

Community Services Fees & Charges Proposals – 2011/12

1. Adult Social Care

- 1.1 Councils have the power to charge for certain social care services, and are required to have a charging policy that is demonstrably fair and does not undermine the overall objectives of social care – that is, to promote both independence and social inclusion of service users. It is recognised that the level of fees and charges can have a direct impact on usage and take up, and in some instances work against the Council's social inclusion agenda by effectively discriminating against those who are less able to pay.
- 1.2 The Council's policy is therefore to charge service users an 'affordable' amount, which is uplifted by inflation each year. However, where other local authorities, or Health organisations, are purchasing Council services on behalf of their service users, the charges made to these organisations are designed to reflect the actual costs of the service.
- 1.3 West Berkshire Council's Fairer Charging Policy for non residential services, introduced in 2003, states the individual will have one assessed charge for all services. All services will be added together before a service user is financially assessed.
- 1.4 The guidance allows for a prescribed list of allowances, for example, accommodation, rates, insurance etc. plus disability related costs, for example, community alarm system, extra heating costs.
- 1.5 These allowances are then deducted from the total income to give an assessable income. Since 2008/9 West Berkshire Council has used 100% of the assessable income as chargeable income in line with most other Councils.
- 1.6 With the move to Personal Budgets for all service users the actual value of the care package will gradually be introduced in the financial assessment process, as opposed to an hourly or unit amount for any element of care that is still commissioned by West Berkshire Council on behalf of the service user. From April 2011 any eligible individual requiring support from Adult Social Care will receive this in the form of a Personal Budget through which they can arrange their support. As of 1st April 2011 individuals will be charged for each day they have booked at a Resource Centre and only in exceptional circumstances will charges be waived for non attendance.
- 1.7 There are generally two types of charges – discretionary and statutory.

Discretionary Charges

- 1.8 The Council has chosen to increase prices by 3% in line with current CPI.

Home care and Laundry

- 1.9 The increase proposed for home care and laundry services is 20p – this increases the cost to £4.30.

Community meals

- 1.10 The Council, through a contract with Apetito, currently provides just under 50,000 meals per annum to individuals who are assessed as “critical” and unable to heat a prepared meal or provide themselves a hot meal.
The charge is proposed at £4.30 per meal and is not means tested. The cost to West Berkshire Council is £5.92 per meal. This is a subsidy of £1.62. per meal.
The Council are in the process of agreeing a joint contract with Slough Borough Council to start in 2011/12. The contract is currently out to tender, and it is hoped to reduce costs through this joint working.

Day Care and Transport

- 1.11 As the Council progresses Personal Budgets and the reconfiguration of Day Services we propose increasing the cost of the service to reflect a figure much closer to the unit costs.

Day service attendance	£40 per day
Transport	£5 per journey

Profiling our current service users indicates 139 will be disadvantaged by this proposal, 87 of these are assessed to pay the full cost.

Day Care- Other Local Authorities

- 1.12 The charge to other local authorities and Health organisations for places in West Berkshire day services is increasing by 3%. The charge is based on an inflationary uplift. At present two other local authorities use WBC services each week. The proposed new charges will be:
- | | |
|---------------------|--------|
| Physical disability | £91.00 |
| Older People | £56.00 |
| Learning Disability | £85.30 |
| Mental Health | £64.25 |

Housing

- 1.12 The rental costs of Temporary Accommodation in West Berks needs to be increased by 5.1% social cap in line with the national increase for social housing rents and to ensure that the council is able to pay for the maintenance cost of these properties.

Statutory Charges

- 1.13 The method of assessing contributions from clients in long-term residential care is covered by CRAG regulations issued by the Department of Health.
- 1.14 The charges to full cost payers in WBC Homes for the Elderly, and to other local authorities who access services run by West Berkshire Council, are based on current information in respect of cost and the estimated number of clients using the service. The proposed full standard charge for WBC Homes for the Elderly is an increase of 3% from £699.55 to £720.55 per week.
- 1.15 The attached appendix gives details of the new charges.

2 Cultural Services

- 2.1 Charges for cultural services are almost entirely for discretionary services. The West Berkshire Leisure Card was introduced in April 2009. More than 35,000 residents are now registered cardholders benefiting from discounted charges. The management information provided by this system generates accurate customer profiling information that has been shared with partner organisations such as Town and Parish Councils.

Leisure Centres

- 2.2 All of the Council's Leisure Centres are managed under contract by Parkwood Leisure. The Council sets the maximum fee that can be charged. The actual level of charge is set in accordance with Parkwood's own marketing policies, taking account of the Council's objectives for the residents' leisure card. This approach is designed to ensure access to core services at charges that can be afforded by all, whilst allowing for a full cost recovery for value added activity such as teaching, coaching, and instructional programmes and other commercial activity within the Council's assets. Charges increased on 4th January 2011 to coincide with an increase in the rate of VAT applied to admission charges. In order to ensure that the annual inflationary increase due on the 1st April 2011 did not result in a second price rise within a few months, the increases on 4th January were designed to reflect the new prices for the whole of the year. This was agreed at the Council meeting held in December 2010. There will be no further increase on 1st April 2011.
- 2.3 In placing all of the Council's Leisure Centres under the operational control of a single contractor, West Berkshire Council hoped to be able to unify pricing structures across the District. However, it was recognised that this would have resulted in significantly increased prices at some sites. Parkwood indicated that they would prefer to align prices across all leisure centre sites more gradually over a number of years. Although this has been progressed since 2007, there are still a few variations where prices will need to increase by more than the rate of inflation in order to catch up with other sites. No sites will charge more than the maximum permissible charge.

- 2.4 The terms of this contract allow the contractor to retain all income up to an agreed threshold. If the total income exceeds this threshold then a sliding scale of income share arrangements start to apply. Both the threshold and the actual scale of charges are subject to year on year inflationary uplifts. In practical terms the threshold is unlikely to be reached unless windfall conditions apply. For example, the complete closure of a significant competitor in the same catchment area. Increases in fees and charges for leisure centres will therefore have no effect on the income generated by West Berkshire Council.
- 2.5 Leisure Centre Joint Advisory Committees have been consulted on the proposed fees and charges.

Heritage and Tourism Services

- 2.6 Charges for heritage visitors to Shaw House were substantially revised in 2010-11 and it is felt appropriate in the current financial climate to leave them unchanged for 2011-12. Likewise, room hire charges for WBC use are also unchanged. The last two years have seen a reduction in the income earned from room hire and it is therefore felt appropriate to make a small reduction in the charges for public sector/community use and commercial use. This will be supported by marketing to maintain current clients and attract new ones.
- 2.7 The West Berkshire Historic Environment Record (HER) is a public record used by many enquirers for a variety of purposes: decision-making, planning, conservation, research, education and personal interest. Information from the database and GIS is currently provided to all by the HER officer, and a charge is made for commercial enquiries to cover the costs of staff time; there is no charge for the data itself. There is no charge for reasonable enquiries from the public.
- 2.8 Following a benchmarking exercise undertaken in July 2010, it is proposed that West Berkshire HER's minimum charge be increased to £60 in 2011-12. This covers staff time for anything less than an hour. The current rate for an hour is £75, with an additional £25 per half hour after this. It is proposed that this be increased to £100 with an additional £50 per half hour. It is rare that charges are made for more than two hours of staff time. Raising the hourly rate to £100 would still fall within the range of the HER charges in the July survey, and it is extremely likely that many local government archaeology services will be considering increasing their own charges for the next financial year.
- 2.9 The Tourist Information Centre (TIC) makes accommodation bookings in person or over the telephone on behalf of the customer. There has been a booking fee of 10% of the first night charge made for this service for many years. However to bring the charge in line with many other TICs and on-line booking on the new tourism website for West Berkshire, visitnewbury.org.uk this has been changed for 2011-12 to 10% of the total stay charge.

Library Services

- 2.10 Following a number of years when library overdue charges have remained unchanged the service proposes to overhaul the way in which late or non return of borrowed items is managed from April 2011.
- 2.11 The levying of overdue fees is a significant disincentive to library use especially for families with children so the proposals include the deletion of fines on late return of children's books. This will be matched with a 2p per day increase in fines on adult books, but the service will also introduce free email reminders on the day books are due back and introduce a charge of 50p for posted reminders and notifications of reserved items to encourage borrowers to make more use of no cost email communication. A 10p charge for SMS notifications is also proposed and it is expected that the library system will be able to generate these within the next few months.
- 2.12 In addition the library service will introduce a more robust process for recovering items which have been kept long overdue by employing a specialist library materials recovery service. Borrowers whose overdue accounts are referred to the recovery service will be charged an additional £10 to cover the costs of the recovery process. Currently no action is taken beyond the issuing of 2 reminders, as previous attempts to issue official council invoices proved ineffective and very costly in staff time, and consequently some overdue items are never returned to the library and made available for other customers.
- 2.13 The service also proposes a substantial increase in the charge for obtaining requested titles from the British Library and other library authorities outside the SELMS consortium. This will offset some of the costs of this service which is now used far less as many items can be obtained cheaply through SELMS.
- 2.14 Other changes include a charge for reference enquiries received by mail or email, an increase in the cost of hiring some performance sets and a small increase in the overdue charge for some hire items. The hire fees for DVDs etc have not been increased as this would severely impact on the use levels of the service as there is increasing competition from other sources.

Adult Social Care			
Description	Fees 2010/11	Proposed Fee 2011/12	Notes
Service – All client groups			
Home care – maximum hourly rate	£18.65	£19.25	
Home care – key safes at client's home	£37.75	£38.90	
Laundry service	£4.10	£4.30	
Community meals and meals provided by WBC day care centres	£4.10	£4.30	
Transport – maximum charge per journey	£1.20	£5.00	
Community Respite Care maximum hourly charge	£12.55	£12.95	
Day care – maximum attendance charge per day	£10.35	£40.00	
Service – Elderly			
Residential care WBC Homes – full cost per week	£699.55	£720.55	
Residential care independent sector homes - full cost per week	Actual cost	Actual cost	
Residential care WBC Homes – charge the assessed contribution whilst in hospital if bed is being retained at the home	Assessed charge	Assessed charge	

Adult Social Care			
Description	Fees 2010/11	Proposed Fee 2011/12	Notes
Residential care WBC Homes – charge the assessed contribution from date of admission even if client subsequently decides to leave the home during review period.	Assessed charge from date of admission	Assessed charge from date of admission	
Day care – full cost to OLAs per day	£54.35	£56.00	
Service Physical Disabilities			
Residential care independent sector homes - full cost per week	Actual cost	Actual cost	
Day care – full cost to OLAs per day	£88.35	£91.00	
Service -Learning Disabilities			
Day opportunities – full cost to OLAs/PCTs per day	£82.85	£85.30	
Service -Learning Disabilities			
Supported Employment– full cost to OLAs/PCTs per day	£117.05	£120.60	
Transporting clients from care homes to day centre (charge to provider)	At cost	At cost	
Charge to voluntary organisation for using Greenfield House per day	£26.30	£27.10	

Adult Social Care			
Description	Fees 2010/11	Proposed Fee 2011/12	Notes
Adult Placement – management fee to OLAs per week	£73.35	£75.55	
Service –Mental Health			
Day care – full cost to OLAs per day	£62.35	£64.25	

Service – Housing			
Copy of Housing Needs Assessment	No Charge	No Charge	Other Local Authorities do not charge for this so we are not able to
Average rent for temporary accommodation per week	£92.30	£96.90	
Do it yourself Shared Ownership rent	5% on Individual contract terms	5.1% on Individual contract terms	

Heritage Service Fees and Charges			
Description	Fee 2010/11	Fee 2011/12	Notes
Shaw House – Heritage Visitors Admission Charges			
Adult	£3.75	£3.75	
Child (aged 5-16)	£1.90	£1.90	
Concession (over 60s, not in employment)	£3.00	£3.00	
Adult (with WB residents card)	£3.40	£3.40	
Child (with WB residents card)	£1.70	£1.70	
Concession (with WB residents card)	£2.70	£2.70	
Family (2 adults + up to 3 children)	£9.90	£9.90	
Group Visit (15+ people)	£2.90	£2.90	
Group Tour (15+ people)	£6.55	£6.55	
Shaw House – Room Hire Charges - per hour			
Description	Fee 2010/11	Fee 2011/12	Notes
Council Use	£18.00	£18.00	
Public Sector and Community Use	£29.75	£27.00	
Commercial Use	£38.75	£36.00	
Out of Hours Supplement	£25.00	£25.00	

Heritage Service Fees and Charges			
Description	Fee 2010/11	Fee 2011/12	Notes
West Berkshire Museum – Archaeological Archive Box Fee			
Standard box (470mm x 270mm x 170mm)	£25.00	£25.00	Charge is paid by depositor on behalf of commercial client.
Half box	£12.50	£12.50	Charge is paid by depositor on behalf of commercial client.
Paper archive box	£8.00	£8.00	Charge is paid by depositor on behalf of commercial client.
Plan/drawing sheet	50p	50p	Charge is paid by depositor on behalf of commercial client.
Archaeology - Historic Environment Record Charges			
A4 computer print out (b/w) HER data	10p	10p	Charge set to match A4 Photocopying
A4 computer print out (colour) HER data	£1.00	£1.00	Charge set to match A4 Photocopying
A3 Computer print out (colour) HER Data	£1.60	£1.60	Charge set to match A4 Photocopying
Research charges – HER enquiries	Minimum £45 exc VAT for the first half hour. Thereafter £25 ex VAT per half hour	Hourly rate of £100 exc VAT with a minimum of £60 exc VAT for the first half hour.	Charges are calculated to compensate the Council for the staff time utilised to provide information for commercial or very large enquiries.

Heritage Service Fees and Charges			
Description	Fee 2010/11	Fee 2011/12	Notes
Heritage Service – Use of Image Collection			
If supplied for private personal use only the image production fee is payable. Images supplied for publication incur both an image production fee and a reproduction charge.			
Image Production Fee			
Photo Print – up to A6	£5.00	£5.00	
Photo Print – up to A5	£10.00	£10.00	
Photo Print – up to A4	£15.00	£15.00	
Laser Scan – up to A4	£5.00	£5.00	
Digital Scan – to CD	£15.00	£15.00	Charge for single image; additional images @ £5.00 each
Digital Scan – to CD – Discounted rate for west Berkshire non-profit making organisations	FREE	FREE	Provide on CD to be returned to Museum (refundable deposit). Plus image fee as per format above; image to be returned
Reproduction Charges			
Up to Full Page, B&W or Colour	£40.00	£40.00	Single non-exclusive use, one country, one language; plus 50% for multiple countries & languages
Up to Full Page, B&W or Colour – Discounted Rate	£15.00 one image £7.50 next 10 images (ie images 2 to 11) £5.00 for all subsequent images	£15.00 one image £7.50 next 10 images (ie images 2 to 11) £5.00 for all subsequent images	Plus copy of publication for Museum library. No charge for partnership projects, joint publications, etc.
Cover (front or back)	£75.00	£75.00	
Cover (front or back) – Discounted rate	£30.00 one image	£30.00 one image	

Heritage Service Fees and Charges			
Description	Fee 2010/11	Fee 2011/12	Notes
Heritage Service – Use of Image Collection			
Reproduction Charges (Continued)			
Local Publication	£15.00	£15.00	Plus copy of publication for Museum library. No charge for partnership projects, joint publications, etc.
Local Publication – Discounted rate	£15.00 one image; £7.50 next 10 images; £5.00 for all subsequent images	£15.00 one image; £7.50 next 10 images; £5.00 for all subsequent images	Plus copy of publication for Museum library. No charge for partnership projects, joint publications, etc.
Academic Publication, etc	£30.00	£30.00	Non-commercial, eg university or college
Academic Publication, etc – Discounted rate	£15.00 one image; £7.50 next 10 images; £5.00 for all subsequent images	£15.00 one image; £7.50 next 10 images; £5.00 for all subsequent images	Plus copy of publication for Museum library. No charge for partnership projects, joint publications, etc.
Magazine or Newspaper	£40.00	£40.00	Commercial
Advertising or Brochure	£75.00	£75.00	
Exhibition Use	£40.00	£40.00	For non-partner museums, etc; no charge for partnership projects, outreach projects, etc. Including on-site interpretation panels.
Exhibition Use – Discounted rate	£30.00 one image £15.00 for all subsequent images	£30.00 one image £15.00 for all subsequent images	No charge for partnership projects, outreach projects, etc
Website	£75.00	£75.00	One year licence, on any page of website
Website – Discounted rate	£50.00 one image £25.00 for all subsequent images	£50.00 one image £25.00 for all subsequent images	One year licence, on any page of website

Heritage & Tourism Service Fees and Charges

Description	Fee 2010/11	Fee 2011/12	Notes
Heritage & Tourism Service – Copying & Laminating Charges			
<i>These charges are common with the library service.</i>			
A4 Photocopy b/w	10p	10p	
A4 Photocopy colour	£1.00	£1.00	
A3 Photocopy b/w	30p	30p	
A3 Photocopy colour	£1.60	£1.60	
Laminating	£2.50 per metre	£2.50 per metre	
Tourist Information Centre			
Accommodation Bookings	10% of first night charge or £5.00 booking fee	10% of total stay charge	
Ticket Commission	Ticket Commission fee 10%	Ticket Commission fee 10%	

Library Fees and Charges			
Description	Current Fee	Proposed Fee	Notes
	2010/11	2011/12	
Request charges			
In stock items	Free	Free	
Items available in SELMS libraries	£2	£2	This new service is proving to be very popular and is supplying items for our customers far more efficiently and effectively than the standard inter library loans process.
Items obtained from British Library or other non SELMS authorities NB neither charge applicable to At Home customers.	£5	£15	The volume of items borrowed from authorities outside SELMS has dropped to less than 10% of the number before the SELMS facility was introduced. However, the costs of offering this service are not related to the numbers of uses made of it and therefore the costs to the customer needs to more accurately reflect the true cost. This charge will still be subsidising the costs of obtaining books this way.
Notification charge for posted request notices New charge. Not applicable to pensioners.	Free	50p	The service is encouraging the use of emails for all notices and the majority of request notices are sent by email.
Notification charge for SMS messages New charge	N/A	10p each	Customers are asking for SMS notices to be issued but unlike email notices, SMS messages do incur a cost to the service. It seems reasonable to pass that cost onto the customer. This service is currently not available but we will implement it as soon as it is technically possible.

Library Fees and Charges			
Description	Current Fee	Proposed Fee	Notes
	2010/11	2011/12	
Overdue charges			
Notification charge for posted reminders New charge. Not applicable to pensioners.	Free	50p	The service is encouraging the use of emails for all notifications as they are produced at no cost. Issuing notifications is not something which is a statutory requirement and borrowers are responsible for items which they have on loan and therefore, given that a free email alternative is available, it seems reasonable to charge a fee for a posted notification.
Books for children	8p per day	Free	It is well known that overdue charges on children's items are a disincentive for families to use the library so removing fines on children's books will encourage more families to use the library.
Books for adults	18p per day	20p per day	There has been no increase in adult fines for some years. The service plans to issue email notifications on the day items are due back and therefore anyone not returning or renewing their items having received a reminder should expect to pay a higher charge.
Theale Green Students overdue charge	4p per day	5p per day	The library at Theale serves both the school and the community. We agreed a reduced fine for the school students to encourage them to use the library and manage their loans effectively but to also recognise that they have an educational right to a library service. The library service keeps the income raised by these charges, the money

Library Fees and Charges			
Description	Current Fee 2010/11	Proposed Fee 2011/12	Notes
			does not go back to the school.
DVDs, CDs games etc	50p per day	60p per day	
Admin fee for debt recovery process New charge	n/a	£10	The library service plans to use a specialised library debt recovery service for items which are more than 2 months late and this charge covers the fee for that service.
Printing and photocopying charges			
A4 B&W	10p	No change	
A4 Colour	£1	No change	
A3 B&W	30p	No change	
A3 Colour	£1.60	No change	
Other charges			
Lost tickets	£2.50	No change	
Reference and research enquiry charges New charge	Normally not charged or charged for photocopying costs only.	First half hour free. £5 per half hour subsequently to a maximum of 2 hours. Plus postage and copying charges	The library service receives a number of requests for information from people who do not live in the area and are unable to visit the library themselves. These are normally local or family history enquiries. They can be complex and take considerable amounts of time and the service feels it is appropriate to make a charge for this work.
Vocal scores	£5 per month	£6 per month per set of 20 scores. (loans in multiples of 20) £8 for sets from outside SE region.	The library service is a member of a SE region co-operative arrangement for the loan of performance sets and borrowing from within this group is less time consuming than obtaining them from elsewhere.
Orchestral sets from SE region	£12 per month	No change	
Orchestral sets obtained from outside	£12 per month	£15 per month	

Library Fees and Charges			
Description	Current Fee 2010/11	Proposed Fee 2011/12	Notes
the SE region			
Play sets from SE region	£5 per month	No change	
Play sets from outside SE region	£5 per month	£7 per month	

Library Fees and Charges			
Description	Current Fee 2010/11	Proposed Fee 2011/12	Notes
Hire charges (Residents Card Holders)			
Gold star (new titles) DVDs	£3 per week	£3 per week	Increasing competition for cheaper hire of films etc means that this is a shrinking market and we cannot afford to increase costs which will reduce usage.
Music CDs	£1 per week	£1 per week	
U cert DVDs (not gold star)	£1 per week	£1 per week	
Other cert DVDs	£2 per week	£2 per week	
Playstation 3 games	£4 per week	£4 per week	
Xbox 360 games	£4 per week	£4 per week	
Wii games	£4 per week	£4 per week	
PC games	£2 per week	£2 per week	
Playstation 1 and 2 games	£2 per week	£2 per week	
Hire charges (Non Card Holders)			
Gold star (new titles) DVDs	£3.30 per week	£3.30 per week	
Music CDs	£1.10 per week	£1.10 per week	
U cert DVDs (not gold star)	£1.10 per week	£1.10 per week	
Other cert DVDs	£2.20 per week	£2.20 per week	

Library Fees and Charges

Description	Current Fee 2010/11	Proposed Fee 2011/12	Notes
Playstation 3 games	£4.40 per week	£4.40 per week	
Xbox 360 games	£4.40 per week	£4.40 per week	
Wii games	£4.40 per week	£4.40 per week	
PC games	£2.20 per week	£2.20 per week	
Playstation 1 and 2 games	£2.20 per week	£2.20 per week	

Leisure Centre Fees and Charges

Description	Current Fee		Proposed Fee 2011/12		Notes
	2010/11		2011/12		
	WB Card price	Non WB Card price	WB Card price	Non WB Card price	
West Berkshire Card Resident	Free		Free		
West Berkshire Card - non resident	£20.30		£21.30		
Swimming					
Adult	£3.00	£3.30	£3.15	£3.50	
Junior	£1.90	£2.05	£2.00	£2.20	
Early Morning Swim					
Adult	£2.30	£2.55	£2.45	£2.70	
Junior	£1.30	£1.45	£1.40	£1.55	
Gym					
Casual User	£6.10	£6.70	£6.40	£7.05	
Casual User Induction	£26.40	£29.00	£27.75	£30.55	
Classes	£4.90	£5.40	£5.15	£5.70	
Activity for Health – GP Referral	£2.65	£2.90	£2.75	£3.00	
Hall Hire/Sports					
Full Sports Hall (4 courts) - adult	£39.10	£43.00	£41.05	£45.15	
Full Sports Hall (4 courts) - junior	£19.00	£20.85	£19.95	£21.95	
Badminton Court - adult	£7.70	£8.50	£8.10	£8.90	
Badminton - junior	£5.00	£5.50	£5.25	£5.80	
Squash Court - adult	£6.60	£7.25	£6.95	£7.65	
Squash Court - junior	£3.25	£3.55	£3.40	£3.75	
Monthly Direct Debit	£34.00	£37.00	£35.70	£39.25	
Concession					
Gym	£3.00		£3.15		During concessionary periods
Swimming/Badminton/Squash/Table Tennis	£1.55		£1.65		During concessionary periods

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