separate food recycling service to its residents. Consistency in collections & quality recyclates

Stakeholders highlighted how providing consistent recycling and waste services can result in high quality recyclates, as proven in Kent. Stakeholders wish for this approach to be continued as the consistency in collections would likely attract future investment and infrastructure in Kent and the South East.

Transition to other metrics (as opposed to traditional weight-based targets)

Stakeholders welcomed the KRP's proactive approach to research alternative metrics on waste and resource efficiency in Kent. There was a particular sub-theme focused on using carbon and further work was needed on this nationally too. It was therefore highlighted the KRP may wish to reference in its refreshed KJWMS though wait upon further guidance as part of the Resource & Waste Strategy which is likely to be published later this year by Defra.

EU Circular Economy Package & National Legislation

Stakeholders highlighted the value for the KRP to align with key policies such as the EU Circular Economy Package, 25 Year Environment Plan and imminent Resource & Waste Strategy. In addition, to maintain a flexible approach to other potential changes that may come from Extended Producer Responsibility (EPR) reform, Deposit Return Schemes (DRS), single-use plastic charges etc.

Cabinet Meeting	
Meeting Date	31 October 2018
Report Title	Warden Bay Land (jct Imperial Drive & Cliff Drive), Community Asset Transfer
Cabinet Member	Cllr Duncan Dewar-Whalley, Cabinet Member for Finance and Performance
SMT Lead	Emma Wiggins, Director of Regeneration
Head of Service	Charlotte Hudson, Head of Housing, Economy and Community Services
Lead Officer	Sophia Ramm, Community Services Officer
Key Decision	No
Classification	Open
Recommendations	<ol style="list-style-type: none"> 1. To transfer Warden Bay Land (jct Imperial Drive & Cliff Drive) to Warden Bay Parish Council (WBPC) on a 125 year lease. 2. To delegate authority to the Head of Housing, Economy and Community Services and the Head of Property Services to negotiate the final terms of the lease, in consultation with the Cabinet Member for Finance and Performance. 3. To delegate authority to the Head of Mid Kent Legal Services to complete the documentation required for the lease on the terms as agreed by the Head of Economy and Community Services and the Head of Property Services, in consultation with the Cabinet Member for Finance and Performance.

1 Purpose of Report and Executive Summary

This report provides Cabinet with the background on this area of SBC land, recommendation for a community asset transfer to WBPC and their intention for the land.

2 Background

- 2.1 This area of land is situated in the Parish of Warden Bay and is on the junction between Imperial Drive and Cliff Drive (site plan Appendix I).

- 2.2 In the 2008 The Local Plan this area was allocated on the Proposals map as provision for a play area. On the most recent Local Plan, this area remains unallocated.
- 2.3 This land was transferred to Swale Borough Council (SBC) in 2010 as part of a Section 106 planning agreement.
- 2.4 WBPC showed tentative interest in this land when the planning application and Section 106 arrangement was agreed. WBPC formally requested a Community Asset Transfer in May 2018.
- 2.5 WBPC have been working with local residents, groups and a playground design and manufacturing company to put together a concept drawing for the new play park (Appendix II).
- 2.6 Under the terms of the Asset Transfer Policy, it has been determined that an external valuation under Section 123 of the Local Government Act 1972 is not required as there is no alternative non-community use. The proposed disposal would only be at an 'undervalue' if it was realistic to think that the Council could sell or lease the land/premises for a capital receipt or a higher rent. Given that the Section 106 Agreement includes the need to protect it as public open space and it is assumed the Transfer Agreement will also require this, the above options are not possible.
- 2.7 Internal valuation is not proposed on the basis that the land only has a low value as public open space.

3 Proposals

- 3.1 To transfer Warden Bay Land (jct Imperial Drive & Cliff Drive) to WBPC on a 125 year lease.
- 3.2 To delegate authority to the Head of Housing, Economy and Community Services and the Head of Property Services to negotiate the final terms of the lease, in consultation with the Cabinet Member for Finance and Performance.
- 3.3 To delegate authority to the Head of Mid Kent Legal Services to complete the documentation required for the lease on the terms as agreed by the Head of Economy and Community Services and the Head of Property Services, in consultation with the Cabinet Member for Finance and Performance.

4 Alternative Options

The land is not transferred to WBPC for improved community benefit. This is not recommended as SBC do not have any current plans to make improvements to the land. The Greenspaces team would also need to find some way of levelling and maintaining the space with grass cutting and regular litter picks, which would have financial implications.

5 Consultation Undertaken or Proposed

- 5.1 Consultation has been carried out with residents in the immediate surrounding area, along with a presentation at a Parish Council meeting where any objections were answered. The Parish Council has also consulted with some parents and young people who attend the local primary school, along with the local Boxing and Football clubs. This Consultation was undertaken in June 2018.
- 5.2 Consultation has taken place with the Asset Transfer Group, including representatives from Legal Services, Property Services and Finance.

6 Implications

Issue	Implications
Corporate Plan	The asset transfer of this land will assist with delivering 'The Community to be Proud of' priority within the Corporate Plan.
Financial, Resource and Property	Following the Community Asset Transfer of this land, WBPC will be in a position to apply for funding to support their project. The Parish Council have experience with fundraising and are already in conversations with a number of funders. Internal valuation is not proposed on the basis that the land only has a low value as public open space.
Legal and Statutory	A lease will need to be prepared for the transfer and this will cover all statutory and legal obligations.
Crime and Disorder	WBPC to ensure that the design of the ball park has taken into consideration designing out crime. This will also be considered when obtaining planning permission.
Environment and Sustainability	Funding to be sourced by WBPC to complete ball park construction works. WBPC to maintain this by utilising WBPC funds. Any building works will be subject to planning permission, which would include Ecology works.
Health and	The plans for the land will provide space for residents, specifically young people, to use for a range of activities. All of which will

Wellbeing	enhance the health and wellbeing of residents in the borough.
Risk Management and Health and Safety	<p>Health and Safety risks will be the responsibility of WBPC going forward.</p> <p>The main risks to the asset transfer is that WBPC fail in their fundraising to build the proposed ball park. The Parish Council have experience with fundraising and are already in conversations with a number of funders. The Parish Council have provided information to confirm that they have enough funds to continue with maintenance of the land.</p>
Equality and Diversity	The Asset Transfer Policy has been subjected to a Community Impact Assessment, no issues were identified.
Privacy and Data Protection	There is no personal sensitive data contained in this report, and so there are no privacy or data protection implications for the information reported.

7 Appendices

7.1 Appendix I – Title plan

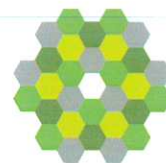
7.2 Appendix II - Concept drawing

8 Background Papers

None

Land Registry Official copy of title plan

Title number **K965304**
Ordnance Survey map reference **TR0271NW**
Scale **1:1250** enlarged from 1:2500
Administrative area **Kent: Swale**



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This official copy issued on 16 March 2010 shows the state of this title plan on 16 March 2010 at 12:57:43. It is admissible in evidence to the same extent as the original (s.67 Land Registration Act 2002).
This title plan shows the general position, not the exact line, of the boundaries. It may be subject to distortions in scale. Measurements scaled from this plan may not match measurements between the same points on the ground. See Land Registry Public Guide 19 - Title Plans and Boundaries.
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OPP No: 10/38909 ISSUE No: Issue 1 DATE: 09/02/2018 DRAWN BY: Designer 4 NOTE: Artists Illustration Only

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IMPERIAL
DRIVE

EXISTING TIMBER FENCE

GATE

EXISTING TIMBER FENCE

GOAL
END

WILDCATS CHAMPIONSHIP
MULTI-SPORT BALLCOURT
32M X 21M X 4.5M

GOAL
END

GATE

CLIFF DRIVE



SBC
CARRIAGE

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Cabinet Meeting	
Meeting Date	31 October 2018
Report Title	Complaints Annual Report 2017/2018
Portfolio Holder	Cllr Andrew Bowles, Leader
SMT Lead	Martyn Cassell, Head of Commissioning & Customer Contact
Head of Service	Martyn Cassell, Head of Commissioning & Customer Contact
Lead Officer	Carol Sargeant, Customer Service Manager
Key Decision	No
Classification	Open
Forward Plan	Reference number:
Recommendations	Members are asked to note the report

1. Purpose of Report and Executive Summary

- 1.1 This report presents the annual summary of complaints, compliments and comments received by Swale Borough Council (SBC) during the year from April 2017 to March 2018.

2. Background

- 2.1 This annual report summarises the complaints, received by the Council during the ensuing year. Swale's corporate complaints system comprises the following process:
- (i) an initial request for service or enquiry should be made to the service area it relates to in the first instance. A request or enquiry may become a complaint if the council fails to meet our service standards;
 - (ii) Stage 1: this is whereby the complainant is not satisfied with the response (or lack of response) from the service area or the complaint relates to a member of staff. Stage 1 complaints will be responded to within 10 working days by a manager or Head of Service;
 - (iii) Stage 2: the Chief Executive who will investigate and respond direct to the complainant within 10 working days. If the timeframe cannot be met the complainant will be notified and kept informed of progress; and
 - (iv) Local Government Ombudsman: if after following our complaints process customers are still unhappy, they can contact the Local Government Ombudsman, an independent service set up by the Government to investigate complaints about council matters. The Ombudsman will not usually investigate most complaints until they have been through the Council's complaint process.

- 2.2 The current CCC process, which has now been in operation for six full years, is now well established throughout the organisation. It has contributed to a much more robust and transparent approach to the management of CCC, with greater ease of access to the system for our customers.
- 2.3 The system provides monitoring, including weekly summaries to Heads of Service, so we can be assured that all complaints are logged, tracked, and responded to, as well as improved reporting facilities so we can ensure that our response times are meeting the standards we have set and learn from feedback.
- 2.4 The CCC process:
 - (i) raises the profile of the importance of CCC to Swale as a customer-centric organisation through managers' meetings, all staff briefings, and individual team meetings;
 - (ii) carries out surveys of all customers who have raised a formal complaint in order to gain feedback from them and seek to improve the process accordingly;
 - (iii) publishes performance reports on the intranet and provide quarterly reports on complaints at service level, which is used to inform the quarterly performance report to the Strategic Management Team; and
 - (iv) publishes this annual report in order to provide accountability and transparency to residents and service users.

Complaints Received

2.5 The total number of complaints received during 2017/18 was 317 compared with 351 in 2016/17, a decrease of 10%.

	2015/16	2016/17	2017/18	Trend against previous year
Complaints received	356	351	317	-10%

- 2.6 Further details by service areas for Complaints are on Appendix I.
- 2.7 During 2017/18, a total of 17 complaints (5%) were escalated to a Stage Two (Chief Executive review).

Responding to Complaints

2.8 The CCC process requires that a response to complaints be made (whether justified or otherwise) within a corporate standard of 10 working days. The target for 2017/18 was 90%, which was met - during 2017/18, 93% of complaints, whether or not justified, were responded to within the corporate standard.

	2015/16	2016/17	2017/18
Percentage of complaints responded to within 10 working days	94%	92%	93%
Target	90%	90%	90%

2.9 The Customer Service Manager regularly monitors performance standards, both corporately and in local areas, and has dialogue with the respective Heads of Service to address any performance issues, which include administrative efficiency improvements as well as seasonal or service-related issues which will inevitably cause occasional peaks in levels of complaints.

Local Government Ombudsman (LGO) Complaints

2.10 It is recognised and emphasised by the Ombudsman that the statistics in their letter comprises of the data they hold, and may not necessarily align with the Ombudsman data given to the authority during the same period.

2.11 The outcomes for the 21 complaints that were formally received by the LGO are set out in the table below.

Ombudsman Action	2015/16	2016/17	2017/18
Closed after initial enquiry	8	4	6
Not upheld	1	3	3
Referred back for local resolution	11	11	8
Incomplete/invalid	2	1	0
Upheld	1	1	4
Total	23	20	21

2.12 In the breakdown of detailed decisions and investigations made by the Ombudsman these are the findings and extracts from the information received from the Ombudsman.

Decision	Department	Final Ombudsman Decision
Upheld	Planning and Development	<p>Mr X complains about the Council's handling of a planning breach for a development close to his home. There was fault by the Council, particularly in how it initially dealt with matters, and in its communication with Mr X, but it has apologised and there are insufficient grounds to warrant any further investigation of the complaint.</p> <p><i>Lessons learnt by department:</i> This message has been taken on board by the reorganised</p>

		<p>Planning Enforcement Team and been addressed by the new investigation and review process, that ensures all investigations are progressed in a timely manner and the complainants kept fully informed throughout the whole process. The newly adopted strategy and service Charter for Planning Enforcement ensures the identified concerns are not repeated.</p>
Upheld	Planning and Development	<p>The Ombudsman did find evidence of fault in how the Council had handled Mr X's enquiries about this matter. The Council has apologised to Mr X and the Ombudsman considers this an appropriate remedy. For these reasons the Ombudsman proposes to end his investigation of this complaint.</p> <p><i>Lessons learnt by department:</i> How correspondence from the complainant was responded to has now been addressed by the new investigation and review process, that ensures all investigations are progressed in a timely manner and the complainants kept fully informed throughout the whole process. The newly adopted strategy and service Charter for Planning Enforcement ensures the identified concerns are not repeated.</p>
Upheld	Planning and Development	<p>There is no fault with the Council's decision not to take any action to ensure the relocation and restoration of a historic screen. There is some fault with how it dealt with the concerns raised by Mr X.</p> <p><i>Lessons learnt by department:</i> The time the investigation took has been addressed by the new investigation and review process, that ensures all investigations are progressed in a timely manner and the complainants kept fully informed throughout the whole process. The newly adopted strategy and service Charter for Planning Enforcement ensures the identified concerns are not repeated.</p>
Upheld	Environmental Response	<p>The Council was not at fault for issuing an abatement notice to the complainant Mr X to make him stop noise nuisance. But the Council failed to properly respond to Mr X's evidence which showed an officer had inappropriately told Mr X's partner she would not have issued a notice. The Council should apologise for this</p>

		<i>Lessons learnt by department:</i> The council did make an apology. As an outcome the matter was reviewed and dealt with between the officer and her manager. All of the officers were reminded to be very careful when making comments with customers especially when it comes to subjective matters or if they are not in possession of all of the facts
Not Upheld	Parking	There was no fault in the way the Council decided to introduce double yellow lines in front of the access to Mr X's garage. However, the Council is willing to remove the double yellow lines when undertaking its next TRO, should Mr X request this in writing.
Not Upheld	Revenue & Benefits	Please take this letter as an update on Mr X's complaint. At Mr X's request I have stopped my investigation into the complaint because he has withdrawn it. I have discontinued my investigation and this complaint will not be included in the published figures for the year ending 31 March 2018.
Not Upheld	Housing	There is no fault in placing Ms X in Band C for rehousing because the Council has prioritised her application in line with its published allocations policy.

Feedback on the complaints process

2.13 During 2017/18 courtesy telephone calls and emails by Customer Service have been attempted to all complainants. This approach allows a more qualitative discussion to take place, and as such more positive feedback is being received than various methods that have previously been used to seek feedback from complainants. We have learnt that customers still find it difficult to separate the outcome of the complaint (which may not be to their satisfaction), from the way in which their complaint was handled.

2.14 Some examples of customers comments from the courtesy calls include:

- (i) "The officer dealing with complaint was exceptional, efficient, knowledgeable and thoroughly professional.
- (ii) "Collections are going well, thank you for your call I appreciate it"
- (iii) "Improve communication, there was a complete lack of communication within the department and with myself"

(iv) "I received a response but it wasn't satisfactory so I'm awaiting a further response"

(v) "Once complaint had been raised, it was dealt with the next day"

(vi) Very happy it's sorted, and thank you so much for calling to check.

Reviews and improvements

2.15 One aspect of effective complaint handling is to inform service improvements. Whilst we need to continue to improve the capturing of examples where this has happened, some examples from 2017/18 are as follows:

- (i) Letter and email templates reviewed and refined accordingly
- (ii) Licensing compliance being carried out for those plying for hire without a valid permit
- (iii) Enhancements made to the automated telephone payment facility in relation to payment information provided
- (iv) Closer cross working within departments where activities link
- (v) Training requirements implemented
- (vi) Operative refresher training

Summary

2.16 In summary, 317 stage 1 complaints were received by Swale Borough Council during 2017/18, 17 (5%) were received as escalations to the Chief Executive (stage 2), and three (0.9%) were recorded for the Ombudsman.

Categories	2015/16	2016/17	2017/18
Total complaints	356	351	317
Justified complaints*	202	198	168
Non-justified complaints*	150	152	148
Partially justified	2	1	0
Justification not stated	2	0	1
Stage 2 (Chief Executive)	22	32	17
Ombudsman	4	2	3

*Definitions used:

Justified: where it is deemed that the relevant process/procedure has not been followed.

Unjustified: where it is deemed that the relevant process/procedure has been followed.

It should be noted that this criteria is open to the interpretation of the officer and their opinion at the time of completing the complaint.

3 Proposals

3.1 Members are asked to note the contents of this report.

4. Alternatives

4.1 None.

5. Consultation

5.1 There has been no formal consultation relating to this report, as it is a summary of statistics for the year in question. However, the Complaints, Compliments and Comments system is by definition a process by which customers are able to deliver feedback on the current provision of services.

6. Implications

Issue	Implications
Corporate Plan	Dealing well with Complaints, Compliments and Comments is core to the Corporate Plan priority of being 'A council to be proud of'.
Financial, Resource and Property	None.
Legal and Statutory	None.
Crime and Disorder	None.
Sustainability	None.
Health and wellbeing	None.
Risk Management and Health and Safety	None.
Equality and Diversity	Responding to complaints in a positive and effective manner demonstrates the Council's commitment to ensuring that access to Council services is available to all.

7. Appendices

7.1 The following documents are to be published with this report and form part of the report:

- Appendix I: Complaints by Service Area 2017/18
- Appendix II: Local Government Ombudsman's Summary Review of Swale Borough Council 2017/18

8. Background Papers

8.1 None.

Complaints by Service Area 2017/18

Service Area	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Total 2017/18	Total 2016/17	Responded within 10 working days			
							2017/18		2016/17	
							No.	%	No.	%
Chief Executive	0	0	0	0	0	3	-	-	3	100%
Commercial	1	0	0	1	2	0	2	100%	0	0
Community Safety	1	0	0	2	3	2	3	100%	2	100%
Contracts (incl. Waste & Streets)	28	48	26	57	159	168	156	98%	166	99%
CSC	0	1	0	5	6	7	6	100%	7	100%
Democratic Services (Electoral)	1	0	0	0	1	7	1	100%	6	86%
Planning	8	5	10	8	31	32	28	90%	32	100%
Engineering	0	0	0	0	0	1	-	-	1	100%
ERT	5	5	7	3	20	32	18	90%	28	88%
Gateway	0	0	0	0	0	2	-	-	2	100%
Grants	0	0	0	1	1	1	1	100%	0	0%
Hackney Carriages	0	0	0	0	0	3	-	-	1	33%
Housing Environmental	2	0	0	2	4	1	4	100%	1	100%
Housing Options	5	3	1	3	12	12	11	92%	11	92%
ICT	0	0	0	0	0	1	-	-	1	100%
Legal	0	1	0	0	1	1	0	0%	1	100%
Licensing	1	1	0	1	3	0	3	100%		
Open Spaces	4	4	4	2	14	19	14	100%	12	63%
Parking	7	12	16	6	41	38	32	78%	29	76%
Properties	0	0	2	0	2	1	2	100%	1	100%
Revenues & Benefits	10	1	2	4	17	17	13	100%	15	88%
Staying Put	0	0	0	0	0	3	-	-	3	100%

Local Authority Report: Swale Borough Council
 For the Period Ending: 31/03/2018

For further information on how to interpret our statistics, please visit our website:
<http://www.lgo.org.uk/information-centre/reports/annual-review-reports/interpreting-local-authority-statistics>

Complaints and enquiries received

Adult Care Services	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environment Services	Highways and Transport	Housing	Planning and Development	Other	Total
0	4	3	0	3	0	2	6	0	18

Decisions made

Incomplete or Invalid	Advice Given	Referred back for Local Resolution	Closed After Initial Enquiries	Detailed Investigations			Total
				Not Upheld	Upheld	Uphold Rate	
0	0	8	6	3	4	57%	21

Notes

Our uphold rate is calculated in relation to the total number of detailed investigations. The number of remedied complaints may not equal the number of upheld complaints. This is because, while we may uphold a complaint because we find fault, we may not always find grounds to say that fault caused injustice that ought to be remedied.

Complaints Remedied

by LGO	Satisfactorily by Authority before LGO Involvement
2	0

Cabinet Meeting	
Meeting Date	31 October 2018
Report Title	Air Quality Action Plan and Public Consultation
Cabinet Member	Cllr David Simmons, Cabinet Member for Environment & Rural Affairs
SMT Lead	Nick Vickers, Chief Financial Officer
Head of Service	Tracey Beattie, Mid Kent Environmental Health Manager
Lead Officer	Steve Wilcock, Environment Protection Team Leader
Classification	Open
Recommendations	<ol style="list-style-type: none"> 1. To note the outcomes of the updated traffic modelling work. 2. To agree a draft Air Quality Management Action Plan for public consultation and delegate to the Chief Financial Officer in consultation with the Cabinet Member for Environment & Rural Affairs the final drafting of the document .

1 Purpose of Report and Executive Summary

- 1.1 The Cabinet last received a report on air quality at its meeting on 11 July 2018. The report explained the additional traffic modelling work which was being undertaken as a precursor to the preparation of an Air Quality Action Plan (AQAP) for public consultation.
- 1.2 This report sets out the outcomes of the additional modelling work and the draft AQAP for public consultation. After the public consultation a technical report and plan will have to be submitted to the Department for Environment, Food & Rural Affairs (DEFRA). This is a hugely important issue and the Council has used independent external consultants of the highest calibre to undertake this work.
- 1.3 This Council already has a far larger scale of AQ monitoring than any Council in Kent and the remediation of this issue is an extremely high priority. It has to be recognised that whilst the statutory responsibility for preparing the AQAP lies with this Council the bigger picture response to these issues sits with Central Government. This Council is making a clear statement that we cannot wait for the improvements in air quality which will come naturally from reductions in vehicle emissions.

2 Background

- 2.1 In January 2018 the Council appointed AQ consultants, Phlorum Ltd, who commissioned traffic counts and Automatic Number Plate Recognition studies in the five Air Quality Management Areas (AQMA's) in the borough (East Street Sittingbourne, St Paul's Sittingbourne, Newington, Teynham and Ospringe). The resulting Air Quality Assessment reported Predicted current Annual Average nitrogen dioxide (NO₂) concentrations were still above the UK Air Quality Standard of 40ug/m³ in the current AQMAs.
- 2.2 The AQ Steering Group chaired by Cllr Simmons identified that to be robust the traffic data needed to be updated for allocated developments included in the 2017 Local Plan. Traffic data for future modelling would be based on:
- KCC Saturn traffic model,
 - Baseline model data from 2017,
 - Project forward to 2018 (base year for the AQ model), 2020 and 2022, and
 - Include Local Plan (developments) allocation traffic.
- 2.3 The actual traffic modelling was undertaken by SWECO, an independent consultant appointed by KCC, to produce traffic modelling data across the Swale AQMAs. In summary this work showed:
- Saturn model data differs to 2018 traffic counts,
 - On average traffic volumes are -20% lower than the January 2018 counts.
- 2.4 In the July Cabinet report a table was included showing AQMA modelling results for 2018, 2020 and 2022 showing Predicted Annual Average NO₂ concentrations (ug/m³) within each AQMA. These have now been updated for the SWECO modelling and the table below shows the proportion of exceedances by receptor in each of the five AQMA's and the number of receptors (in brackets):

	2018	2020	2022
East Street (26 receptors)	54% (14)	46%(12)	27%(7)
St Paul's (12 receptors)	33%(4)	0%(0)	0%(0)
Newington (51 receptors)	8% (4)	0%(0)	0%(0)
Teynham (22 receptors)	45% (10)	36% (8)	0% (0)
Ospringe (51 receptors)	35%(17)	10% (5)	4% (2)

(0% (0) = all receptors below 40ug/m3 i.e. AQMA is compliant)

2.5 Looking at the implications of the modelling by AQMA:

- (1) Newington AQMA - Newington AQMA is predicted to be compliant in 2020.
- (2) St Pauls AQMA - St Pauls AQMA is predicted to be compliant in 2020.
- (3) East Street AQMA - the AQMA is predicted to be non-compliant in 2020 and 2022.
- (4) Teynham AQMA - the AQMA is predicted to be non-compliant in 2020 but will be compliant by 2022.
- (5) Ospringe AQMA- the AQMA is predicted to be non-compliant in 2020 and marginally above the AQS in 2022.

2.6 The AQAP options modelling gives the numbers of Light and Heavy Goods Vehicles which need to be eliminated to comply with the Air Quality targets, scenarios were modelled to determine the impact within the target AQMAs (East Street and Ospringe) for 2022.

2.7 The modelled scenarios results that show that a CAZ scheme on the A2 would result in improved air quality within the target AQMAs (East Street and Ospringe) are presented below:

- (1) CAZ with -10% reduction in HGV numbers on A2
- (2) CAZ with -20% reduction in HGV numbers on A2

2.8 The most effective options to improve air quality and reduce the number of receptors which are above the target are shown below.

Scenario	East Street (Before)	After	Ospringe (Before)	After
CAZ with -10% reduction in HGV numbers on A2	7	2	2	1
CAZ with -20% reduction in HGV numbers on A2	7	1	2	0

- 2.9 The 2 CAZ options reduce the number of exceedance locations in each AQMA and reduce concentrations significantly at all locations. The remaining 1 or 2 locations above the limit are only marginally above, thus with local air quality initiatives implemented, together these would help to fully achieve compliance within all the AQMAs in 2022.
- 2.10 Additionally 14 new diffusion tubes locations were added in July and August 2018 to expand the number of locations, including some parts of the borough not previously monitored. Early results have shown predictable values, mostly well under the guideline values. Further work will continue with the possibility of extra tubes being put in place.
- 2.11 Public meetings have also taken place in Ospringe, Newington and Teynham where the purpose and progress so far of the Action Plan has been explained. Suggested actions from local residents are being collected for inclusion into the final Action Plan prior to consultation.

3 Proposals

- 3.1 The attached draft AQAP (Appendix I) builds upon an earlier draft reported to Cabinet in October 2017 which was produced before the detailed traffic modelling work was done.
- 3.2 There are broadly two main areas of focus:
- (1) Major strategic initiatives such as a Clean Air Zone (CAZ). These are very complex initiatives which will take some years to implement and will be heavily reliant upon the collaboration with KCC.
 - (2) Operational initiatives such as the range of proposals from Policy Development and Review Committee.
- 3.3 Very significant progress has been made since the Air Quality Steering Group was set up in late 2017. This has showed the benefits of collaboration at member and officer level between different Council departments, in particular Environmental Health and Planning. Following a direct request to the KCC Cabinet Member for Highways, Transportation and Waste we now have good KCC Highways engagement at a senior level on the Steering Group.
- 3.4 There will be a further report to Cabinet in Spring 2019.

4 Alternative Options

- 4.1 Cabinet has already agreed to prepare an AQAP and this is an essential step in developing practical actions to address AQ issues in the borough.

5 Consultation Undertaken or Proposed

- 5.1 The development of the Interim AQAP reflected conversations with interested local community groups such as those in Newington, Ospringe and Teynham and liaison with these groups has continued. The Interim AQAP was also subject to review and comment by Policy Development and Review Committee on 10 April 2018 and their comments were included in the 11 July report to Cabinet.
- 5.2 The draft AQAP will be subject to an eight week consultation period. The plan will be provided to all parish and town councils in the borough; and to all known community groups with an interest in the subject. It will also be placed on the Council website.

6 Implications

Issue	Implications
Corporate Plan	Supports the objective of being a Borough to be Proud of.
Financial, Resource and Property	Council allocated an additional £50,000 for Air Quality work. This has funded the SWECO traffic modelling, additional diffusion tubes and will fund the additional Project Officer once appointed.
Legal, Statutory and Procurement	The AQAP will meet the Council's statutory obligation under the Environment Act 1995 to provide an AQAP that meets DEFRA approval.
Crime and Disorder	None identified.
Environment and Sustainability	The approach will support Climate Local Swale and the Kent Environment Strategy.
Health and Wellbeing	The AQAP seeks to improve the health of the residents of the borough.
Risk Management and Health and Safety	None identified.
Equality and Diversity	None identified.
Privacy and Data	None identified.

7 Appendices

7.1 The following documents are to be published with this report and form part of the report:

- Appendix I: Draft AQAP

8 Background Papers

Cabinet reports 4 October 2017 and 11 July 2018

https://services.swale.gov.uk/meetings/documents/s8358/AQAP%20report_postAS.pdf

https://services.swale.gov.uk/meetings/documents/s10361/Final%20-%20StrategicAQAP_Cabinet2017_draft%20v6.pdf



Swale Borough Council Air Quality Action Plan (2018 – 2022)

Introduction

This Air Quality Action Plan (AQAP) is being produced as part of the Council's statutory duties required by the Local Air Quality Management framework. It outlines the strategic and local actions we will take to improve air quality in Swale Borough Council between 2018 and 2022.

Our key priorities are to develop measures which deliver compliance of air quality objectives through a combination of strategic and local focused AQMA measures. We have identified measures which target reductions in emissions from vehicle fleets (HGV, LGV and cars), smooth traffic flows and reduce congestion and protect local communities.

Since late 2017 I have been chairing an Air Quality Steering Group which is responsible for the implementation and monitoring of the delivery of the AQAP to ensure measures are kept on-track.

This Steering Group is made up from the key stakeholder partners; including members and officers from Environmental Health, Planning and other Council departments, and representatives of key external partners, in-particular Kent County Council.

The Steering Group has undertaken very extensive AQ monitoring commissioned from leading independent external consultants.

This monitoring has shown that three of the five AQMA's in St Paul's, Teynham and Newington will have sufficiently improved air quality by 2020 or 2022 to be fully compliant, and that additional measures are required for East Street and St Paul's. However, the measures that the Council is consulting on will have a beneficial impact across the whole borough.

In this draft AQAP we outline how we plan to effectively tackle air quality issues within the Council's control.

This approach reflects the high priority the Council has for improving AQ in the borough and engaging with our residents and community and business groups to achieve this objective.

David Simmons

Cabinet Member for Environment & Rural Affairs

AQAP Measures

The proposed measures set-out in this Strategic AQAP are structured as follows:

- **Strategic AQAP measures:** those wider strategic measures which are to be implemented across the borough with strategic delivery partners

and

- **Local AQMA measures:** those measures which will be focussed specifically within each AQMA which will support and compliment the strategic measures.

The Swale Council Strategic AQAP measures which includes strategic and locally focussed AQMA measures. The estimated cost of implementing key action, the Clean Air Zone (CAZ), will require a full CAZ feasibility study after the AQAP submission.

Strategic AQAP measures

Key strategic measures that need to be considered across the AQMA and Swale as a whole are those that target:

- Emission reductions from the HGV fleets;
- Volume reductions in the HGV fleet using the A2 especially through the 2 key AQMAs (East Street and Ospringe target year 2022);

- Smoother less congested traffic flows of all vehicles through the AQMAs;
- Policies that encourage only low emission developments being approved; and
- Encourage alternative modes to car use to reduce congestion and pollution

These strategic measures will be implemented through the following measures:

- Clean Air Zone:
 - Non-charging/charging CAZ (feasibility to be assessed);
 - “Clear air signage and information scheme”; and
 - Includes HGV retro-fit programme with Eco-Stars programme.
- Revised and updated Planning Guidance on Air Quality for Developments and Low Emission Strategy:
 - Includes guidance on minimum requirements for electric vehicle infrastructure;
 - To include biomass boilers, diesel generators, construction vehicles, ventilation guidance; and
 - Costed emission mitigation requirements to assess emissions.

Local focussed AQMA measures

Key locally focussed measures that are to be introduced into individual AQMAs are those that target localised:

- Initiatives that inform and protect local residents;
- Smooth traffic flows causing less congestion of all vehicles through the AQMAs;
- Freight management and access policies within AQMAs; and
- Access to cleaner alternative transport for residents and businesses from freight and other traffic.

Appendices

Appendix I Air Quality Action Plan Measures: Strategic AQAP measures

Appendix II Air Quality Action Plan Measures: Local AQAP measures

Appendix III Responses to Consultation and Stakeholder Engagement on the AQAP

Appendix IV Policy and Development Committee Comments

Appendix V AQMA location maps

Appendix VI Glossary of Terms

Appendix I Air Quality Action Plan Measures: Strategic AQAP measures

Measure No.	Measure	EU Category	EU Classification	Lead Authority	Planning Phase	Implementation Phase	Key Performance Indicator	Target Pollution Reduction in the AQMA	Progress to Date	Estimated Completion Date	Comments
1.	HGV "Clean Air Corridor"	Promoting Low Emission Transport	Low Emission Zone (LEZ) or Clean Air Zone (CAZ)	KCC/SBC	2019	2020 – 2022	Reduction in pre-Euro VI HGV	(2022 target) 6.8 µg.m ⁻³ East St, 1.5 µg.m ⁻³ Ospringe,	To start	2022	Create a HGV (Euro emission class) restriction zone along A2 with strategic ANPR cameras.
2.	"Clean Air Corridor" signage and information scheme"	Freight and Delivery Management	Route Management Plans/ Strategic routing strategy for HGV's	KCC	2019	2019 – 2022	Reduction in pre-Euro VI HGV	Part of measure 1.	To start	2022	Roadside information includes "switch-off engine" congestion information signage information on A2
3.	Air Quality and Low Emission Strategy	Policy Guidance and Development Control	Low Emissions Strategy	SBC	2019	2019 – 2022	Developments with LES	Unquantifiable	Revision 2018/19		LES (includes sustainable procurement, SBC fleet improvements, low emission fuels, construction vehicles and installation (STOR) guidance)
4.	Swale Freight Management Plan (2016)	Freight and Delivery Management	Delivery and Service plans	KCC	2016	2018- 2022		Unquantifiable , contributes to measure 1	On-going		KCC and SBC to support Swale FMP by delivering recommendations (section 5)

Measure No.	Measure	EU Category	EU Classification	Lead Authority	Planning Phase	Implementation Phase	Key Performance Indicator	Target Pollution Reduction in the AQMA	Progress to Date	Estimated Completion Date	Comments
5.	Eco Stars	Vehicle Fleet Efficiency	Driver training and ECO driving aids	SBC	2014	2019-2022	Number of HGV and LGV drivers taken through scheme.	Part of measure 1			Ecostars pilot continues in 2017 (Initially 14 companies signed up in Swale with 812 vehicles)
6.	Air pollution alerts and information	Public information	Via other mechanisms	SBC	-	2018 – 2022	Number of (vulnerable) people using the alert service in Swale	n/a			Communications and marketing directed to vulnerable people (COPD) and information on health effects Use business forums to promote best eco practices for travel
7.	KCC development control policies	Policy Guidance and Development Control	Low Emissions Strategy	KCC	2018/19	2019 – 2022	Controlled parking allowances for developments	n/a	In progress	On-going	KCC have developed low emission parking and electric vehicle infrastructure requirement policy

Appendix II Air Quality Action Plan Measures: Local AQAP measures

Measure No.	Measure	EU Category	EU Classification	Lead Authority	Planning Phase	Implementation Phase	Key Performance Indicator	Target Pollution Reduction in the AQMA	Progress to Date	Estimated Completion Date	Comments
8.	"20 plenty" zones	Traffic Management	Reduction of speed limits, 20mph zones	KCC	2019	2020 - 2022	Number of zones	Unquantifiable	To consult	2022	Community steering group proposal to be evaluated. (AQMA's: 1,2,3,4,5)
9.	Pinch-point parking alternatives (red-route)	Traffic Management	Parking Enforcement on highway	KCC	2019	2020 -2022	A2 parking space reduction	Unquantifiable	Consultation to start	2022	Remove pinch point A2 parking by providing alternate off-street parking and/or camera enforcement of loading bays (AQMA's: 1,2,4, 5) The Swale Planning Policy team is preparing a Vehicle Parking Supplementary Planning Document. This will involve a Members' workshop and general consultation

Measure No.	Measure	EU Category	EU Classification	Lead Authority	Planning Phase	Implementation Phase	Key Performance Indicator	Target Pollution Reduction in the AQMA	Progress to Date	Estimated Completion Date	Comments
10.	Local LEV car-club	Promoting Low Emission Transport	Other	SBC	2019	2020 – 2022	LEV car club vehicle no.	Unquantifiable	Yet to start review	Ongoing	Set-up low emission community car club or car-share scheme for AQMA's (AQMA's: 1,2,4, 5)
11.	Local school and business travel plans	Promoting travel alternatives	Promotion of walking and cycling and travel plans	KCC (+ PH SBC)	2019	2013 Swale already participating in the Kent Travel scheme and involved in Better business for all	% participant in Kent smarter travel challenge recorded by KCC	Unquantifiable	Annual bids to the KCC	Ongoing	Community steering group proposal to be consulted on.(AQMA's: all)
12.	Quiet delivery zones	Freight and delivery management	Quiet and out of hours delivery	KCC	2019	2020 – 2022	Number of quiet delivery zones	Unquantifiable	To consult on	2020	Community steering group proposal to be evaluated. School and night-time hours restricted freight delivery times for noise and AQ. (AQMA's: all)

Appendix III Responses to Consultation and Stakeholder Engagement on the AQAP

Consultee	Category	Response

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If you have any comments please respond to:

Address

Swale Borough Council, Swale House, East Street, Sittingbourne, Kent, ME10 3HT

Email steve.wilcock@midkent.gov.uk

Appendix IV Policy and Development Committee Comments

Recommendation and Service Lead	Reduction in NOx	External Partner involvement	Response
Planning Policy & Development Management			
1. That tree planting be carried out on a lose one, plant one basis;	No – only a visual measure; little or no effect on emissions	No	Swale currently has a Local Plan policy DM 29 that requires replacement of lost trees. This applies to new development not trees or hedgerows lost due for agricultural purposes or to areas not covered by Tree Preservation Orders / Conservation Areas. Tree policy being updated.
2. That a SBC parking policy be adopted as soon as possible, to enable better parking and less 'pinch points';	Yes if introduced	No	The Swale Planning Policy team is currently commissioning consultants to prepare a Vehicle Parking Supplementary Planning Document. This will involve a Members' workshop and general consultation
3. That it be recognised that all major development in Swale would have an impact on the A2;	Yes	Yes	The detailed assessments being undertaken for the Strategic AQAP and Traffic Modelling for the Local Plan may indeed draw this conclusion however this assumption cannot be pre-empted until the work has been completed.
4. That methods be sought to enforce Travel Plans	Yes if followed up	No	The AQ Steering Group will consider the mechanisms available to the council and whether they could be enforced in tandem with other measures e.g. low emission zones or congestion charging.
5. That it be made easier to plan and do walking in the Borough, with a link to tourism;	No	Yes	The AQ Steering Group will consider the leavers available to implement this goal. Currently the local plan, planning decisions and other council functions contribute to this
6. That all Committees, particularly Licensing and Planning take environmental issues	No	Yes	Changes to the implications section of reports are being proposed by Policy and Performance. The current section does refer to environment but it is intended that the revision will expressly guide authors to consider air quality.

Recommendation and Service Lead	Reduction in NOx	External Partner involvement	Response
into consideration;			This section should identify any sustainability and environmental implications, including air quality arising from the proposals in the report. Details of any environmental or sustainability appraisal planned or undertaken should also be provided. Further guidance on this section can be obtained from the Policy and Performance team.
7. That planning conditions need to be placed on all diggers and lorries (Euro 4 or above);	No	No	The legal powers of the Council to decide on this or condition it will be followed up by the AQ Steering Group.
8. That new developments be built to higher efficiency ratings to decrease fuel use	Yes	Yes	<p>The Code for Sustainable Homes has been scrapped by government and there is no obvious mechanism for achieving this quickly.</p> <p>The Local Plan / new settlement work currently being undertaken will investigate whether the Home Quality Mark can achieve better efficiency rates. However evidence and viability studies will be required to support its inclusion.</p>
9. That good working practices be replicated where possible;	Unknown	Yes – should already be occurring	Officers attend national seminars and training events on air quality. In addition they work closely with colleagues from other Kent authorities to ensure that good working practices are adopted and replicated from other areas of the country where local needs are identified. An example being the implementation of the Air Quality Technical Guidance which stemmed from work undertaken in West Yorkshire
KCC – Taxi and Bus Contracts/Education-Schools			
10. That partners providing services, e.g. provision of taxis for taking children to school, and bus companies, consider the fuel that is being	Yes if feasible to introduce	Yes	The AQ Steering Group will pursue discussions with KCC on the viability of this proposal.

Recommendation and Service Lead	Reduction in NOx	External Partner involvement	Response
used;			
11. That more travel plans be put in place for schools;	As above	Yes	The AQ Steering Group will pursue discussions with KCC on the viability of this proposal.
12. That 'on-demand' bus service initiatives should be looked into;	Not sure	Yes	The AQ Steering Group will pursue discussions with KCC on the viability of this proposal, taking into consideration the impact this type of service may have on the licensed taxi trade within the borough.
Swale Vehicle Licensing			
13. That taxi and bus licensing to improve to be more 'green';	Yes if introduced	Yes	The AQ Steering group will discuss this recommendation with Licensing Services and through the Local Bus Partnership.
KCC Highways /Highways England			
14. That bus stop lay-bys be added to enable vehicle flow;	Possibly	Yes	Swale is not in a position to commit or deliver this recommendation. However the AQ Steering group will liaise with KCC and other services to explore the cost benefit of such schemes at key points along the A2.
15. That by-passes be constructed;	Yes if introduced	Yes	The need and 'business case' for any 'by-pass' would need to be justified through evidence and supported through the safeguarding of land in the emerging Local Plan and would need support from KCC Highways and/or Highways England.
16. That pot-holes be fixed to allow free-flowing traffic;	Unlikely	Yes	Repair and resurfacing of highways is a function of the county.
17. That there be pedestrian			Swale is not in a position to commit or deliver this recommendation.

Recommendation and Service Lead	Reduction in NOx	External Partner involvement	Response
bridges at congestion points;	Yes if introduced	Yes	However the AQ Steering group will liaise with KCC Highways and other services to explore the cost benefit of such schemes at key points along the A2. Wider considerations of accessibility/access measures (e.g. to providing level access), potential effect of increasing traffic speeds and consequent reduction in road safety. In addition there is the impact on amenity and street scene?
Economic Development			
18. That varying shift hours be encouraged to allow free-flowing traffic;	Possible	Yes	The AQ Steering Group working with Economic Development and Development Management decision will consider the viability of including this option in current and future commercial developments.
Environmental Health			
19. That developments over 100 properties have air quality monitoring on-site prior to houses being built;	Yes, but at considerable cost	No	Careful consideration of this proposal suggests that it would impractical to implement given that Swale has limited control over when developments occur and the need to collect data for a year or more to establish the 'local background' levels. Background levels are already available from Defra, and this is available to consultants and officers modelling purposes.
20. That areas be actively air quality monitored;	Yes, but depends on the area(s) selected	Possibly	Swale BC have a comprehensive air quality monitoring (more than other Kent authority) we have three continuous monitoring stations based in Ospringe, St Paul's and Newington with efficient equipment used to monitor both Nox and PM10. In addition we have approximately 65 to 70 Nitrogen Dioxide tubes located at many sites along the A2 and other major roads in the borough. Each location is reviewed and assessed annually to ensure that we monitor areas where there is potential for exceedances of the 40 ug level. Active management of locations is something Defra expects.
21. That a sixth AQMA be made in Key Street, Sittingbourne;	Not known	No	Declaring an Air Quality Management Area has to, by law, follow a process which meets Defra criteria. It is evidence based and collected over a minimum of a year. Swale BC has introduced additional testing

Recommendation and Service Lead	Reduction in NOx	External Partner involvement	Response
			tubes in the area.
22. That the Action Plan has a forward projection on traffic modelling to factor in additional traffic, as part of the planning process;	Yes	Yes	<p>Establishing a strategic air quality action plan will enable the council to approach the issue of poor air quality in a holistic way which will include the impact of the developments included in the current Local Plan, Bearing Fruits. Our air quality consultant is working with the traffic modelling specialist being used by Planning Policy on the phasing of future development scenarios.</p> <p>We have a closer collaboration between Planning Policy and Environmental Protection's air quality work as a result of the work undertaken for the Strategic AQAP.</p>
23. That there should be strict policy that all air quality or traffic modelling consultations be carried out by independent persons;	Yes if accepted	Yes	Most if not all air quality reports provided by developers are prepared by independent consultants. If an initial assessment of the report identified that the consultant was not a 'competent' person the report would be rejected by them.
24. That there be interaction with developers about changes they are doing, e.g. electric vehicle charging points;	Yes	Yes	<p>Environmental Protection already engage with developers over mitigation measures to be included in the conditions for development, particularly for larger developments. The Air Quality Technical Guidance adopted by Swale contains a formula and is a standard widely used across Kent.</p> <p>KCC are assessing a policy on electric charging points within the wider current infrastructure across the county in existing car parks (KCC ownership and or private ownership). Officers are liaising with them on this matter.</p>
25. That local incentives be given for electric vehicle charging points, a strategic plan was	Yes but not in the short term.	Yes	A strategic policy for Swale could be considered to link in to the work being undertaken by KCC (see above). The issue can be brought to the AQ Steering Group with officers from Economic Development, Parking Services and Planning Policy to consider the viability of the

Recommendation and Service Lead	Reduction in NOx	External Partner involvement	Response
needed;			proposal.
26. That Town Councils also be consulted, as well as parish councils (on AQAP)	N/A	No	There will be full consultation which will include Town and Parish Councils on any proposals under the Strategic Air Quality Action Plan.
27. That residents living along the A2 be consulted (on AQAP)	N/A	No	The planning consultation process is set out in the Statement of Community Involvement (adopted 2018). Local Town and Parish Councils and neighbours are consulted on local planning applications and interested members of the public can register for the Public Access System to track the progress of planning applications https://www.swale.gov.uk/statement-of-community-involvement/ Full consultation will include the public and residents living along the A2 on any proposals under the Strategic Air Quality Action Plan.
28. That major enterprises on the Eurolink industrial area be consulted (on AQAP)	No	No	The planning consultation process is set out in the Statement of Community Involvement (adopted 2018). Local Town and Parish Councils and neighbours are consulted on local planning applications and interested members of the public can register for the Public Access System to track the progress of planning applications https://www.swale.gov.uk/statement-of-community-involvement/ Full consultation will include business interest that may be impacted by proposals under the Strategic Air Quality Action Plan.
29. That there must be a continuous dialogue about Section 106 agreements and Community Infrastructure Levies;	Yes if followed	Yes	SBC has not yet resolved whether to progress a Community Infrastructure Levy. Planning Conditions and S106 Agreements provide a means to mitigate AQ issues. Environmental Protection Officers and Planners are working closely to ensure that each development provides the appropriate S.106 obligations in accordance with Government regulations (CIL Tests). In addition the Air Quality Technical Guidance provides a framework for mitigation measures appropriate to each development.

Appendix V AQMA location maps

Figure C 1 AQMA 1: Newington AQMA map

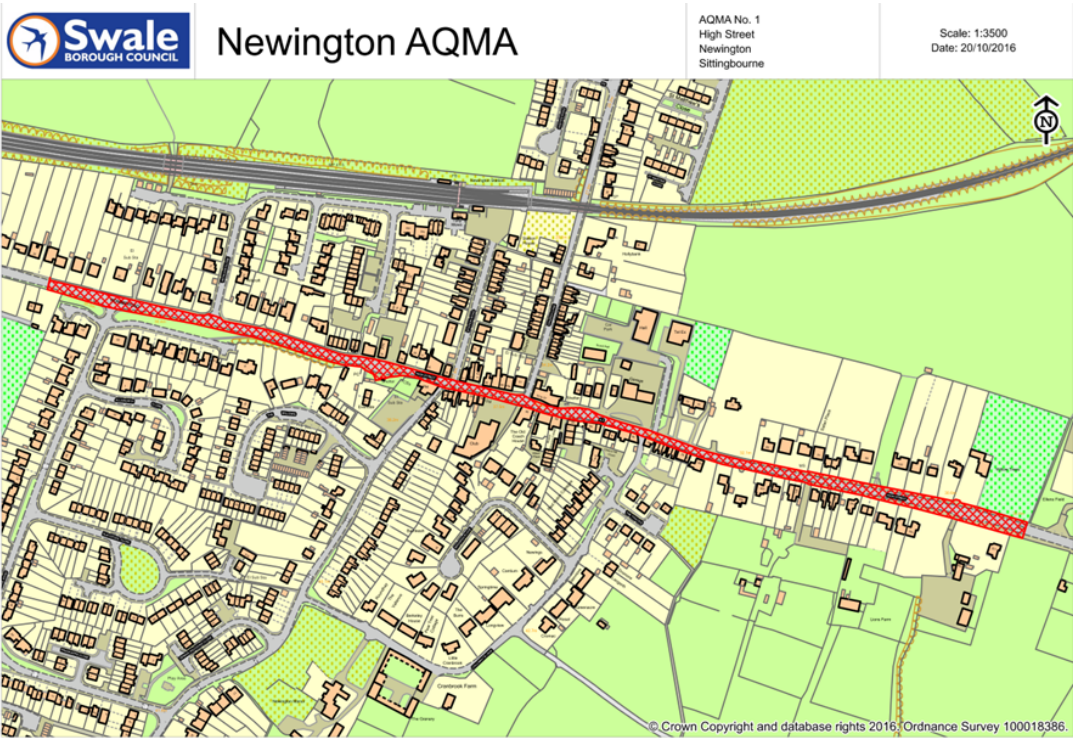


Figure C 2 AQMA 2: Ospringe AQMA map

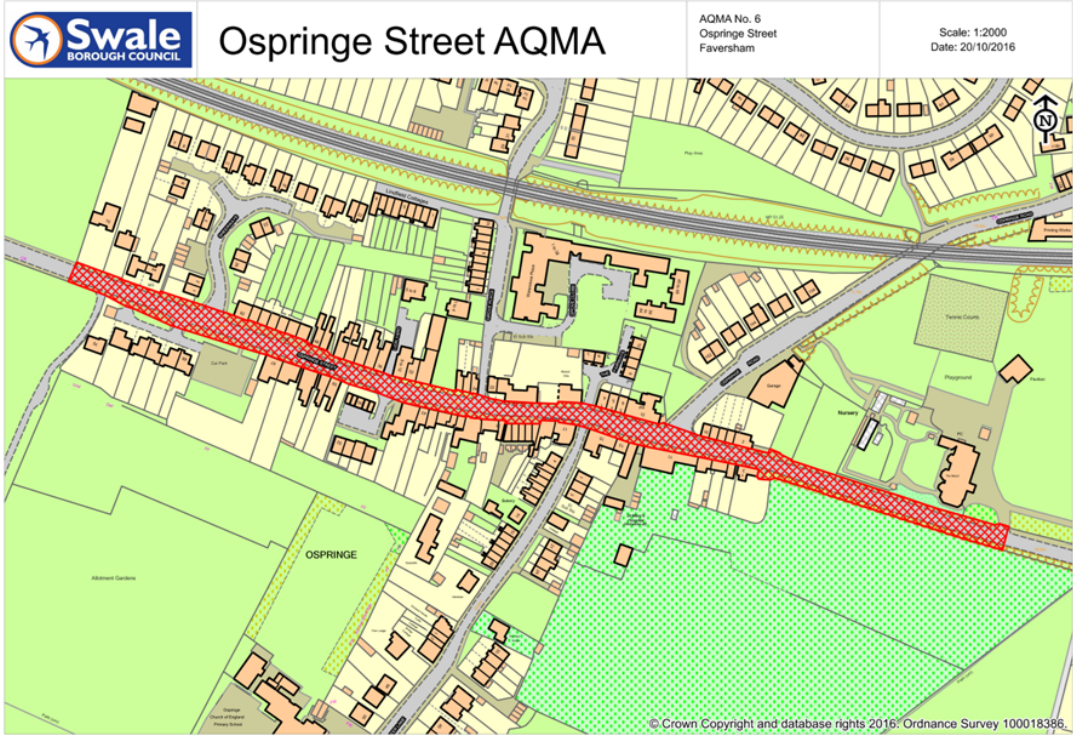


Figure C 3 AQMA 3: East Street AQMA map



Figure C 4 AQMA 4: St Paul's AQMA

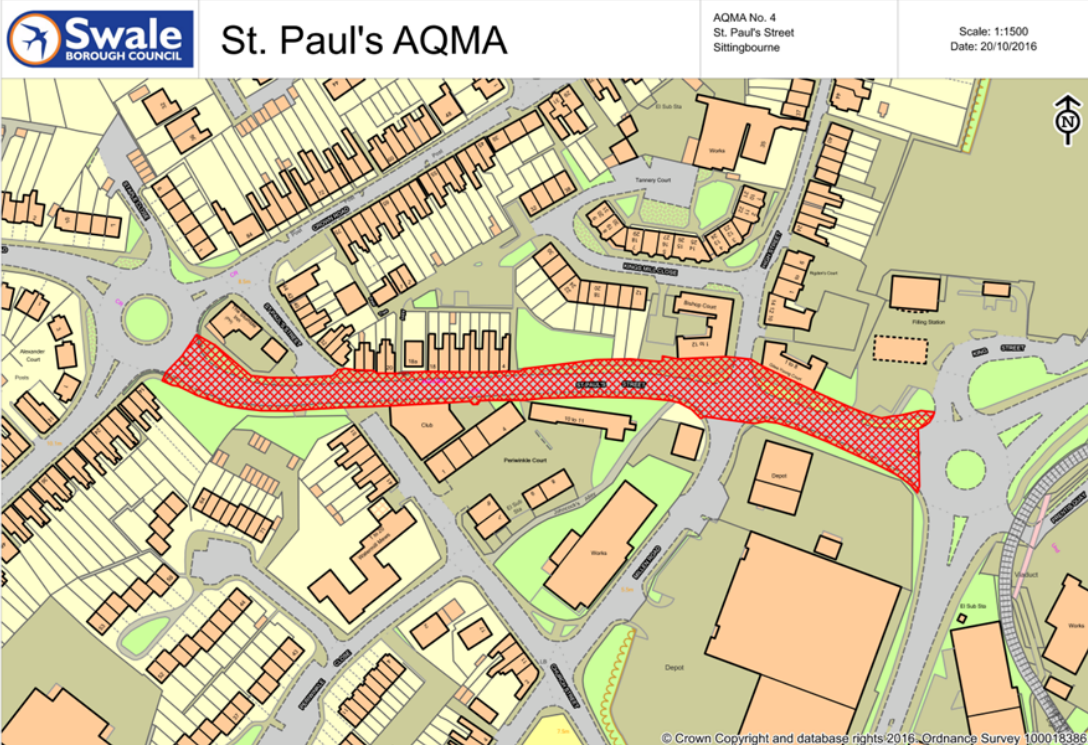
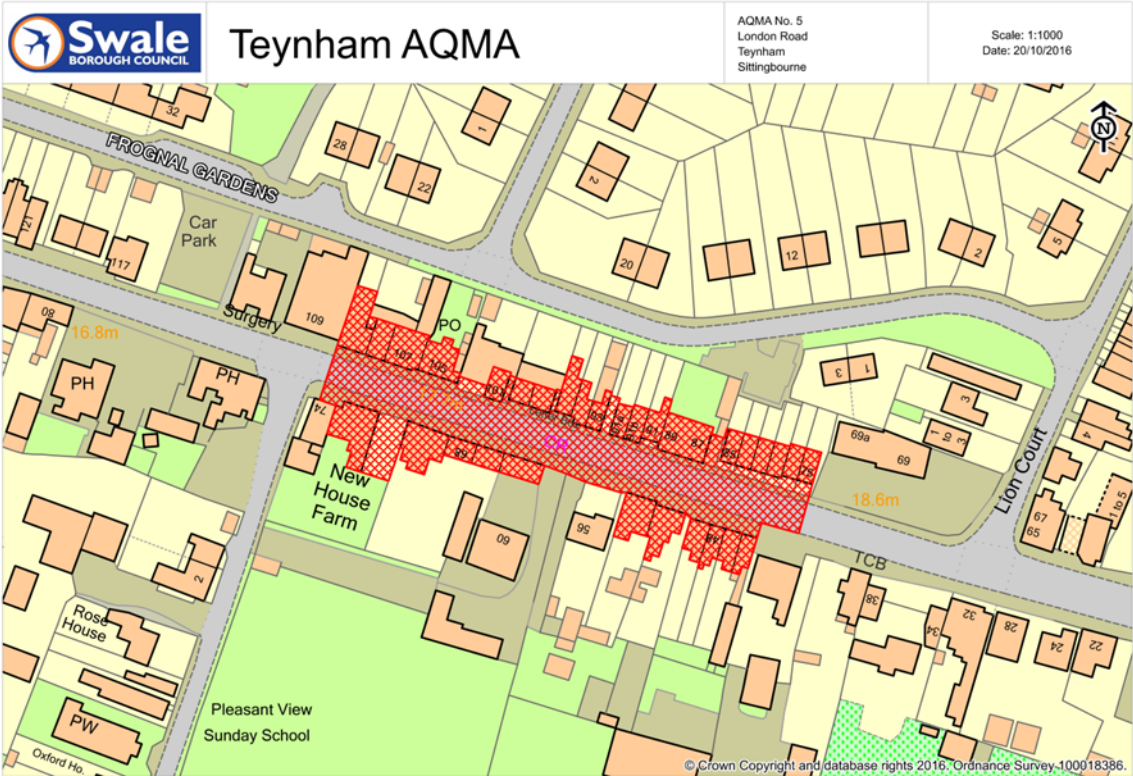


Figure C 5 AQMA 5: Teynham AQMA



Appendix VI Glossary of Terms

Abbreviation	Description
AQAP	Air Quality Action Plan – A detailed description of measures, outcomes, achievement dates and implementation methods, showing how the local authority intends to achieve air quality limit values'
AQMA	Air Quality Management Area – An area where air pollutant concentrations exceed / are likely to exceed the relevant air quality objectives. AQMAs are declared for specific pollutants and objectives
AQS	Air Quality Strategy
ASR	Air quality Annual Status Report
CAZ	Clean Air Zone
Defra	Department for Environment, Food and Rural Affairs
DfT	Department for Transport
EU	European Union
JAQU	Joint Air Quality Unit (Defra and DfT)
LAQM	Local Air Quality Management
NO ₂	Nitrogen Dioxide
NO _x	Nitrogen Oxides
PM ₁₀	Airborne particulate matter with an aerodynamic diameter of 10µm (micrometres or microns) or less
PM _{2.5}	Airborne particulate matter with an aerodynamic diameter of 2.5µm or less

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