

* Name of proposal/policy	Increased Income Generation Through Fees and Charges	* Budget number	15-004-19a
* Service area responsible	First for Wellbeing CIC	* Cabinet meeting date	14 th February 2017
* Name of completing officer	Alison Lyon	* Approved by Director / Assistant Director	Janet Doran
* Version	1.1	* Date	3 rd February 2017

PART A

* Section 1a: Description of proposal under consideration/development	* Section 1b: Is this new or existing? Does it link to current provision?
<p>The proposal is to raise the fee and charges in a number of First for Wellbeing (FfW) universal services in First for Wellbeing, including; NSport, Outdoor Learning, Knuston Hall, Countryside services (country parks) Adult Learning and Registration Service.</p> <p>The proposed increases amount to additional income of £100k (of which £10K relates to country parks) if customer numbers remain comparable to 2016/17. Further development of the council's Country Parks, including an increased winter car park charge, will generate more income. This will ensure that the service can continue to cover all its costs thereby securing the sustainability of the parks.</p>	<p>In all cases the increased charges relate to current services and these are charges to customers for services.</p> <p>In Adult Learning, a new charge is to be introduced for services within NCC which seek support for employees after a Dyslexia Assessment. This is £30ph. The fee is paid by the service.</p> <p>In the Registration Service a charge is proposed for a new service, joint citizenship and passport application checking (JCAP). The Home Office has now decided that when a person seeks citizenship this application also triggers a passport application. The customer can chose whether or not they</p>

<p>NCC charges the lowest council tax of any council in England and believes that where customers have a choice of whether to pay for something, including enhanced services then they should have that option. Similarly if the 'state' already provides funding for individuals that includes a provision to pay for services, then NCC should not further subsidise or duplicate that funding.</p>	<p>wish their application to be checked. This is a flat fee of £10 payable by the customer.</p>
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*** Section 2: How does this align with the Council Plan/ corporate priorities/ partnership strategies and plans/ Next Generation Council?**

Delivers increased wellbeing and/or safeguarding by ensuring that...	✓
People of all ages are safe, protected from harm and able to live happy, healthy and independent lives in our communities	
People have the information and support they need to make healthy choices and achieve wellbeing	✓
People achieve economic prosperity, in a healthy, low carbon economy which gives access to jobs, training and skills development	
Communities thrive in a pleasant and resilient environment, with robust transport and communications infrastructure	
Resources are utilised effectively and efficiently, in coordination with partners and providers	
Does it align with any NCC/ partnership strategies and plans? (if so, please list below)	
N/A	
Does it support the transformation into a Next Generation Council? (if so, please explain below)	
Adult Learning fees and charges are to be part of First for Wellbeing (FfW) income generation activity from 1 April 2017 when the service transfers from NCC to FfW. All services are managed in accordance with NGW principles.	

*** Section 3: If this relates to a statutory duty, please give details of the relevant legislation below:**

N/A

Section 4: Have other alternatives been considered?

None

*** Section 5: Financial / resource implications**

a) Costs (e.g. invest to save)

The proposal to increase fees and charges do not include any capital or revenue implications.

b) Staffing implications

There are no staffing implications, increases or decreases, as a result of the proposal.

c) Savings

The services continue to use next generation working practice to maximise efficiencies. NSport, Adult Learning and the Library Service will be managed from the Angel Street base instead of JDH (12 into 1 strategy).

Section 6: Has a similar initiative/proposal been implemented elsewhere? What were the benefits or risks? Are there lessons that can be learned?

Fee increases have been introduced in a number of universal services delivered by FfW on behalf of NCC. The benefit is increased income. However, the risk is a decline in customers who refuse to pay the increased charge and the income target is not fully delivered.

THIS SECTION HAS REPLACED THE EQUALITY IMPACT ASSESSMENT FORM AND MUST BE COMPLETED TO DEMONSTRATE COMPLIANCE WITH THE EQUALITY DUTY

*** Section 7: Who will be affected by this proposal? (this may be service user data, or be based on a particular geographical area or more general population data depending on the proposal) Include demographic information where this is available e.g. breakdown by gender, age, ethnicity, disability etc. BIPI can support with the provision of data. You may include staff, partner organisations and any other stakeholders who might be affected by the proposal.**

Data Source (include link where published) and summary of what it tells us for example "X number of people use this service, X are male, Y are female etc"	Why is this relevant to the proposal?
Approx 300 appointments per year are conducted for the Nationality Checking Service for single applicants up to family groups. The service also bestows Citizenship on an estimated 1,200 customers per year. As a whole the Registration Service serves around 30,000 customers per year.	Shows numbers of service users for the different fee paying services which are part of this proposal.

<p>In terms of customer numbers in universal services there are: 2.5 million visits (not customers) to libraries, 2 million visits to country parks, 10,000 young people involved in outdoor activities, over 4,500 enrolments on courses at Knuston hall residential adult learning centre.</p> <p>There are approximately 7,000 people who choose to take Adult learning courses. There are approximately 3,500 who receive free courses delivered in disadvantaged communities. This provision is unchanged. 3500 fee-paying Adult learning customers.</p>	
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*** Section 8: Based on the above information, will this proposal have an impact on the following? ✓ the relevant box for each line and then expand on the reasons why in Section 9**

	Positive	Negative	Neutral	Unsure
Age			✓	
Disability			✓	
Gender reassignment			✓	
Marriage and civil partnership			✓	
Pregnancy and Maternity			✓	
Race			✓	
Religion or Belief (or No Belief)			✓	
Sex			✓	
Sexual orientation			✓	

* Section 9: Initial impact	
* Section 9a: From your analysis in section 8 above, please explain the positive implications	
N/A	
* Section 9b: From your analysis in section 8 above, please explain why you have categorised any of the implications as neutral	
<p>The universal services have a county-wide reach and are open to the general public. Local people choose to use the services.</p> <p>The only statutory services are provided by Registration Service and relate to the registration of birth, marriages and deaths. For these services, the registration activity is free of charge and the certificates are subject to a statutory fee (varying depending on the time of issue) set by Parliament and administered by the General Register Office (GRO). It is also possible to conduct civil preliminaries and a legal marriage for only the statutory fee, though many customers prefer to pay extra to have a ceremony around their legal marriage.</p> <p>The Nationality Checking Service, with the new passport application checking element (known as JCAP), is optional and the proposed fee is £10.</p> <p>Adult learners who are on recognised benefits receive a concessionary rate and a non-repayable bursary is available for customers on low incomes but not in receipt of benefits.</p> <p>In all services, increases do not specifically affect customers with protected characteristics.</p>	
* Section 9b: From your analysis above, please explain the negative implications	* Section 9c: What actions have you identified to mitigate any negative implications?
N/A	N/A
	* Section 9e: What actions have you identified to fill gaps in information?
N/A	N/A

* Section 10: Internal considerations: are there any implications for the following?		
	✓ or X	If there are any implications, please explain them here and identify any actions you may need to take as a result
Staff	X	
Financial (NCC)	✓	Increased income as a result

Legal	X	
NCC Policy	X	
Performance	✓	As stated above, we will need to monitor how the increases are received in case this results in a decline in user numbers and therefore performance
Data quality / information security	X	
IT	X	
Strategic assets	X	
LGSS / federated bodies	X	
Procurement	X	
Project support	X	
Other (if appropriate)	X	

*** Section 11: External considerations: are there any implications for the following?**

	✓ or X	If there are any implications, please explain them here and identify any actions you may need to take as a result
Community impact	x	
Impact on the consumer (e.g. communication needs, access, rurality, complaints)	✓	May lead to increase in complaints as a result of increased charges
Reputation	✓	Fee increases may generate some negative local media comment which be responded to by NCC Comms. Team
Political	✓	Councillors may receive complaints about increased charges. Information will be provided by service managers and NCC Communications Team as appropriate.

<u>Partners</u>	x	
<u>Human Rights</u>	x	
<u>Health impact – individual</u>	x	
<u>Health impact – wider community</u>	X	
<u>Economic impact - individual</u>	✓	Increased fees for services, such as course fees in Adult Learning, may cause some dissatisfaction. However, increases are mitigated for customers on benefits and low incomes through the differentiated fee structure and the free courses programme in disadvantaged communities, identified through demographic data (BIPI).
<u>Economic impact – wider community</u>	x	
<u>Community Safety impact</u>	x	
<u>Environmental impact</u>	x	
<u>Consultation</u>	x	
<u>Other (if appropriate)</u>	x	

Based on the impacts and considerations above, please identify the RAG status:

RAG Status	Overall RAG	Time	Proposal Delivery	Cash Saving	Risk	Issue	Dependency
	Amber	Green	Amber	Amber	Amber		Monitor as necessary

* Section 12a: What are the risks associated with NOT implementing the proposal? (tick if applicable)	✓	* Section 12b: What actions have you identified to mitigate the risks? Will anything in the current arrangements need to be changed to acknowledge this risk? Is implementing the proposal the only way to mitigate the risks?
Non-compliance with legislation or NCC policy		N/A

Financial	✓	The additional income generated by FfW for NCC will contribute to the MTFP and cannot be mitigated in any other way.
Change in performance/ data quality/ information security		N/A
Reputational/ Political		N/A
Increase in complaints and/ or legal challenge		N/A
Other		N/A

*** Section 13: Budget Delivery Programme Highlight Report information – total amount allocated to savings proposal 2017-18 through to 2020-2021; profiled budget; 2017-18 action plan extended savings narrative; cost code information**

Total amount allocated to income proposal 2017-18	
2017-18 (£000)	100

Impact of income within the budget profile			
Q1	Q2	Q3	Q4
25	25	25	25

	Milestone	Owner	By when
1	50% of target	FfW Operations Director	Q2
2	100% of target	FfW Operations Director	Q4

Cost code	NBGAA01_N0000
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*** Section 14: Do you need to undertake further work (e.g. consultation, further proposal development, further equality analysis) based on the impact and actions identified above? If yes, set this out below and then carry out the work and complete Part B:**

This proposal will form part of the overall budget consultation process. Any feedback received (as well as any further intelligence gathered in the course of developing the project) will inform a final analysis of the impact of the proposal which will be considered by Cabinet and Council in February when taking a final decision on the budget. The EqIA will be updated accordingly.

PART B

Section 15: Consultation, follow up data and information gathered from actions identified above

N/A	What does this information tell us?
This proposal formed part of the overall budget consultation process.	We received no comments specifically on this proposal, although general comments were made on the proposals for fees and charges. Some people felt that the increases were excessive whilst others thought that they could be increased further.

Section 16: Final impact analysis (taking the findings from Part B into account) – including review date if required

The final impact has been assessed as neutral. We are satisfied that the services do not specifically affect customers with protected characteristics and that they apply to services where people have the choice to use them or not. All fees and charges increases are monitored to ensure they do not have a negative effect and do not affect demand for the services.