

Cheltenham Borough Council Cabinet

Meeting date: Tuesday, 19 December 2023

Meeting time: 6.00 pm

Meeting venue: Council Chamber - Municipal Offices

Membership:

Councillors Rowena Hay, Peter Jeffries, Victoria Atherstone, Flo Clucas, Mike Collins, Iain Dobie, Martin Horwood, Alisha Lewis and Max Wilkinson

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SECTION 1 : PROCEDURAL MATTERS

1 Apologies

2 Declarations of interest

3 Minutes of the last meeting (Pages 5 - 14)

4 Public and Member Questions and Petitions

Questions must be received no later than 12 noon on the seventh working day before the date of the meeting

SECTION 2 :THE COUNCIL

There are no matters referred to the Cabinet by the Council on this occasion

SECTION 3 : OVERVIEW AND SCRUTINY COMMITTEE

There are no matters referred to the Cabinet by the Overview and Scrutiny Committee on this occasion

SECTION 4 : OTHER COMMITTEES

There are no matters referred to the Cabinet by other Committees on this occasion

SECTION 5 : REPORTS FROM CABINET MEMBERS AND/OR OFFICERS

5 Housing Revenue Account - Revised Forecast 2023/24 and Interim Budget Proposals 2024/25 for consultation (Pages 15 - 42)

Report of Cabinet Member for Finance and Assets, Councillor Peter Jeffries

6 General Fund Revenue and Capital – Interim Budget Proposals 2024/25 for Consultation (Pages 43 - 100)

Report of the Cabinet Member for Finance and Assets, Councillor Peter Jeffries

7 Infrastructure Funding Statement (IFS) Requirements (Pages 101 - 144)

Report of the Cabinet Member for Customer and Regulatory Services, Councillor Martin Horwood

8 Publica Review (Pages 145 - 168)

Report of the Leader

9 Safeguarding Policy Review and Update (Pages 169 - 204)

Report of Cabinet Member for Safety and Communities, Councillor Flo Clucas.

SECTION 6 : BRIEFING SESSION

- Leader and Cabinet Members

10 Briefing from Cabinet Members

SECTION 7 : DECISIONS OF CABINET MEMBERS

Member decisions taken since the last Cabinet meeting

**SECTION 8 : ANY OTHER ITEM(S) THAT THE LEADER
DETERMINES TO BE URGENT AND REQUIRES A DECISION**

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Cheltenham Borough Council

Cabinet

Minutes

Meeting date: 5 December 2023

Meeting time: 6.00 pm - 6.30 pm

In attendance:

Councillors:

Rowena Hay, Peter Jeffries, Victoria Atherstone, Iain Dobie, Martin Horwood, Alisha Lewis and Max Wilkinson

Also in attendance:

Gareth Edmundson (Chief Executive) and Gemma Bell (Director of Finance and Assets and Deputy S151 Officer)

1 Apologies

Apologies were received from Councillors Clucas and Collins.

2 Declarations of interest

There were none.

3 Minutes of the last meeting

The minutes of the meeting held on 07 November were approved as a true record and signed accordingly.

4 Public and Member Questions and Petitions

One public question had been received, as follows:

1.Question from Ms Vikki Lax to Cabinet Member for Customer and Regulatory Services, Councillor Martin Horwood

Following the 2021 survey in relation to women & girls safety the Council committed to develop a pledge for women's safety and incorporate that pledge within its licensing policy, per the link below.

[Safety of women in the evening and at night-time - Cheltenham Borough Council - Citizen Space](#)

The minutes of the 18th October 2021 included a proposed action in March 2022 to "bring forward amendments to the council's licensing policy".

[Agenda for Council on Monday, 18th October, 2021, 2.30 pm - Modern Council \(cheltenham.gov.uk\)](#)

Can the member please confirm which amendments have been brought forward for inclusion within the council's licensing policy and when they were or will be incorporated into the policy.

Cabinet Member response

The Council continues to take the issue of violence against women and girls very seriously – not least by commissioning surveys like the one referred to in your question which is an ongoing project with the current “[Safety of Women and Girls in Cheltenham](#)” survey due to complete in February 2024. This includes the public pledge proposal and if respondents see this as a priority for change we will work through the multi-agency group to develop and launch the pledge. In the meantime we have amended licensing policies and undertaken a variety of steps to inform and improve our work wherever it can have an impact on the safety of women and girls.

Since the completion of the 2021 survey, the council has set up a multi-agency group that includes representation from:

- Gloucestershire Domestic Abuse Support Service (GDASS)
- Gloucestershire Rape And Sexual Abuse Centre (GRASAC)
- Office of the Police & Crime Commissioner
- Gloucestershire Police
- Cheltenham Borough Homes
- The University of Gloucestershire
- Nelson Trust
- Cheltenham Business Improvement District
- Victim Support

Through this group we have developed a range of projects and initiatives such as

- Working to successfully retain the town's Purple Flag status, which is externally and independently assessed, giving assurance that Cheltenham remains a safe and diverse evening and night-time economy to visit.
- Active bystander training
- Securing funding for additional CCTV equipment in high-risk areas
- Supporting the current international '16 days of action' to raise awareness of and campaign against gender-based violence.

As part of the 16 days of action campaign, the council is undertaking another survey on the safety of women at night within which we are asking people for their priorities in making change to improve the safety of women and girls. This survey specifically asks respondents to prioritise more actions we should be taking.

Out of 141 responses to date, respondents have identified the following as priorities for further change:

- Educating young people on positive relationships and appropriate behaviour
- A zero tolerance approach by pubs and clubs
- Improved lighting in the town
- Public statement/pledge

So the interim results of the survey show there is support for the pledge proposal amongst other practical actions. If confirmed in the final results we will work through the multi-agency group to develop and launch the pledge.

On our licensing work and policies specifically, we have worked to embed safeguarding in a range of licensable activities:

- We have adopted amendments to our taxi and private hire licensing policies to mandate safeguarding training, including refresher training, for all licenced taxi and private hire drivers.
- The same policy also reflects the new Department for Transport's statutory guidance on "fit and proper persons", making clear that licence holders should not be given the benefit of the doubt where their fitness to hold a licence is called into question
- In our alcohol licensing work and policies, we have delivered free bystander training to licensees, managers and door staff;
- Council licensing staff have also attended bystander training;

The pledge may well play a part in our future awareness-raising and education on this important issue but the council continues to prioritise the safety of women and girls in our licensing and other work and to deepen our partnership with domestic abuse and rape crisis organisations and others with frontline experience.

The response was taken as read.

5 Treasury Mid-term Report, 2023-24

The Cabinet Member for Finance and Assets introduced his report, saying that regulations require the council to regularly review and scrutinise the treasury management activities undertaken each year, to include the investments we hold as well as the borrowings we have taken out to fund key projects and programmes. He said this report is important as it provides details of outturn position for treasury activities for the first six months of this financial year and outlines how activities are

compliant with the council's policies previously approved by members in March 2023.

He said the report shows that we are still experiencing pressure in our budget as a result of the rise in the Bank of England rate in the first five months of the year, which has specifically impacted our temporary borrowing we currently hold which is more exposed to rate changes. These pressures are also reported in the Q2 monitoring report which is also on the agenda.

He assured members that work is ongoing as part of the 2024/25 budget process to review our borrowing and minimise the risk of additional pressures being created when existing fixed rate loans expire and may attract much higher interest in new or temporary deals.

He said the report has been presented and discussed at the Treasury Management panel, and with colleagues' support this evening, it will be recommended on to Full Council.

There were no questions or comments from Members.

RESOLVED THAT:

- **the contents of the summary report of the treasury management activity during the first six months of 2023/24 be noted and recommended on to Council.**

6 Garden Waste Charges - ITEM WITHDRAWN

This item had been withdrawn from the agenda.

7 Corporate Risk Register

In introducing the report, the Leader said that the Corporate Risk Register is a really important document, highlighting the need to be risk aware but not risk averse. She said a lot of detail is included in the report, and thanked officers, in particular Ann Wolstencroft, for their input.

There were no questions or comments on this item.

RESOLVED THAT:

- **the Corporate Risk Register be noted.**

8 Award of rent support grant to voluntary sector organisations

The Cabinet Member for Finance and Assets introduced his report, which details rent support applications from 1st Hatherley Scouts in Penrith Road and North and West Gloucestershire Citizens Advice (now tenants in the basement of the Municipal Offices). He said the rent support grant scheme enables the council to support the

viability of the voluntary and community sector organisations renting our properties and the benefits they provide to Cheltenham's social and economic wellbeing.

He went on to say that in order to qualify for rent support, organisations must demonstrate how their use of the property contributes to the council's agreed corporate priorities. Each application is assessed in terms of their contribution to four criteria - the environment, the economy and cultural vitality, safe and strong communities, and strengthening the emotional and physical wellbeing of residents – and the amount of subsidy recommended relates to the degree to which the applicant meets each of the criteria.

In commending the report to the Cabinet, he highlighted how much the voluntary and community sector does in support of the wellbeing of the town, and said it is a privilege to offer rent support grants to organisations that occupy council buildings.

The Cabinet Member for Housing thanked the Cabinet Member for Finance and Assets for bringing the report, saying she was particularly pleased that the council was supporting Citizens' Advice Bureau, who do so much for residents all across Cheltenham, including benefit and money advice and help with home efficiency grants. She expressed her appreciation for all the work they do.

The Leader echoed the comments of the Cabinet Member for Finance, aware of the vast amount of work volunteer groups do in Cheltenham, helping to make it a special place to live.

RESOLVED THAT:

1. the following rent support grant be agreed :

Applicant: 1st Hatherley Scouts, Scout Headquarters, Penrith Rd

Recommended rent support grant: A rent support grant of 64% of the current market rent

Applicant: North & West Gloucestershire Citizens Advice, Room B13 and B14, Municipal Offices

Recommended rent support grant: A rent support grant of 64% of the current market rent

2. authority be delegated to the Participation and Engagement Team Leader, in consultation with the Director: One Legal to agree the terms of a rent support grant agreement with the applicant.

9 Budget Monitoring Report, Q2 2023-24

The Cabinet Member for Finance and Assets introduced the report, which presented the forecast outturn position against our 2023/24 budget that was approved by Full Council in February of this year.

He reminded Members that, due to inflationary pressures on energy costs, pay awards and interest rate increases in 2022/23, the council needed £2.6m from general balances to balance its budget, which thankfully general balances were at a level to support.

He said that moving into 2023/24, £150k was budgeted to be added to general balances by the 31st March 2024. At this point in the year, the forecast is that by year end we will have overspent against our approved budget by £700k. This is compared to a forecast overspend of £475k at the end of June – there are a number of pressures reported in the Q1 monitor which have increased since the previous Cabinet presentation and these are outlined in the report.

He added that there are also a number of ongoing external factors outside of the council's control - interest rates, inflation, higher than budgeted Payaward – but that the council's focus continues to be on the areas of the budget that it can control.

He said he has reported many times over the last 18 months that the council's balances and reserves are finite and without making further contributions to general balances, it will need to identify additional savings and efficiencies above the current Medium Term Financial Strategy. The council needs to focus on mitigating the forecasted overspends in the budget detailed in the report and making sure that identified savings and efficiencies are delivered as planned.

He concluded by putting on record his thanks to Gemma and the finance team for their continued efforts during these turbulent economic times.

The Cabinet Member for Climate Emergency thanked the Cabinet Member for Finance and Assets and all the finance team for their work under incredible pressure. With councils around the country going under, this is a stressful time, and there is much to be grateful for in the report, with the team working hard to find areas to keep CBC afloat. She regretted that local authorities across the country find themselves in this position following the autumn statement, which did nothing to help them, and was grateful that CBC has the Cabinet member and finance team who care about protecting services and people in Cheltenham.

RESOLVED THAT:

- **the contents of this report are noted, including the key projected variances to the general fund and Housing Revenue Account (HRA) 2023/24 revenue and capital budgets approved by Council on 20 February 2023 and the actions to ensure overspends are reduced as far as possible by the end of the financial year.**

10 Briefing from Cabinet Members

The Leader invited Members to share any briefings or updates.

The Cabinet Member for Climate Emergency thanked the climate team, who had just finished the arduous task of preparing the carbon footprint report for consideration by Council. She was also happy to report that Cheltenham Town Football Club had now installed its solar panels, part-funded by CBC as part of the Green Deal. It is one of the biggest solar installations in the football league and she is proud that CBC helped make it happen.

The Cabinet Member for Economic Development, Culture, Tourism and Well-being was pleased to report that with S106 funding and hard work from the Public Art Panel, officers at Cheltenham Trust and other officers, two people have been appointed to manage the Celebrating Women project, which will be ready in time for International Women's Day next year.

He also thanked everyone who has helped with the ice rink. He attended the opening with Tweedy the Clown and the Mayor, and is happy to see so many people having fun. In addition, it is highly positive that the equipment is being run on vegetable oil, using technology endorsed by Planet Cheltenham.

The Cabinet Member for Waste, Recycling and Street Services noted that a Friends of QE2 park in Battledown had been established and commenced work. He recognised the valuable work such groups make to the borough's green spaces and was pleased to see that such groups had doubled in recent years.

The Cabinet Member Housing wished to put on record her huge thanks to housing officers who have managed to complete the purchase of 21 new homes, part funded by government, for 20 Ukrainian families and one Afghan family. This was a particular feat due to the incredibly tight timescales involved.

She then reported that progress was being made following the decision to bring housing services back in house. There would be imminent engagement with tenants and leaseholders to create a new offer. The consultation will close in mid -February and she was looking forward to receiving feedback and shaping the new offer with them.

The Cabinet Member Customer and Regulatory Services wished to congratulate the CBC planning team in terms of its position in the regulatory league table which considers the speed at which planning applications are determined. He reported that in the category of household and minor applications, which represents the vast majority of applications 86% were determined on time. This was well above the UK average and almost the best in the county. He explained that major applications were much more complex and can take years but even then 82% were determined on time. This presented a very good overall picture, particularly in light of staffing challenges and different leadership. He wished to congratulate the whole team, which was now led by Chris Gomm who had recently taken up the post of Head of Development Management, Enforcement and Compliance.

The Cabinet Member for Finance and Assets reported that some months ago a decision had been made to dispose of land, in the form of a car park, at Idsall Drive in Prestbury. At the request of the Leader and with the support of property officers, he reignited conversations with Prestbury Parish Council about its purchase. At the last Parish Council meeting the decision was made not to purchase and therefore he wished to report that it would be put on the open market.

The Leader thanked the Cabinet Member for meeting with the Parish Council, highlighting the important part they play in the local governance of the town. She reported that she had recently attended the Parish Councils (C5) away day where the Director of Communities and Economic Development gave a presentation on the Community Infrastructure levy and there were group discussions and debate on sustainability and climate change. She was pleased to meet not only Cheltenham's parish councillors but also representatives from those Parish Councils which border our boundaries.

The Leader highlighted the current financial difficulties councils were facing, citing the more recent Nottingham example. She then referred to a recent Leadership Gloucestershire meeting to discuss homelessness and the government decision to speed up the approval process for refugees. Concern had been expressed that by the time the notification is received there are seven days to leave. An announcement was made that day that government had changed on this. A further meeting of Leadership Gloucestershire had taken place that day so districts were working together to tackle the issues and no one authority should carry the burden financially since there was no government finance available. A suggestion had been made to launch a small number of reigniting homes for Ukraine scheme via the County Council, albeit this would not be permanently funded. GARAS was providing sleeping bags but it was unacceptable to have people living on the streets through no fault of their own. As a town of sanctuary CBC wanted to do all it could but financial support from government was needed to do this.

11 Cabinet Member Decisions

The Cabinet Member Housing was pleased to have supported two local organisations, [CCP](#) and [Open Door](#) with a small grant award, each as part of the DHLUC rough sleeping programme. These organisation do fantastic work in communities in the borough.

The Leader reported that she had [endorsed the nomination](#) of Councillor Stan Smith, the newly elected PAB Councillor in Prestbury Ward, to Prestbury United Charities which provided support across the town.

The Cabinet Member Waste, Recycling and Street Services was happy to take the [decision to contract for bedding plants](#). He wished to put on record that this decision to contract bedding plants for a couple of town centre gardens does not imply that

CBC has ceased its commitment to plant more perennial flowers and plants across Cheltenham's green spaces.

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Cheltenham Borough Council

Cabinet Meeting – 19th December 2023

Housing Revenue Account - Interim Budget Proposals

2024/25 and revised Forecast 2023/24

Accountable member:

Cllr Peter Jeffries – Cabinet Member Finance and Assets

Accountable officer:

Paul Jones – Executive Director Finance, Assets and Regeneration (Section 151 Officer)

Accountable scrutiny committee:

Budget Scrutiny Working Group

Ward(s) affected:

All

Key/Significant Decision:

No

Executive summary:

This report summarises the Cabinet's budget proposals for the Housing Revenue Account (HRA) for 2024/25 and the revised forecast for 2023/24.

The last 18 months has been a turbulent period economically and politically in the UK. As the country exited pandemic-related restrictions it entered a period of international supply chain restrictions leading to rising inflation. This was substantially worsened by the energy price shock arising from the invasion of Ukraine with the Bank of England increasing interest rates to the current 5.25% to try to stem inflation. Added to this have been tax rate rises and other tax thresholds being frozen while government department spending is restrained which has put further pressure on local government finances and household incomes.

Government, however, have confirmed that rent policy for 24/25 will be to increase rents by September CPI +1% giving rise to a 7.7% increase across all tenures which will support, at least in the short term, the investment proposed in this budget paper into new homes, existing homes, other core landlord

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services and further support for tenants and communities whilst the cost-of-living crisis is still very real for many.

The Council's corporate plan sets out a big ambition to increase the supply of affordable homes, a comprehensive approach to the climate agenda and the ongoing need to modernise and continuously improve services for residents. The Council has committed to deliver jobs and opportunities for all and tackle poverty through the Golden Valley development, enhancing Cheltenham's position as the Cyber Capital of the UK.

Despite the challenges facing the HRA the Council believes it is important to continue to invest in growing the HRA in order to maintain long term financial viability for the benefit of both tenants and our communities. The 23/24 budget reflected this approach, and the long-term position is now showing signs of improving with interest cover projected to increase and terminal debt levels reducing below the high point modelled last year. Careful management of resources and plans for growth are still required during 24/25 and will allow the Council to continue to provide essential and value-added support for tenants and communities.

The Council has already been successful in three bids to the Government's Social Housing Decarbonisation Fund with total funding to date of £3m. Combined with investment from the HRA this will enable the Council to improve 236 homes to at least EPC C by the end of 24/25. The four-year capital programme includes a further £11.1m of investment in sustainability measures for an estimated 430 homes. This will support tenants to save on their energy consumption, benefit from improved comfort levels in their home and help to improve their overall health and wellbeing.

Investment in core landlord services and community services remains a key priority whilst ensuring operating costs are being controlled to deliver value for money. These services continue to be delivered collaboratively with other partners to increase the scope and impact for customers and communities. Timely feedback on these services from customers is achieved through quarterly telephone surveys with a target of reaching out to 20% of our customers each year. This feedback forms a crucial part of our planning for service changes and improvements to ensure high performance and satisfaction is maintained. The most recent full year benchmarking analysis shows performance and satisfaction being quartile 1 (75% of 28 measures) and quartile 2 levels compared to peers.

Beyond the core landlord services the budget will ensure we are able to maintain our Benefit and Money Advice service particularly supporting those in financial hardship; our Training and Employment service which supports digital inclusion, job clubs, skills hubs and young people who are at risk of exclusion from school; and our community investment teams which run programmes throughout the year focusing on young people, health and wellbeing, individuals impacted by Adverse Childhood Experiences and a Housing First pathway - permanently housing rough sleepers with intensive tenancy management support.

The interim budget proposals set out in this paper for 24/25 demonstrate the importance of investing both to strengthen the HRA for the long term and to improve the homes and services provided to our customers whilst strengthening tenant scrutiny and listening and acting on what our tenants say to help improve and influence housing services.

Bringing CBH back into the Council will also help to strengthen the housing service by creating a single organisation of larger scale which will be better placed to respond to the new regulatory framework for housing and maximise opportunities for growth ensuring resources go further as we continue to deliver for our customers.

Recommendations:

1. Approve the interim HRA budget proposals for 2024/25 (shown at Appendix 2) for consultation including a proposed rent increase of 7.7% and changes to other rents and charges as detailed within the report
 2. Approve the proposed HRA capital programme for consultation as shown at Appendix 3 and the detailed capital programme in Appendix 4
 3. Note the revised HRA forecast for 2023/24
 4. Delegate authority to the Executive Director Finance, Assets and Regeneration, in consultation with the Cabinet Member for Finance and Assets, to determine and approve any additional material that may be needed to support the presentation of the interim budget proposals for consultation
 5. Seek consultation responses by 31st January 2024
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1. Implications

1.1. Financial implications

As detailed in the report and appendices.

Signed off by: Gemma Bell, Director of Finance & Assets (Deputy s151 officer)

1.2. Legal implications

Under the Constitution Cabinet has responsibility for the preparation and consultation on the Council's budget. The final budget will be subject to consideration and approval by Full Council in February 2024.

There are no specific legal implications arising from the report. Where legal matters arise from the recommendations contained within the report, officers will seek advice from One Legal.

Signed off by: One Legal, legalservices@onelegal.org.uk

1.3. HR implications

Relationships with the two recognised trade unions continue to remain very positive. The Leadership Team and the HR team will continue to work closely with TU colleagues in order to ensure that any potential impact on employees as a result of realisation of budget savings are kept to a minimum.

Signed off by: Ann Wolstencroft, Head of Performance, Projects and Risk,
ann.wolstencroft@cheltenham.gov.uk

1.4. Environmental and climate change implications

The budget includes investment in the retrofit of existing homes through a fabric first approach, to make them as energy efficient as possible for the benefit of customers, investing in new low carbon homes, and improving the energy efficiency of operations to support the aim of making Cheltenham net zero carbon by 2030.

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A reduction in energy consumption leads to a reduction in overall greenhouse gas emissions, and therefore aligns with our Climate Emergency Action Plan. The investment in the capital programme will expedite our progress towards becoming a net zero Council.

Signed off by: Paul Jones, Executive Director Finance, Assets and Regeneration, 01242 264365

1.5. Property/asset implications

The budget includes investment in both existing homes and delivery of new affordable homes for the HRA.

Signed off by: Gemma Bell, Director of Finance & Assets (Deputy s151 officer)

1.6. Corporate policy framework implications

The actions outlined in this budget proposal will help ensure that the council can deliver its corporate objectives as set out in the Corporate Plan.

Signed off by: Paul Jones, Executive Director Finance, Assets and Regeneration, 01242 264365

2. Promoting equality and reducing discrimination

An equality impact assessment will be presented with the final budget proposals following the consultation period ending on 31st January 2024.

3. Performance management – monitoring and review

The budget for the HRA is monitored by the CBC Finance team and Cabinet throughout the year and reported to Cabinet and the Budget Scrutiny Working Group during the year.

4. Background

4.1. The Council's Constitution requires the Cabinet to prepare interim budget proposals for consultation. The Cabinet is then required to draw up its firm budget proposals, having regard to the responses it has received during the consultation period, and present its report to Council in February 2024.

4.2. Government Policy

4.2.1. Rent policy guidance for 2024/25 has been confirmed by Government as being September CPI +1% however future rent policy beyond 24/25 is uncertain with a consultation expected later this financial year with a decision on the policy in the first half of next financial year. The current stated policy of above CPI rises supports investment in the sector for new supply, compliance and improving existing homes.

4.2.2. Tax rises and caps on benefits increase pressure on rent arrears and homelessness provision however in the recent Autumn Statement confirmation was given that following the freeze on the Local Housing Allowance LHA since April 2020 the rate will be restored to the 30th percentile (meaning the LHA rate will fully cover the rent of up to three in every 10

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homes in Cheltenham) from April 2024. Whilst the monetary amount for the LHA in Cheltenham for 24/25 has not yet been fixed the unfreezing of this allowance should allow the rent rise to be fully reflected in new affordable rents in 24/25.

- 4.2.3. The National Living Wage will rise by 9.8% to £11.44 an hour for individuals aged 21 and over. The Chancellor also confirmed Universal Credit and other benefits would increase from next April by 6.7% in line with September's inflation figure and the state pension would increase by 8.5%.
- 4.2.4. Wave 2.1 of the Government's Social Housing Decarbonisation Fund (SHDF) was launched in September 2022 to support the installation of energy performance measures in social homes in England. £778 million of government funding was allocated for Wave 2.1 of which £2.2m was successfully won for Cheltenham. Wave 2.2 is for providers not successful in Wave 2.1. Wave 3 is likely to be launched in the Autumn of 2024 and clarity is needed on the requirements for this tranche of funding and whether it will be available to support retrofit works planned for 25/26.
- 4.2.5. The cost of additional compliance and other regulations continues to feed through to the HRA relating to electrical safety, fire safety, building safety, DMC (damp, mould, condensation) and complaints handling as well as the cost of supporting the work of the Regulator. Further regulatory changes by Government may arise once the current review of the Decent Homes Standard is concluded, expected in 2024.
- 4.2.6. Short term certainty has been provided by Government as noted above however longer term, beyond 1 year, policy on areas such as rents is needed to support the Council's ambitious plans for Cheltenham.

4.3. Current Operating Environment

- 4.3.1. Councils, including Cheltenham, are experiencing a period of significant challenge and funding pressure as the demand for services continues to rise whilst the cost of providing these services has increased substantially over the last 12 months.
- 4.3.2. Inflation in the construction and maintenance sector and high interest rates impact financial viability and timing of delivery of new build schemes and acquisitions of properties. Many housing providers in the sector have reduced or delayed their new build programmes due to these financial pressures.
- 4.3.3. In the job market turnover of staff is slowing but the challenge on recruitment and retention remains; due to strong pay growth in the private sector there is a greater reliance on subcontractors to deliver certain maintenance services meaning further upward pressure on costs.
- 4.3.4. The current operating environment has improved slightly from last financial year; the expected growth in rental income and the easing of pressure on the HRA's cost base will allow the financial position to recover modestly in 24/25. However, there is still a reduction in capacity of the HRA from previous years and therefore the scale and pace of future investment needs to be managed carefully.

4.4. Cheltenham's Corporate Plan

- 4.4.1. Cheltenham Borough Council's corporate plan sets out a big ambition to increase the supply of affordable homes, a comprehensive approach to the climate agenda and the

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ongoing need to modernise and continuously improve services for residents. The Council has committed to deliver jobs and opportunities for all and tackle poverty through the Golden Valley development, enhancing Cheltenham's position as the Cyber Capital of the UK.

4.4.2. The Council has a clear strategy to deliver these ambitions in respect of housing and housing services, that recognises that living in a high quality, safe, and affordable home is a key determinant of health, wellbeing, resilience, and prosperity outcomes for every Cheltenham resident and community. This strategy includes:

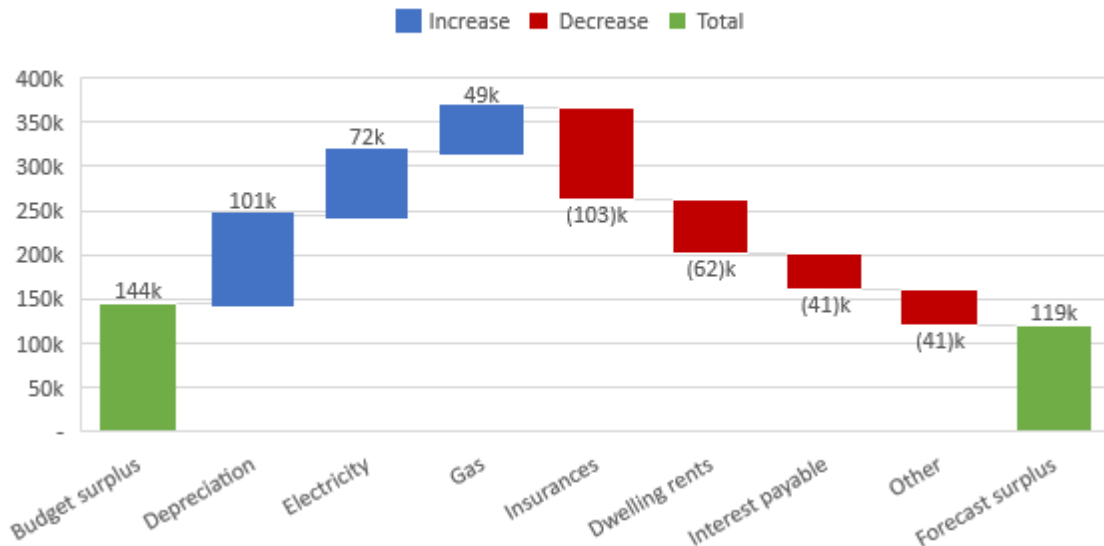
- **Placing residents at the centre of decision making:** By using insight to support evidence-based decision making, enabling residents to take ownership of their communities and in helping prioritise sustainable investment into frontline services.
- **Delivering high quality new homes:** By delivering new affordable homes, acquiring homes on the open market, and enabling development and regeneration opportunities.
- **Reinvesting in existing homes and neighbourhoods:** By reaching a net zero carbon target by 2030, reinvesting in existing homes and regenerating the existing stock footprint, and by investing in neighbourhoods to tackle ASB and improve community safety.
- **Ensuring shared prosperity:** By commissioning services to reduce homelessness, support pathways and community outreach to support the most vulnerable, and with a prevention-based approach to support whole-system outcomes.
- **Delivering value-for-money:** By maximising resources through cost control, operating efficiencies and cross-cutting partnerships that support joint leadership roles, co-location of staff, resource-pooling and the joint commissioning of services.

4.4.3. The activities required in 2024/25 to support the delivery of this strategy are set out in section 5 below.

4.5. Revised Forecast 2023/24

4.5.1. The budget for 2023/24 reflected the increasing cost pressures on the HRA with a budgeted operating surplus of £143,800. The revised forecast shows a negative variance of £25,200 from budget, reducing the operating surplus for the year to £118,600. Significant variations have been identified in budget monitoring reports and are shown below.

Sources of major variances



- 4.5.2. Depreciation calculations have been reviewed and updated for estimated component rates from the current round of procurement and changes to the timing of new acquisitions and neighbourhood works.
- 4.5.3. Recent energy costs have been reviewed with savings identified against what was budgeted. This has been achieved through a new fixed rate electricity contract and the new ground source heat pump system at Cumming Court. These changes are delivering estimated savings of 15% against the budget for 23/24.
- 4.5.4. The recent insurance renewals have resulted in increasing premiums due to fire related claims and changes to property reinstatement values.
- 4.5.5. Lower dwelling rents are due to the timing of when acquired properties will be ready to let following void works, in particular the LAHF refugee acquisition programme as completion dates are later than originally estimated.
- 4.5.6. The temporary borrowing interest rate used in the budget was set at 3.65% however with increases in the Bank of England base rate this is now expected to average at 4.58%.
- 4.5.7. Other changes include adjustments for the final pay award for 23/24.
- 4.5.8. The HRA capital programme shows a 7% reduction in forecast spend on existing homes, down by £0.8m to £12.0m on the original budget due to a combination of contractor delays and reduced costs from pre-tender estimates. The main changes are: increased costs of major voids relating to the acquisitions in the year (+£0.2m), contractor delays on one lift replacement (-£0.1m), contractor delays on the warden call replacement system (-£0.6m), and savings from pre tender estimates for works to non-traditional build properties (-£0.3m).
- 4.5.9. The new build programme is anticipated to reduce by £10.7m to £11.3m due to delays in delivering on land led schemes and progress on developer led s106 schemes. The budget included expected works beginning on 320 Swindon Road and Monkscroft Schools as well as a contingent amount for new s106 schemes which may have arisen in the year if opportunities had progressed in the market during the year.

5. Delivering Our Vision for Housing

5.1. The plans set out in this paper and our drive for continuous service improvement will provide greater opportunity for tenants to shape our activities in our continuing commitment to improve existing homes, supply new homes, invest to make Cheltenham net zero carbon whilst continuing to provide support during the cost-of-living crisis.

5.2. Placing residents at the centre of decision making

5.2.1. We run quarterly phone surveys, targeting to speak to 250 customers each quarter, to find out about service user experiences. These surveys are based on tenant satisfaction measures (TSMs), a standard set of questions, set out by the Regulator for Social Housing. Following these surveys, we contact every customer who is unhappy so we can understand more about 'why' and take action to make things better. This real time feedback shows us where to improve, forms part of our planning for service changes and ensures customer feedback is at the heart of our decision making.

5.2.2. The budget has been set so that the Council is able to maintain high levels of performance and satisfaction in core landlord services including repairs, anti-social behaviour management (ASB), tenancy management, rent arrears management, lettings and resident involvement. The most recent full year benchmarking analysis for these areas shows performance and satisfaction being maintained at quartile 1 (75% of 28 measures) and quartile 2 levels compared to peers.

5.2.3. Two key areas of focus for the sector and where there has been customer led change in our housing service provision during 23/24 relates to complaints and DMC (damp, mould, condensation). Additional resource and revised processes have been put in place to enable us to act more proactively in these areas. This additional capacity includes a dedicated complaints officer and 2 additional operatives in the DMC team.

5.2.4. Both of these areas have also benefitted from deep dives into our data and new ways of reporting on this data to allow service teams to be more responsive to our customers. Further work on data insight is being progressed in 23/24 and 24/25 in a number of areas including in repairs and planned maintenance to support improvements in processes in these areas.

5.2.5. As part of growing other channels for meaningful tenant engagement new members have been recruited to the Tenant Scrutiny and Improvement Panel with recent training delivered by TPAS on how to conduct effective scrutiny. TSIP have most recently completed a review on waste management and cleanliness of communal spaces with the next review in the new year focusing on our approach to tackling damp and mould.

5.3. Delivering High Quality New Homes

5.3.1. The Council is committed to building low carbon homes on land led schemes controlled by the Council and maximising the energy efficiency of homes on developer led schemes through negotiation and improvements to specification during the build period. An example of this during 23/24 will be completing the acquisition of 9 new zero carbon homes through a section 106 deal. These homes include highly efficient air source heat pumps, solar panels providing renewable energy and high levels of insulation; showcasing a great example of what can be achieved for future building programmes.

5.3.2. The Council continues to successfully deliver new affordable homes through its £180m

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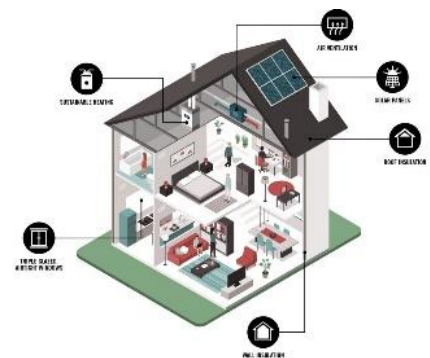
housing investment programme. During 23/24 the forecast spend of £11m will deliver 9 zero carbon homes at Kidnappers Lane site, 5 homes on Shurdington Road, 21 homes under the Government's Local Authority Housing Fund (LAHF) for refugees from Ukraine and Afghanistan and an estimated 16 further individual property acquisitions.

- 5.3.3. As part of this housing investment programme the Council will have spent approximately £52m (205 completed homes) by the end of 23/24 and is allocating £10.6m for 24/25 and projecting further investment of £71m over the following 3 years. During 23/24 the Council has been successful in bidding for 70 new homes under a s106 agreement for a development in the northwest of Cheltenham.
- 5.3.4. The capital programme in appendix 4 targets the delivery of 390 additional homes over the next 4 years including 110 from s106 schemes, 94 from land led schemes, 100 acquisitions and 86 from the Golden Valley Development. These homes will be for a mix of tenures but with the majority being for social rent in order to maximise the affordability for residents in Cheltenham.
- 5.3.5. The Council continues to actively pursue new business opportunities with a range of developers and agents with the current pipeline including 690 additional homes over 7 years with 57% of these being for social rent. New business opportunities are monitored to ensure we are well placed to secure the affordable homes on the key sites that align with our collective ambitions to provide high quality, sustainable affordable homes.
- 5.3.6. These development opportunities not only provide much needed homes for Cheltenham but also are the largest new source of income for the HRA: in the short term in the form of Homes England capital grants and shared ownership receipts and in the long term in the form of new net rental income which will add to the financial strength of the HRA. In the 24/25 budget alone new homes account for £350k of the increase in rental income.

5.4. Reinvesting in Existing Homes and Neighbourhoods

5.4.1. The Council is actively improving existing homes to support the 2030 net zero carbon target, as well as reducing the burden of fuel poverty for residents. Over the last few years the Council has already installed solar PV to 800 homes, delivered a borough wide window and door replacement programme, fitted low energy LED lighting to 290 blocks, upgraded wall, roof and loft insulation all of which has improved the average EPC rating for all existing homes.

5.4.2. Looking forward the Council's strategy includes improving the building fabric, installing low carbon heating systems, generating energy on site through solar PV and then further reducing energy use through smart technologies.



5.4.3. Three successful bids have already been made under the Government Social Housing Decarbonisation Fund (SHDF): £40k Demonstrator Grant for fabric improvements to two pilot homes, £800k Wave 1 grant for fabric improvements to 34 homes and installation of ground source heat pumps (GSHP) to a 25 unit sheltered scheme, and £2.2m Wave 2.1 grant funding for a further 175 homes due for completion in 24/25.

5.4.4. The budget proposals for 24/25 include £3.4m of capital spend for retrofit energy improvements with approximately 30% of this funded by central government grant. The four-

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year capital programme set out in appendix 4 includes a further £11.1m of investment in sustainability measures for an estimated 430 further homes to be improved.

- 5.4.5. This investment in existing homes comes at a significant cost to the HRA and is part of a programme ensuring all HRA homes meet at least an EPC C energy performance rating by 2030. In addition to tenants saving on their energy consumption, they will also benefit from improved comfort levels in their home, which in turn will improve their overall health and wellbeing.
- 5.4.6. The Council is also committed to providing homes which are safe, secure and good quality places to live for our customers. The effectiveness of this commitment is reflected in quartile 1 customer satisfaction ratings, when compared to peer organisations, for the repairs service, time taken to complete repairs and satisfaction that homes are well maintained. The average energy efficiency rating (SAP rating) of Council homes is also quartile 1 compared to peers.
- 5.4.7. The HRA's asset management plan (AMP) has been updated for the period 2023-2028 and will be presented to full Council in February 2024 for approval. Our ambition is for effective management of customers' homes so they continue to be more than bricks and mortar, providing security, supporting health and wellbeing, and contributing to thriving communities. To achieve this the AMP incorporates five key priorities: knowing our assets, supporting the climate emergency, ensuring safe homes, quality of home and our repairs service, with cross cutting themes of modernisation, governance and embracing technology to enhance person centred, efficient and accessible services.
- 5.4.8. The draft capital budget proposed for 24/25 includes £15.4m for property improvements and major works. This is an increase of £3m on the budget for 23/24 and includes external and internal investment programmes to help bridge the quality gap between existing and new homes. These programmes of work include statutory compliance requirements, energy performance measures and other improvements in the quality of homes in ways that assist customers and contribute to their quality of life.
- 5.4.9. A key investment programme commencing in 24/25 is a five-year kitchen renewal programme which will see the replacement of all kitchens originally installed under the Government's Decent Homes Programme. The target is for over 500 renewals in 2024/25 and then averaging 1000 per year in the subsequent three years. To support the successful execution of this programme the proposal is to appoint two contractors which will reduce the risk of insufficient contractor resource or needing to extend the timescale beyond 5 years.
- 5.4.10. In order to deliver this proposed capital budget additional internal resource is required, both in technical and administrative roles. Whilst these 5 new roles will increase the capital management element of the budget the management cost as a percentage of major works spend will be maintained at 8%.

5.5. Ensuring Shared Prosperity

- 5.5.1. The struggles associated with financial hardship are evident amongst our communities and therefore we strive to contact all customers pro-actively to understand their circumstances and actively promote our Benefit and Money Advice Service and Training & Employment Service. Referrals are also made to partner organisations such as Citizens Advice and promoting assistance programmes such as CBH's Help2 scheme, energy cost grants, food banks and Job Centre Plus drop-in sessions.

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- 5.5.2. This approach has enabled the team to minimise the number of tenants in arrears and carefully control the total cost of arrears on the HRA. In comparison to peers rent arrears, evictions, void loss, support with money advice and employment opportunities reflects quartile 1 and 2 performance.
- 5.5.3. During the first six months of the financial year the Benefit and Money Advice Team, which provides dedicated, specialist advice and support, including for energy bills, has already secured £770,000 of additional income for tenants which is significantly ahead of the target of £500,000. Current rent arrears are only 2.24% of rental income and there have been no evictions for rent arrears.
- 5.5.4. The Training and Employment Service (TES) is a nationally accredited training team focusing on digital inclusion, numeracy, job clubs, skills hubs and support for young people at risk of exclusion from schools under the Thrive programme. During the first 6 months of 23/24 the team has already delivered 98 sessions across different programmes, supported 95 individuals into further training and 36 into employment. The Thrive programme is being run at Pittville School in the current year and in 2 further schools in 24/25.
- 5.5.5. The CBH community investment team has delivered support across the town within the themes of young people, health and wellbeing, digital and innovation, successful ageing and tenant engagement. Through partnership working the team secured £85k from the County Levelling Up Together fund to deliver a new skills hub in Hester's Way, to add to their successful work through the Moors Kids Club, Inclusion Hub, and Men's Group. The team have developed an intensive partnership approach in St Pauls, reinvigorating the St Pauls hub and engaging the community to create sustainable change in the area.
- 5.5.6. Other community projects, activities and funding include:
- a large number of successful community events during school holidays and the holiday activity and food programme
 - a hub-based service focusing on wellbeing to support older people to access services and social opportunities close to home, supporting independent living and reducing social isolation
 - a Housing First pathway to permanently house rough sleepers in tenancies with support
 - projects to combat Anti-Social Behaviour
 - outcomes for families and young people impacted by Adverse Childhood Experiences
 - support for Cheltenham's Heads up campaign to raise awareness of mental health and positive lifestyle choices
 - support for Cheltenham' Inspiring Families programme, working with partners to provide community based family support
- 5.5.7. Funding for these services has been protected within the 2024/25 budget recognising this challenging period for our tenants to support communities to thrive and help improve outcomes for young people and reduce inequality.

5.6. Delivering Value-for-Money

- 5.6.1. Demonstrating excellent customer services at the right cost is crucial and ensures that the Council is delivering value for money (VFM). Performance, satisfaction and costs are benchmarked against other housing providers in the sector with a target of first and second

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quartile performance and satisfaction whilst targeting costs at a median sector level. The most recent results show performance, satisfaction and costs are within quartiles 1 and 2 apart from premises cost and housing management cost which are quartile 3.

- 5.6.2. The recent decision to transition housing services back to the Council from CBH will enable there to be savings in these cost areas without reducing front line services. The transition will also enable the Council to respond to the new regulatory regime which has been enacted through the Social Housing (Regulation) Act (2023) and revised Consumer Standards ensuring there is direct line of sight for the Cabinet on housing services.
- 5.6.3. The delivery of the Council's corporate priorities is more important than ever, and a single organisation of larger scale will also be better placed to deliver our priorities, leverage opportunities and achieve greater social value. We will continue to look for ways of making services more cost efficient and opportunities for additional income to increase the capacity of the HRA for investment and maintain long term financial viability.

6. 2024/25 HRA Budget Proposals (Appendix 2)

- 6.1.1. The budget proposals for the HRA Operating Account are set out in Appendix 2. The budget is set in comparison with the revised forecast for 23/24 and the original budget for 23/24.
- 6.1.2. This shows an increased net operating surplus compared to 23/24 due to the rent increase for 24/25 and the new homes supplied during the year. The net operating surplus is projected to increase in future years as further new homes are added to the HRA housing stock as part of the £180m Housing Investment Plan.
- 6.1.3. All rents are proposed to increase in line with the Government's Rent Policy of 7.7% in April 2024 following the announcement of the CPI for September 2023 at 6.7%. Social and Affordable rents are proposed to be capped at the Local Housing Allowance (LHA) as in previous years. Following the announcement of an increase in LHA in the Autumn Statement the cap will be calculated once the level of LHA for Cheltenham is confirmed. Shared Ownership homes rent, which is governed under separate shared ownership leases, could be increased by RPI + 0.5% however it is proposed that the increase is limited to 7.7% for 24/25 for the HRA's 8 Shared Ownership homes as the Council believes it is appropriate to maintain a fair and equal rental increase across all HRA homes for 24/25.
- 6.1.4. Last year there was significant inflationary pressure on service costs and associated charges for tenants and leaseholders. For 24/25 service charges for grounds maintenance work undertaken by Ubico and cleaning charges for the communal areas in blocks of flats are being limited to 5%.
- 6.1.5. As a result of fixing electricity charges for 2 years it will be possible to reduce communal electricity charges by 15% overall with communal heating charges estimated to increase slightly although a further review will be completed on these charges prior to the final budget being presented in February.
- 6.1.6. Garage rents for tenants are proposed to be increased by 7.7% from April 2024 in line with the proposed increase in housing rents with a 10.7% proposed increase for privately rented garages.
- 6.1.7. Expenditure budgets reflect:
- An estimated pay award in 2024/25 of 5% and inflation on the majority of non-staff costs

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of 5% other than repairs and maintenance where subcontractor costs are expected to increase by 6%.

- An increase in the ALMO management fee of 6% which reflects provision for the higher than budgeted pay award in 23/24 and an adjustment for slightly higher pension contributions than originally budgeted.
- Repairs and maintenance costs include additional resource for electrical safety and DMC works as noted in 5.2.3 above.
- Shared service cost increases at 5% per annum.
- Interest payable on temporary borrowing at 4.3% for 24/25 as well as additional borrowing to fund the HRA capital programme. This is the expenditure line showing the most significant increase year on year.
- Assumption that Homes England funding continues at existing levels and shared ownership costs do not change substantially

6.1.8. Significant changes to the HRA operating account (greater than £50,000) in 2024/25 as compared to the revised forecast for 2023/24 are itemised in the table below.

Budget Heading	Additional Cost (-) / Income (+) £
General and Special Management – increase due to pay award and inflation on non-staff costs	(196,300)
ALMO Management Fee – increase arising primarily from anticipated pay award and non-staff cost inflation; no adjustments have been made at this time for the agreed transition of housing services from CBH to CBC	(359,500)
Repairs & Maintenance – in addition to the pay award and materials and subcontractor cost inflation this includes new resource for electrical safety processes (£48k) and additional capacity (£63k) for a more proactive strategy to mitigate the effects of DMC (damp, mould, condensation) issues on tenants	(426,100)
Interest Payable- additional borrowing to finance the capital programme	(793,500)
Depreciation of Dwellings – reflects increase in stock numbers and inflation on component costs	(165,500)
Rent Income – rent increase (7.7%) and supply of new homes	2,034,800
Other net variations (lower than £50,000)	27,200
Increase in Operating Surplus (compared to 23/24 forecast)	121,100

6.2. HRA Capital Programme 2024/25 (appendices 3&4)

6.2.1. The capital programme for 2024/25 continues to show significant investment in both existing homes and the acquisition and development of new homes as noted in section 5.3 and 5.4 above. Total spend is forecast to be £26.1m in 24/25 increasing to £37.3m in 25/26.

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Details by programme area are given in appendix 4 which has been expanded to 4 years to ensure programmes of work that span more than one year can be approved by Cabinet and Council.

6.2.2. The proposed funding of these programmes is set out at Appendix 3 and includes a combination of borrowing, SHDF grant, Homes England grant, shared ownership sales, capital receipts and leaseholder contributions. The balance of funding sources may vary depending on the timing of grant payments and prevailing interest rates.

7. Funding and Financial Viability

7.1. As noted above the 30-year financial position of the HRA has improved slightly since last year due to the rent increase and inflation falling from its peak in 2022. This improvement has not returned the HRA to the more robust financial position existing in previous years before the excess inflation and rent cap, therefore there may be a need to identify operating efficiencies whilst ensuring we continue to invest in existing and new homes and the customer focused services which are essential for the support of our communities.

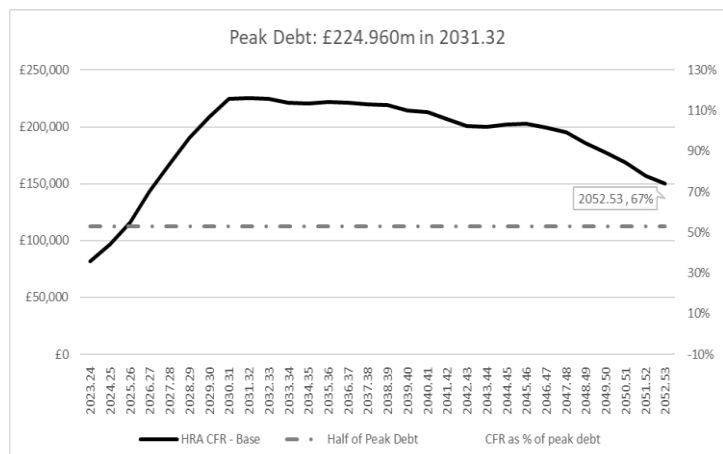
7.2. Long term assumptions, beyond the next three years, include:

- CPI at the Government target rate of 2%
- Rent increases at CPI + 0.5% per annum for 5 years and then CPI thereafter (next review of Government rent policy due in 2024)
- Borrowing rates at 3% per annum over the long term

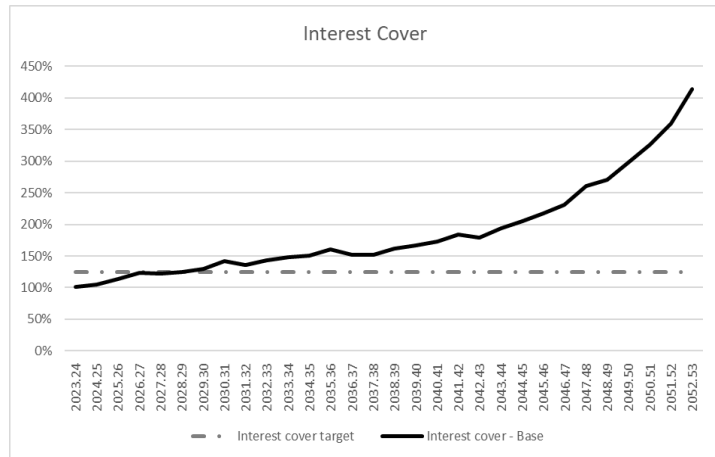
7.3. The following parameters are targeted to ensure financial viability in the longer term:

- the ability to deliver the capital programme on existing homes
- the HRA is able to repay debt over the long term with debt in year 30 (terminal debt) less than half of peak debt
- HRA reserves do not fall below a contingency level
- there is sufficient and growing interest cover

7.4. The current projections show that the second parameter relating to the repayment of debt will be at 67% at the end of the plan period which is an improvement on last year's 71% but above the target position of 50%. It is proposed that this is accepted in order to allow for the continued investment in essential services and new homes as set out in this proposed budget.



7.5. Interest cover has improved compared to last year due to the rent increase and easing of cost inflation. This is modelled to hit the minimum target of 125% in 2026/27 as additional income is generated through new homes being added to the HRA through new build and acquisitions. Careful monitoring is still necessary to ensure that the scale and pace of delivery does not risk long term viability and terminal debt reduces to 50% of peak debt over the medium term.



8. Consultation process

- 8.1. The Council is proposing to consult on these budget proposals during the period to 31st January 2024. The results from this consultation will be fed back to the Cabinet and considered in the formulation of the final budget proposals.
- 8.2. As part of the interim consultation process the Cabinet’s proposals will be included on the Council’s website. All interested parties will be encouraged to respond, and consultation meetings will be held with tenant representatives.
- 8.3. In preparing the consultation document it may be helpful to provide supplementary information, for instance relating to the main changes in the budget. It is therefore recommended that the Executive Director, Finance and Assets and Cabinet Member for Finance be given delegated authority to approve any supplementary information for consultation.

9. Key risks

- 9.1. There remains a number of areas of uncertainty and risk within the longer-term projections for the HRA including the level and nature of Government funding for the net zero carbon programme for existing homes, timings for delivery of new homes, inflationary and supply pressures, and Government rent and other policy positions. These will continue to be monitored and modelled as further information becomes available.
- 9.2. A key deliverable of the 5-year business plan is new build and delivering this on time and within viability parameters will strengthen the HRA going forwards.

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Appendices:

- i. Risk Assessment

- ii. HRA Operating Account
- iii. Major Repairs Reserve and HRA Capital Programme (summary)
- iv. HRA 4-year Capital Programme (detail)

Background information:

- 1. CBC Corporate Plan
- 2. HRA 5-year Business Plan
- 3. HRA 30-year Financial Model

Appendix 1: Risk Assessment

Risk ref	Risk description	Risk owner	Impact score (1-5)	Likelihood score (1-5)	Initial raw risk score (1 - 25)	Risk response	Controls / Mitigating actions	Control / Action owner	Deadline for controls/ actions
1.01	Volatility in the external policy environment including Government Policy may impact the economic operating environment and future funding of the HRA	Paul Jones	5	3	15	Reduce the risk	Policy changes are monitored closely and the impacts understood and mitigated where there is a significant impact on the HRA (such as future rent policy). A 30-year financial plan is maintained, updated and stress tested regularly to ensure the HRA is financially viable over the long term	CBC finance team	Mar 2025
1.02	If material and labour price increases and resource constraints continue in the medium term this may cause further financial restraints and the need for additional savings in the HRA	Paul Jones	4	3	12	Reduce the risk	The current higher than inflation pay rises in the private sector and constraints in the construction sector will continue to be monitored carefully. Long term supply agreements are in place or will be put in place for new programmes through competitive procurement to reduce	CBC finance team	Mar 2025

Risk ref	Risk description	Risk owner	Impact score (1-5)	Likelihood score (1-5)	Initial raw risk score (1 - 25)	Risk response	Controls / Mitigating actions	Control / Action owner	Deadline for controls/ actions
							the risk of labour and material shortages. Sufficient internal resource will be maintained to reduce the impact of subcontractor price volatility. A 30-year financial plan is maintained, updated and stress tested regularly to ensure the HRA is financially viable over the long term. The pace and scale of future investment will be managed carefully to protect existing services and support for tenants.		
1.03	If there are insufficient resources to deliver planned maintenance to existing homes or meet additional compliance requirements, then homes may become non decent or there may be an increase in void loss	Paul Jones	4	3	12	Reduce the risk	Robust stock condition data and compliance data is required to inform future capital spend and compliance requirements. Procurement best practice is followed with continuing contract management.	CBH through management agreement	Mar 2025

Risk ref	Risk description	Risk owner	Impact score (1-5)	Likelihood score (1-5)	Initial raw risk score (1 - 25)	Risk response	Controls / Mitigating actions	Control / Action owner	Deadline for controls/ actions
							A 30-year financial plan is maintained, updated and stress tested regularly to ensure the HRA is financially viable over the long term		
1.04	If the Net Zero Carbon programme is not carefully planned and delivered and not sufficiently funded by Government, there may be insufficient resources to deliver existing maintenance programmes and services	Paul Jones	4	3	12	Reduce the risk	Resources have been set aside to conduct retrofit activities over the next 4 years in the capital programme. This includes procurement of a new term external works contract and the expectation of additional funding bids to central government for the retrofit programme. The target for new build land owned by the HRA is to deliver low carbon homes. Progress in the sector and funding proposals by Government will be carefully monitored. A 30-year financial plan is maintained, updated	CBC/CBH through partnership working	Mar 2025

Risk ref	Risk description	Risk owner	Impact score (1-5)	Likelihood score (1-5)	Initial raw risk score (1 - 25)	Risk response	Controls / Mitigating actions	Control / Action owner	Deadline for controls/ actions
							and stress tested regularly to ensure the HRA is financially viable over the long term		
1.05	If the transfer of the Housing Service from CBH to CBC is not successfully managed or savings opportunities are not successfully delivered there could be an impact on resourcing/capacity to deliver essential services and compliance requirements as well as an adverse impact on the financial resilience of the HRA	Paul Jones	4	3	12	Reduce the risk	Consultation and close working will continue with CBH service teams, a programme manager has been appointed to manage the transition, there is ongoing financial monitoring of budgets and the HRA business plan	Paul Jones	Mar 2025
1.06	If changes in benefits, including changes to UC rates, or the cost-of-living crisis have a greater impact on tenants than anticipated and planned for, it may increase the level of arrears for the HRA and impact on vulnerable families	Paul Jones	3	2	6	Reduce the risk	The HRA budget includes specific resources to control rent arrears and support tenants through transition to Universal Credit and support tenants during the cost-of-living crisis. This has been successful in	CBH through management agreement	Mar 2025

Risk ref	Risk description	Risk owner	Impact score (1-5)	Likelihood score (1-5)	Initial raw risk score (1 - 25)	Risk response	Controls / Mitigating actions	Control / Action owner	Deadline for controls/ actions
							mitigating the impact so far.		
1.07	If void rent loss is higher than estimated, it will impact on assumed rent income in the HRA	Paul Jones	3	2	6	Reduce the risk	Demand for social housing remains high and is increasing, private rents are increasing unaffordable for many, there remains a significant waiting list and short re-let times. Quality of homes needs to be maintained and changes in void levels monitored.	CBH through management agreement	Mar 2025
1.08	If the demand for reactive repairs increases, there may be insufficient budget to meet demand	Paul Jones	3	2	6	Reduce the risk	The planned maintenance programme for existing homes is delivered each year. A 30-year financial plan is maintained, updated and stress tested regularly to ensure the HRA is financially viable over the long term. Major peril to the stock is fire which is covered by appropriate	CBH through management agreement	Mar 2025

Risk ref	Risk description	Risk owner	Impact score (1-5)	Likelihood score (1-5)	Initial raw risk score (1 - 25)	Risk response	Controls / Mitigating actions	Control / Action owner	Deadline for controls/ actions
							insurance.		
1.09	If there are insufficient new supply opportunities (land/acquisitions) or delivery on sites such as new affordable homes from the GVD the ambitious targets for net new supply will not be achieved and the HRA will not be strengthened by generating additional future income	Paul Jones	3	2	6	Reduce the risk	The transition of CBH to CBC will strengthen the combined development team. A 30-year financial plan is maintained, updated and stress tested regularly to ensure the HRA is financially viable over the long term	CBC/CBH via Strategic Housing Delivery Group, Council Member Housing Working Group	Mar 2025
1.10	If the capital receipts held from RTB sales under the retention agreement with DLUHC are not used within 5 years of receipt, they are repayable with interest to the Government	Paul Jones	3	1	3	Reduce the risk	The acquisition programme is continuing at a level which is adequate to use receipts before they would be repayable. This position is regularly monitored.	CBC/CBH through partnership working	Mar 2025

	2023/24		2024/25	2025/26 2026/27	
	Original £	Forecast £	Estimate £	Projections £	
<u>EXPENDITURE</u>					
General & Special Management	3,429,200	3,445,900	3,642,200	3,694,800	3,779,800
Housing Management Fee	5,958,500	5,958,500	6,318,000	6,476,000	6,605,500
Rents, Rates, Taxes and Other Charges	130,300	132,300	137,800	137,800	137,800
Repairs & Maintenance	5,437,000	5,445,100	5,871,200	5,940,000	5,985,000
Provision for Bad Debts	242,000	242,000	240,000	249,000	262,000
Interest Payable	2,486,800	2,525,630	3,319,136	3,509,300	3,795,200
Depreciation of Dwellings	5,612,900	5,548,600	5,714,100	5,863,400	6,101,800
Depreciation of Other Assets	342,300	304,800	349,400	355,600	361,800
Debt Management Expenses	104,100	104,100	110,500	113,300	115,600
TOTAL	<u>23,743,100</u>	<u>23,706,930</u>	<u>25,702,336</u>	<u>26,339,200</u>	<u>27,144,500</u>
<u>INCOME</u>					
Dwelling Rents	21,992,700	21,930,800	23,965,600	24,909,500	26,205,100
Non Dwelling Rents	229,900	248,700	263,600	271,700	279,000
Charges for Services and Facilities	1,324,700	1,286,200	1,310,100	1,345,500	1,376,400
Feed in Tariff from PV Installations	287,100	287,100	309,200	320,000	329,600
TOTAL	<u>23,834,400</u>	<u>23,752,800</u>	<u>25,848,500</u>	<u>26,846,700</u>	<u>28,190,100</u>
NET INCOME FROM SERVICES	91,300	45,870	146,164	507,500	1,045,600
Interest Receivable	52,500	75,000	75,000	60,000	45,000
NET OPERATING SURPLUS	<u>143,800</u>	<u>120,870</u>	<u>221,164</u>	<u>567,500</u>	<u>1,090,600</u>
<u>Appropriations</u>					
Revenue Contributions to Capital	-143,800	-120,870	-221,164	-567,500	-1,090,600
Net Increase/(Decrease) in reserves	-	-	-	-	-
Revenue Reserve brought forward	1,500,000	1,500,000	1,500,000	1,500,000	1,500,000
Revenue Reserve carried forward	<u>1,500,000</u>	<u>1,500,000</u>	<u>1,500,000</u>	<u>1,500,000</u>	<u>1,500,000</u>

Average Social Rent:-				
Increase 1st April		7.70%	3.00%	2.50%
48 wk	99.72	107.40	110.62	113.39
52 wk	92.05	99.14	102.11	104.67
Average stock	4,357	4,335	4,350	4,417

Average Affordable Rent:-				
Increase 1st April		7.70%	3.00%	2.50%
48 wk	159.70	172.00	177.16	181.59
52 wk	147.42	158.77	163.53	167.62
Average stock	170	206	233	261

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MAJOR REPAIRS RESERVE

	2023/24		2024/25	2025/26	2026/27
	Original £	Forecast £	Estimate £	Projections £	
Balance brought forward	-	-	-	-	-
Depreciation of Dwellings	5,612,900	5,548,600	5,714,100	5,863,400	6,101,800
Depreciation of Other Assets	342,300	304,800	349,400	355,600	361,800
	<u>5,955,200</u>	<u>5,853,400</u>	<u>6,063,500</u>	<u>6,219,000</u>	<u>6,463,600</u>
Utilised to fund Capital Programme	-5,955,200	-5,853,400	-6,063,500	-6,219,000	-6,463,600
Balance carried forward	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>

HRA CAPITAL PROGRAMME

	2023/24		2024/25	2025/26	2026/27
	Original £	Forecast £	Estimate £	Projections £	
<u>EXPENDITURE</u>					
EXISTING STOCK					
Property Improvements & Major Repairs	12,156,000	11,328,800	15,375,000	14,973,000	15,124,000
Adaptations for the Disabled	600,000	600,000	600,000	600,000	600,000
Other inc repurchase of S/O Dwellings	60,000	60,000	60,000	60,000	60,000
	<u>12,816,000</u>	<u>11,988,800</u>	<u>16,035,000</u>	<u>15,633,000</u>	<u>15,784,000</u>
NEW BUILD & ACQUISITIONS	22,000,000	11,287,700	10,247,000	20,473,000	29,118,000
TOTAL	<u>34,816,000</u>	<u>23,276,500</u>	<u>26,282,000</u>	<u>36,106,000</u>	<u>44,902,000</u>
<u>FINANCING</u>					
Capital Receipts	1,511,000	1,635,600	1,934,000	1,934,000	1,932,400
HRA Revenue Contribution	143,800	120,870	221,164	567,500	1,090,600
Leaseholder Recharges	300,000	300,000	300,000	300,000	300,000
Major Repairs Reserve	5,955,200	5,853,400	6,063,500	6,219,000	6,463,600
Grants & Shared Ownership Sales	9,582,100	3,439,800	2,098,800	6,809,000	6,596,500
Borrowing	17,323,900	11,926,830	15,664,536	20,276,500	28,518,900
TOTAL	<u>34,816,000</u>	<u>23,276,500</u>	<u>26,282,000</u>	<u>36,106,000</u>	<u>44,902,000</u>

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PROPERTY IMPROVEMENT & MAJOR WORKS						
Programmes of Work	Description of Works	2023/24 Forecast	2024/25 Estimate	2025/26 Projection	2026/27 Projection	2027/28 Projection
EXTERNAL IMPROVEMENTS	External improvements to the external fabric of existing homes including roofs, chimneys, rainwater goods, facias, repointing of walls	1,932,000	1,603,000	1,598,000	1,789,000	1,816,000
INTERNAL IMPROVEMENTS	Internal improvements to existing homes including replacing kitchens, bathrooms, showers, rewires, consumer units	650,000	4,409,000	4,519,000	4,691,000	4,828,000
PATHS, FENCES & WALLS	Renewal of fences, ramps, paths and boundary walls	376,000	332,000	335,000	322,000	314,000
NEIGHBOURHOOD WORKS	Improvements to external communal areas including sheds, outbuildings, that generate higher amenity value	950,000	78,000	82,000	84,000	87,000
ENERGY EFFICIENCY & OTHER SUSTAINABILITY MEASURES	Improving the energy efficiency of the existing housing stock to meet the targets for 2030 - measures include the installation of top up loft insulation, cavity wall insulation, external wall insulation, and new heating systems such as ground source and air source heat pumps	1,823,200	3,430,000	3,640,000	3,749,000	3,679,000
RENEWAL OF HEATING SYSTEMS	Replacement energy efficient boilers and full central heating systems, plus high efficiency programmable electrical heating as required in existing homes	683,000	329,000	329,000	280,000	234,000
MAJOR REFURBISHMENTS TO VOID PROPERTIES	Renovating existing homes that become vacant prior to reletting and which require significant works, such as new kitchen, bathroom, plastering	1,286,100	1,320,000	1,144,000	1,071,000	1,103,000
WINDOWS & DOORS	Replacement PVCu windows and composite or timber entrance and communal doors; fire doors installed where required	634,600	250,000	22,000	631,000	856,000
ASBESTOS	Removal of asbestos from existing homes as required to facilitate internal and external improvement works under other programmes	275,000	400,000	416,000	428,000	441,000
SHELTERED ACCOMMODATION	Improvements to communal areas in existing sheltered schemes including renewing furniture, fixtures and fittings and other equipment	120,000	110,000	109,000	-	-
DOOR ENTRY SCHEMES	Renewal of door entry systems on sheltered and general needs blocks	88,400	169,000	-	-	-
STRUCTURAL WORKS & SURVEYS	Structural works to reinstate the structural integrity of buildings typically those subjected to cracking through ground movement or existing structural defects and provision for stock condition surveys	44,000	389,000	735,000	156,000	163,000
COMMUNAL WORKS	Renewal of services serving communal areas such as wiring, lighting, fire detection, flooring, CCTV	203,300	243,000	26,000	154,000	43,000
FIRE PROTECTION	Improvements to communal areas and existing homes identified through fire risk assessments to ensure the Council adheres to regulatory requirements	185,000	160,000	164,000	169,000	174,000
LIFTS	Replacement of passenger lifts and installation of new chair lifts as required	138,000	231,000	11,000	281,000	568,000
NON TRADITIONAL HOMES (CORNISH UNIT PROPERTIES)	Renovation of thirty Cornish, non traditional build, type properties and further energy efficiency measures	827,600	180,000	562,000	-	-
GARAGE IMPROVEMENTS	Upkeep of the existing garage blocks	28,000	30,000	31,000	32,000	33,000
WARDEN CALL UPGRADE	Renewal of the existing analogue warden system with a new digital compatible system	156,600	510,000	-	-	-
FEE FOR MANAGING PROGRAMME	Management fee for CBH to manage the above programmes of work	928,000	1,202,000	1,250,000	1,287,000	1,326,000
TOTAL BUDGET FOR EXISTING PROPERTIES		11,328,800	15,375,000	14,973,000	15,124,000	15,665,000

NEW BUILD & ACQUISITIONS						
		2023/24 Forecast	2024/25 Estimate	2025/26 Projection	2026/27 Projection	2027/28 Projection
NEW BUILD (APPROVED)						
320 SWINDON ROAD	Land led scheme for 24 net zero homes on Council land	-	1,353,000	3,384,000	2,030,000	-
MONKSCROFT SCHOOL	Land led scheme for 70 net zero homes on Council land	159,500	400,000	8,099,000	10,124,000	-
S106 PURCHASES	Developer led schemes for the acquisition of completed homes under a mix of tenures in contract	3,358,800	3,639,000	4,185,000	3,821,000	-
MARKET PURCHASE	Acquisition of individual properties from the local market to support the wider strategies within the HRA business plan	2,390,000	4,125,000	4,125,000	4,125,000	4,125,000
MARKET PURCHASE (LAHF)	Acquisition of 21 homes from the private market to support refugee families from Ukraine and Afghanistan	5,179,400	-	-	-	-
OTHER SCHEMES	Provision for new land led schemes and s106 schemes not currently in contract - includes provision for affordable homes from the Golden Valley Development	200,000	730,000	680,000	9,018,000	16,419,000
TOTAL BUDGET FOR NEW BUILD & ACQUISITIONS		11,287,700	10,247,000	20,473,000	29,118,000	20,544,000

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Cheltenham Borough Council

Cabinet – 19 December 2023

General Fund Revenue and Capital – Interim Budget

Proposals 2024/25 for Consultation

Accountable member:

Cllr Peter Jeffries, Cabinet Member for Finance & Assets

Accountable officer:

Gemma Bell, Director of Finance & Assets (Deputy s151 Officer)

Accountable scrutiny committee:

Budget Scrutiny Working Group

Ward(s) affected:

All

Key/Significant Decision:

No

Executive summary:

This report sets out the Cabinet's interim budget proposals for 2024/25 for consultation. The assumptions within the interim budget proposals are based on estimates of what is likely to be contained within the Local Government Provisional Finance Settlement 2024/25 which is yet to be published at the reporting date. Following publication of this report, if there is any additional information or documentation required to support the consultation, this will be made publically available.

The Council have faced unprecedented financial challenges over the last two years in providing the resources and support to manage the response to the Covid-19 pandemic and then rising costs and challenges faced by the cost of living crisis. This is in addition to the ten years of austerity and year on year cuts to the Council's Government funding.

With inflation still higher than the Government's target and interest rates running at their highest since 2008, the forecast for 2024/25 continues to be some of the most challenging times for Local Authorities.

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Section 114 (1) of the Local Government Finance Act 1988 places a duty on the Section 151 Officer to inform the authority where they believe that the authority's expenditure is likely to exceed available resources. A Section 114 Notice normally results in an immediate and severe curtailing of activity to the provision of non-statutory services.

News from Councils across the country tell of local authorities who are continuing to struggle to balance the books and warn of the possibility of issuing section 114 notices without further financial support from Central Government. In many cases this has already happened.

The financial strategies implemented by this Council since November 2020 to refresh the commercial strategy, review asset management and invest in growth have so far meant the Council have not needed to pursue this course of action. However, after requiring £2.6m of general balances to support the budget in 2022/23 it has recently been reported that the 2023/24 budget is forecast to be overspent once again. Actions are being implemented by the Cabinet, Leadership team and service managers to bring the core pressures down as much as possible by the end of the year.

Even with this action, general balances are forecast to fall below £1m at the end of 2023/24. This is the lowest levels the Council have ever experienced. In order to start to strengthen our reserves position again, another challenging savings strategy has been proposed in order to balance the 2024/25 budget. Work has been ongoing through 2023/24 to work through proposals and take key decisions to deliver both in year and through the medium term. Although this is a positive direction of travel, work needs to continue to ensure key projects deliver on proposed savings.

The proposals presented in this report aim to utilise our assets, skills and infrastructure to continue the enabling of inclusive and environmentally sustainable growth in the Borough whilst providing a mechanism to ensure the Council has the revenue resources to continue to provide services and resources to our residents. The council's ambition to make Cheltenham the cyber capital of the UK also continues to be critical to ensuring that the council achieves financial sustainability.

The recommendations within this report aim to ensure a balanced budget is delivered in 2024/25, that revenue resources are transferred to reserves to provide a cushion to combat longer term uncertainty and that appropriate resources continue to be directed towards our key priorities.

Recommendations:

1. Approve the interim budget proposals for consultation including a proposed council tax for the services provided by Cheltenham Borough Council. The proposed Council tax for 2024/25 represents an increase of 2.99% a year for a Band D property, subject to conclusion of the consultation on the Local Government Provisional Finance Settlement.
2. Note the schedule of target savings and income generation at Appendix 3.
3. Approve the growth proposals at Appendix 4.
4. Approve the proposed capital programme at Appendix 6, as outlined in Section 13.
5. Delegate authority to the Executive Director Finance, Assets and Regeneration, in consultation with the Cabinet Member for Finance and Assets, to determine and approve any additional material that may be needed to support the presentation of the interim budget proposals for public consultation.

6. Seek consultation responses by 26 January 2024.

1. Implications

1.1. Financial implications

As detailed in the report.

Signed off by: Gemma Bell, Director of Finance & Assets (Deputy s151 officer)

1.2. Legal implications

Under the Constitution Cabinet has responsibility for the preparation and consultation on the Council's budget. The final budget will be subject to consideration and approval by Full Council in February.

The Council must set a budget in accordance with provisions of the Local Government Finance Act 1992. The Council has a statutory responsibility to set and approve a balanced budget each year. Section 25 of the Local Government Act 2003 require that the Council, in setting its budget, must have regard to the report of its Section 151 Officer as to the robustness of the estimates made for the purposes of the calculations and the adequacy of its proposed financial reserves.

Signed off by: One Legal, legalservices@onelegal.org.uk, Tel no: 01684 272012

1.3. HR implications

Relationships with the two recognised trade unions continue to remain very positive. The Leadership Team and the HR team will continue to work closely with TU colleagues in order to ensure that any potential impact on employees as a result of realisation of budget savings are kept to a minimum.

Signed off by: Ann Wolstencroft, Head of Performance, Projects and Risk,
ann.wolstencroft@cheltenham.gov.uk

1.4. Environmental and climate change implications

The interim budget proposals for 2024/25, in particular in relation to energy use, are in line with our Climate Emergency Action Plan. A reduction in energy consumption spawns a reduction in overall greenhouse gas emissions, and therefore aligns with our Climate Emergency Action Plan. The investment in the capital programme will expedite our progress towards becoming a net zero Council.

Signed off by: Maizy McCann, Climate Emergency Officer,
maizy.mccann@cheltenham.gov.uk

1.5. Property/asset implications

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As detailed in the report and appendices, specifically the capital programme in Appendix 6 and the planned maintenance programme in Appendix 7.

Signed off by: Gemma Bell, Director of Finance & Assets (Deputy s151 officer)

1.6. Corporate policy framework implications

The actions outlined in this budget proposal to implement savings and grow our commercial income will help ensure that the council can continue to deliver its corporate objectives as set out in the 2023-27 Corporate Plan. It also means we will be well placed to deliver the priorities in this new Corporate Plan which was presented to Council for approval in February 2023.

Signed off by: Ann Wolstencroft, Head of Performance, Projects and Risk,
ann.wolstencroft@cheltenham.gov.uk

2. Promoting equality and reducing discrimination

An equality impact assessment will be presented with the final budget proposals following the consultation period ending on 26 January 2024.

3. Performance management – monitoring and review

The scale of future budget savings will require significant work to deliver them within the agreed timescales and there is a danger that this could divert management time from the delivery of services to the delivery of savings. There are regular progress meetings to monitor the delivery of savings and this will need to be matched with performance against the corporate strategy action plan to ensure that resources are used to best effect and prioritised. It is intended that this will be evidenced further in the publication of the Medium Term Financial Strategy in February 2024.

The delivery of the savings work streams included in the interim budget proposals, if approved by full Council will be monitored by the Budget Scrutiny Working Group and reported quarterly to the Cabinet.

4. Background

4.1. In accordance with the Council's Budget and Policy Framework Rules, which are part of the Council's constitution, the Cabinet is required to prepare interim budget proposals for the financial year ahead and consult on its proposals for no less than four weeks prior to finalising recommendations for the Council to consider in February 2024. This report sets out the interim proposals for 2024/25.

4.2. In 2016/17, the government offered a guaranteed four year budget to every Council, which could demonstrate efficiency savings and 2019/20 represented the final year of the four year offer. The principles of that settlement allowed authorities to spend locally what is raised locally, whilst recognising the savings already made by local government. Since then, only one year settlements have been provided to Local Authorities which has made long term financial planning extremely difficult.

- 4.3. There is a strong focus from Central Government to us local tax generation to fund Local Authority services. This change has also driven our commercial strategy, the objective of which is for this Council to become financially self-sufficient as direct revenue funding from Government has reduced by over £8m since 2010.
- 4.4. At the time this report is published, the Local Government Provisional Finance Settlement has not yet been received from the Department for Levelling Up, Housing and Communities (DLUHC). The draft budget proposals include an estimation of the Provisional Finance Settlement for Cheltenham. Any significant changes to these estimates as a result of the Provisional Settlement or as an outcome of Government consultation will be clearly outlined in the final budget proposals.

5. Settlement Funding Assessment

- 5.1. The funding of the 2024/25 interim budget proposal is based on our estimate of what will be included for Cheltenham in the Local Government Provisional Finance Settlement for 2024/25, which is expected to be released by DLUHC by 22 December 2023. Like the settlement for 2023/24, this is only expected to provide certainty over funding for one year only.
- 5.2. The key estimates we have made as to what will be included in the Local Government Provisional Finance Settlement for Cheltenham in 2024/25 are:
- The referendum threshold for increasing the “Core” Band D Council Tax borough council precept to remain at 2.99%, subject to further lobbying through the period of consultation.
 - A reduction in the Services Grant introduced in 2023/24 from £114,920 in 2023/24 to £95,520 in 2024/25.
 - Business rates pooling will be available in 2024/25 and 2025/26 with an expected reset from 2026/27.
 - A final payment of £31,640 of New Homes Bonus, a small reduction in what was previously expected.
 - The one off 3% Funding Guarantee payment which was introduced in 2023/24 will increase from £817,477 to £984k in 2024/25.
- 5.3. These key estimates are based on the best information available to the Council from the Autumn Statement 2023, CIPFA updates and the Pixel Financial Models at the publication date of this report. Once the Local Government Finance Settlement is received, we will factor confirmed estimates and assumptions into the final budget proposals for February 2024 Council meeting.

6. The economic context for setting the 2023/24 budget

- 6.1. The 2024/25 draft budget proposal has been set based on a set of assumptions about the economic outlook for the next 18 months. Inflation currently sits at 4.6%, the lowest level it has reached since the 2022/23 draft budget was presented in December 2021, after reaching its highest level in nearly 40 years in 2022/23. This had a huge impact on our costs, in particular oil and gas, which led to a £800k increase in our base budget for energy. Although the current forecast is a much more positive position than was

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forecast in February 2023, any rate of inflation still means that our core costs will rise when compared to what we currently pay and is still higher than the uplift we are able to apply to Council Tax or that is applied to our Government funding.

- 6.2. The Bank of England base rate increase is also one of the most significant pressures our budget has seen. When this paper was presented to Cabinet last year the base rate was 3.5%, the highest since 2008. It was assumed based on treasury advice that this would increase to 4.25% in 2023/24. This forecast came to fruition in April 2023 and has increased three times since. The base rate is currently 5.25% and is expected to stay at this level throughout 2024/25.
- 6.3. These economic factors place unprecedented pressures on our budget at a time when we are already facing uncertainty around our funding and the longer term resilience of our balances and reserves. Not only do we need to ensure there is sufficient capacity to meet these direct costs for the Council, but we also need to meet the increased costs of our partnership contracts to maintain the sustainable delivery of key services.
- 6.4. The starting point for setting the 2024/25 budget is the projected budget gap from the September 2023 monitoring report and taking account the additional pressures expected through 2023/24 and 2024/25 including increases in Ubico contract costs, the pay award in 2023/24 and the significant increase in the Bank of England base rate.
- 6.5. As with the last two years, closing the budget gap is a huge challenge for the Council, but the challenge is being met by a proactive approach to reviewing the prioritisation of our resources and identifying budget efficiencies, carried out by the Cabinet and the Leadership Team.
- 6.6. The proposals within these budget papers aim to utilise our assets, skills and infrastructure to shape and improve public services and continue inclusive and environmentally sustainable economic growth in the Borough whilst providing a mechanism to ensure the Council has the revenue resources to continue to deliver services in the present economic climate.

7. The Cabinet's Budget Strategy for 2024/25

- 7.1. As outlined in the Executive Summary of this report, the Council have taken decisive action since the outbreak of the global pandemic in 2020 to safeguard the financial sustainability of the Local Authority. This followed the introduction of the commercial strategy in 2015 which underpinned the actions taken to generate income streams to offset the reduction in Government revenue funding and support the general fund.
- 7.2. In the previous two budget proposals, there has been continued commitment to the Council's corporate priorities; to inclusive and sustainable growth in the town, to the goal of supporting the Council and the town to be net carbon zero by 2030, to becoming the Cyber capital of the UK, to delivering more housing across the borough and to our No Child Left Behind initiative. The success of this approach has been reflected in the responses to the Resident's Satisfaction Survey in October 2022 where 80% of respondents agreed that Cheltenham has a positive future.
- 7.3. In February 2023, the Council approved a revised Corporate Plan for 2023-27 which included further detail of how the Council proposed to deliver of their ambitions in these core priority areas.
- 7.4. This interim budget proposal for 2024/25 is aligned to these priorities and the ambitions

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for growth, investment and sustainability originally outlined in the Recovery Strategy. The Cabinet acknowledge that decisive action is needed to ensure resources are balanced to deliver on these commitments, particularly in light of the economic challenges which are forecast to continue into the medium term.

- 7.5. The strategy outlined below aims to balance sustainable and green growth and investment with the financial sustainability of the Council. However in order to deliver these ambitions a challenging savings strategy is also required, despite the savings already delivered in 2023/24. Appendix 3 outlines the savings, efficiencies and additional income which will be generated in order to balance the budget and ensure funding is available to support the core activities in the Corporate Plan.

Cyber Capital of the UK

- 7.6. The Council have taken significant steps forward in our ambition to be the cyber capital of the UK over the past twelve months. Following the completion of the procurement to find a development partner to realise its flagship ambition to make Cheltenham the Cyber Capital of the UK, HBD were appointed in 2021/22. The major developments team have been established in the base budget and a number of new officers have been recruited to ensure the Council have the skills and expertise to deliver the ambitious development and construction projects planned for the town.
- 7.7. Even more significantly for the Council's direct development of the site, in September 2023 Council approved the Development Funding Agreement which plays a fundamental role in securing the delivery of two critical buildings; the National Cyber Innovation Centre and Mobility Hub. This agreement creates a framework which allows funding to be provided from a range of sources within an envelope of up to £95m.
- 7.8. Following this decision, the Council were notified in November 2023 that they have been provisionally awarded £20m from the Government's Levelling Up fund to support the delivery of the National Cyber Innovation Centre.
- 7.9. In the current climate, the Innovation Centre and Mobility Hub have a vital role to play in the delivery of the Golden Valley vision. They will provide business rate contributions to the council which will support the Medium Term Financial Strategy, protect tax payers' money in the long term, and play a vital role in building a stronger local economy with opportunities that will benefit the entire town.
- 7.10. This progress demonstrates a national commitment to the ambitions that the Council began work to make a reality following the purchase of the West Cheltenham land in 2019. Throughout 2023/24 the Council have also continued its work to deliver the MX which will provide an arts and office space in the Minster Quarter of the town, due to open in early 2024.
- 7.11. The council's ambition is for it to bring together high growth companies in the cyber tech, digital and creative sectors on the one part and academia and the wider community on the other to create the ideal platform for organic growth and collaboration in advance of the Cyber Innovation Centre delivery.

A net zero Council and borough

- 7.12. CBC's ambition to be net carbon zero by 2030 is a credible and commendable plan and in 2021/22 the Council invested in the creation of a permanent central team to monitor and manage the carbon reduction programme for the Borough as a whole.

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- 7.13. On 21 February 2022 the Council approved a Climate Change Emergency Action Plan which outlined in further detail their commitment to taking a leading role, as well as playing its part in working with individuals, communities, businesses and other partners to achieve this ambitious goal.
- 7.14. The Council also approved a £10m Green Investment Fund to provide capital investment for schemes, projects and building improvements which would contribute to the net zero carbon goal. In 2022/23 funding for the first project was approved and work will be completed in 2023/24 to upgrade the building management systems at all the Council's main buildings to reduce energy usage. In 2023/24 and continuing into 2024/25, a number of other capital projects have been initiated to deliver the activities on the plan.
- 7.15. In 2023/24, a capital budget of £75k was included for the delivery of EV charging points on our land and car parks. Work has progressed in 2023/24 with five sites being identified to be leased to a third party to deliver and manage the required infrastructure. Subject to consultation on the Car Parking Order it is expected that the first charging points will be operational by Summer 2024. This will also deliver additional rental income for the Council in line with our commercial strategy.
- 7.16. The Council successfully bid for funding through the UK Shared Prosperity Fund in 2022/23 and the projects included the delivery of a fixed power supply in Imperial and Montpellier Gardens. A project manager has been appointed to advise on the design and specification for the supplies and are currently working with National Grid to understand the capacity of the grid to support events such as the ice rink and Cheltenham Festivals.
- 7.17. The appointment of an Interim Director of Climate Change in October 2023 makes the next stage of the Council's journey to carbon net zero. Strategies are being reviewed for wider energy management and future investment requirements in our buildings to reduce their carbon footprint. Many of these can be delivered through the existing planned maintenance programme but others will require more innovative thinking. To support this, the climate change team budget has been protected as part of the savings and reserves strategy to ensure work can continue on this key priority.

Inclusive and Sustainable Economic Growth and Development

- 7.18. Despite the financial uncertainty caused by the pandemic and the cost of living crisis, over the last two years, the Council has continued to demonstrate its commitment to make Cheltenham a place where everyone can thrive. The Council's investments to drive sustainable growth and investment in the town:
- An investment of £87k into the upgrade of the public space around Clarence Fountain to improve facilities, seating and planting.
 - A £3.3m investment in retail units on the High Street for development and regeneration. The seed funding of which was built into the 2023/24 base budget.
 - Funding to refurbish Montpellier Gardens toilets to include a Changing Places facility and greater parity between male and female toilets.
 - A contribution of £250k to the refurbishment of the Wilson Art Gallery and Museum which has now re-opened with new galleries and a café facilities.
 - The re-design of the Minster Gardens to connect the high street to the MX and Wilson Art Gallery.
- 7.19. These investments provide a once in a generation opportunity to revitalise the town centre, increase footfall to businesses on the high street and support sustainable economic growth in Cheltenham. The impact of investments like this are reflected in the results of our 2022

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Residents Satisfaction survey where 87% of respondents were satisfied with the town centre as a place to visit during the day.

- 7.20. The Council's Asset Management Strategy was approved in February 2022 and work has been underway since then to review the strategic alignment of our £500m property portfolio to the Council's Corporate Priorities. A number of sites have already been brought forward for disposal where the benefits of retention are not aligned to the Council's focus. These disposals generate capital receipts which are being re-invested by the Council on key projects whilst also providing opportunities for new housing and development in the town.
- 7.21. The 2024/25 draft budget proposal includes two new growth bids which support the sustainable and inclusive growth and development of the town. The first is an additional contribution of £123k for a new approach to planning and place shaping for the town. Cheltenham Borough Council, Gloucester City Council and Tewkesbury Borough Council, have joined together to progress a fresh approach to plan-making for our area in the form of the Cheltenham, Gloucester and Tewkesbury Strategic and Local Plan (CGTSLP). It will draw together four core elements (formerly the Gloucester, Cheltenham & Tewkesbury Joint Core Strategy - JCS, and the local plans for each of those areas) under a single examination setting out a long-term vision for where developments should and shouldn't happen.
- 7.22. The Cheltenham Trust currently deliver leisure and culture services on behalf of the Council. The Trust is responsible for running Leisure at Cheltenham, the Prince of Wales Stadium and some of Cheltenham's most iconic cultural venues – Cheltenham Town Hall, The Wilson and Pittville Pump Room. In September 2023 the Cabinet took the decision to extend the current management agreement for up to five years from 1 October 2024 when it will need to be fully re-tendered in line with our Procurement Regulations. The one-off growth item of £35k included in the budget will allow work to understand the options available to the Council in order that leisure and culture services can be re-tendered to maximise both opportunity and value for money for the residents of Cheltenham.
- 7.23. The economic uncertainty we currently face will continue to challenge us as a town and a Council into the medium term. Our recovery strategy and subsequent budget proposals have focused on the revitalising and reshaping the economy and ensuring that future growth benefits all our communities. The Council aims to encourage collaboration across sectors to ensure that culture, hospitality and creativity is interweaved into our economic recovery plans particularly in enhancing our cyber investment plans, supporting the creative revitalisation of the town centre, and the imaginative use of our open spaces.

Savings, Efficiencies and Additional Income

- 7.24. The 2023/24 Medium Term Financial Strategy included an estimated budget gap for 2024/25 of £1.2m. In assessing the financial impact of the last twelve months, this budget gap has grown to £2.687m. This additional pressure of £1.487m is driven predominantly by both Ubico contract costs and the staff pay award both exceeding the forecast by £300k, an additional interest rate cost of £200k not foreseen in February 2023 and £350k of savings not being achieved in the current year.
- 7.25. In line with the agreed approach on general balances and reserves, additional provision has also been made in the 2024/25 budget to strengthen these. All of these factors have increased the budget gap and subsequently the levels of savings and efficiencies we are required to make.
- 7.26. The proposals outlined in Appendix 3 have been grouped into four categories:

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- Debt management - using our available capital receipts to repay the principal of debt owed and reduce our reliance on temporary borrowing which is more sensitive to changes in the Bank of England base rate;
- Implementation of our commercial strategy – to generate additional income from our assets and investments;
- Continued work on the existing savings proposals to realign our resources with the Council's Corporate Priorities and deliver on savings proposals already approved by the Cabinet. This builds on work undertaken in 2023/24 to review all areas of discretionary spend in addition to the decision taken to bring housing services back in-house; and
- Review of our environmental services – as our largest single area of spend, we cannot deliver the efficiencies required to balance the 2024/25 budget without reviewing how the services are currently delivered. This includes costs directly incurred by the Council, the scope of services delivered through the Ubico contract and income generated from garden waste. The Council are committed to ensuring that all residents have access to recycling services but the rising cost of providing receptacles means delivery charges also need to be considered.

8. Retained Business Rates

- 8.1. In October 2012, Council approved the principle of Cheltenham joining the Gloucestershire Business Rates Pool, subject to a thorough assessment of risks and rewards and agreement of satisfactory governance arrangements.
- 8.2. Continuation within the pool was delegated to the Section 151 Officer and Chief Executive and this is reviewed on an annual basis.
- 8.3. The Gloucestershire Business Rates Pool was set up in 2013/14 to maximise the business rate income retained within the County and to support economic growth within the area of the Local Enterprise Partnership.
- 8.4. The anticipated level of business rates due to this Council in 2024/25 is above our target level of funding and in line with the Government requirements of the Pool; we will still be required to pay a levy on the amount we raise above this level.
- 8.5. The impact of the cost of living crisis on our town is being monitored closely by the Leadership team and has been supported by our partners at the Cheltenham BID and the wider business network. It is particularly important to understand the impact of the Valuation Office Agency revaluation of business rated premises in 2022 on the retained business rates, appeals and any projected future growth which would benefit both the Council and the Pool.
- 8.6. The Local Government Finance Policy Statement states that revaluation is intended to be fiscally neutral at both the national and local level. However, the specific impact on the general fund budgets will not be fully quantifiable until any valuations are confirmed and any appeals are made. This also includes the business rates the Council itself is liable for across the property portfolio.
- 8.7. Taking the above into account, it is the opinion of the Section 151 Officer that this Council will benefit from remaining in the pool in 2024/25 as it will result in a reduction in the levy payment due to Government, which will be distributed in accordance with the

governance arrangements.

9. Council Tax

- 9.1. Government legislation, through the Localism Act, requires councils proposing excessive rises in council tax to hold a local referendum allowing the public to veto the rise. Until the release of the 2023/24 Provisional Finance Settlement, the referendum threshold for council tax increases was 2 per cent for all local authorities. District Councils have been allowed increases of up to and including £5, or up to 1.99 per cent, whichever is higher.
- 9.2. With increased pressures caused by the pandemic and the recent increase in inflation and other operational costs, it continues to be difficult to deliver current levels of services when government support does not cover all additional costs we expect to incur.
- 9.3. In response to this, the Provisional Finance Settlement for 2023/24 increased the referendum threshold for District Councils to up to 3 per cent. This clearly demonstrated the mandate from central government for the reliance of council tax to fund our local services.
- 9.4. The gross tax base is forecast to increase by 0.23% in 2024/25 against the target increase of 0.8% in the Medium Term Financial Strategy which means at the 2023/24 threshold we have a shortfall on the level of Council Tax expected to be collected to fund core services.
- 9.5. The Cabinet has had to consider what level of increase in council tax is sustainable, without creating an increased risk of service cuts and/or larger tax increases in the future. There has also been consideration of the affordability of an increase to residents where the results of the Residents Survey from 2022 found that 97% of respondents would support an increase in Council Tax that was below or in line with inflation.
- 9.6. The uncertainty surrounding the timing of the fair funding review, business rates and the increasing pressure on costs continues to place significant reliance on council tax as our main source of income.
- 9.7. Therefore, at this stage the Cabinet is proposing a 2.99% increase in council tax in 2024/25, subject to any further information on changes being received in the Final Settlement.

10. Collection Fund

- 10.1. Collection fund surpluses arise when the target collection rates from Council Tax is surpassed, normally as a result of additional new build properties in the year. Surpluses and deficits are normally shared out between the Council, County and Police and Crime Commissioner in the year after they are achieved. As a district Council we are eligible for a 11.68% share of these.
- 10.2. At this point in time, it is anticipated that there will be a surplus on the collection fund in 2023/24 of around £25,000 which will be distributed in 2024/25.

11. Treasury Management

- 11.1. Appendix 2 summarises the budget estimates for interest and investment income activity. Security of capital remains the Council's main investment objective.

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- 11.2. The Bank of England base rate increase is one of the most significant pressures our budget has seen over the past 18 months. When this paper was presented to Cabinet last year the base rate was 3.5%, the highest since 2008. It was assumed based on treasury advice that this would increase to 4.25% in 2023/24. This forecast came to fruition in April 2023 and has increased three times since. The base rate is currently 5.25% and is expected to stay at this level throughout 2024/25.
- 11.3. The Council are forecast to have net borrowing of £186.017m at the end of 2023/24, compared to £167.328m at 31 March 2023. This includes borrowing for both the HRA and the general fund. The increase is driven by the HRA capital programme as well as a number of large cash outflows in 2023/24 such as the upfront payment of the secondary contributions to the pension fund which required temporary borrowing, a cheaper option than the fixed rate at the time.
- 11.4. As a net borrower, the speed of the rise in interest rates has created a budget pressure for the Council during 2023/24 and into 2024/25. It is forecast that the net impact of interest rate rises will require an additional £193k of revenue funding in 2024/25 which is included in the interim budget proposals. This is more than the 2023/24 forecast which is also forecasting a net overspend of £587k. The 2023/24 forecast is based on the Bank of England rate increasing to 4.25% and remaining there for the full twelve months which was obviously surpassed early in the Summer of 2023.
- 11.5. It is our £59m of temporary borrowing that is most exposed to increase rate increases and monitoring of fixed rates continues as the decision to fix all or a proportion of this borrowing is subsequently reviewed.
- 11.6. We will continue to closely monitor the benefits of fixed vs. temporary borrowing as well as the performance of the Schroder income fund and when it is financially prudent to do so, will consider the climate implications of how we invest this money in the future.
- 11.7. We also invest to generate returns which support the costs of discretionary services such as leisure and culture. It is critical to get the right balance between social, environmental and financial factors when assessing the investments we make. Full Council noted in December 2022 that our exposure to gas and oil investments currently stood at £173k. This has reduced over the last twelve months to £120k.
- 11.8. This is part of the Schroder Income Fund and makes up 6.01% of the £2m we have invested in the fund. Given our current climate priorities, assurance was provided to Council that we are looking to take steps to ensure our investments are contributing to these goals.
- 11.9. We are committed in the longer term to divesting from oil and gas but need to balance these priorities with ensuring we are making the right financial decisions to safeguard our residents, businesses and communities.
- 11.10. There are expected to be fewer large financial commitments in 2024/25 as the MX will be completed and the lump sum of secondary contributions to the pension scheme made in 2023/24 will not be required. This means there will be more cash in the system and the requirement to take out short term temporary borrowing to cover cash outflows won't be necessary. More detail will be covered in the 2024/25 Treasury Management Strategy, which will be published in the spring.

12. Reserves

- 12.1. Section 25 of the Local Government Act 2003 requires the Chief Financial Officer

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(Section 151 Officer) to comment upon “the robustness of the estimates and the adequacy of the reserves for which the budget provides”. This review forms part of the formal budget setting report to be presented to Council in February 2024. A projection of the level of reserves to be held at 31 March 2024 and 31 March 2025 respectively is detailed in Appendix 5.

- 12.2. The level of our general balances through 2022/23 meant the £2.6m overspend against the approved budget reported to Council in July 2022 was managed within the year. However, this left our general balances of £1.4m at pre pandemic levels, at a time of significant uncertainty about the medium term economic environment.
- 12.3. The forecast against the 2023/24 budget is currently another overspend of £702k. A number of key actions are being taken and will be monitored throughout the final quarter of the year with the objective of managing this as closely as possible. The details of these were reported to Cabinet on 5 December 2023. Assuming no further negative movement in these forecasts would mean general balances could fall as low as £800k at the end of the financial year.
- 12.4. To provide context, the Section 25 report presented to Council in February 2023 advised that general balances should be maintained above £1.5m to ensure there was sufficient resilience to manage any unforeseen circumstances. At just over half this level, work needs to be undertaken to ensure the future sustainability of our general balances.
- 12.5. The Cabinet recognise the importance of continuing to strengthen reserves to provide additional financial stability to the Council in managing these pressures. It is therefore recommended that any future underspends or fortuitous windfalls are earmarked for transfer to either general balances or the budget strategy (support) reserve. Additionally, it is vital through the remainder of 2023/24 and 2024/25 that the proposed additional income and savings are delivered in line with the profile in Appendix 3.

13. Capital Programme

- 13.1. The interim capital programme for the period 2023/24 to 2026/27 is set out at Appendix 6.
- 13.2. The strategy for the use of the council’s capital resources is led by our corporate priorities. The existing programme includes sums for infrastructure investment to be funded from capital receipts which align to the Council’s key corporate priorities as set out in the budget strategy section above.
- 13.3. These reflect the Cabinet’s view that the Council are an enabler for economic recovery, making sustainable and financially secure investments to provide benefits for our businesses, residents and communities. This is more important than ever to support the town through a period when residents and businesses have faced rising costs as a result of inflation and interest rates.
- 13.4. During the 2024/25 financial year, other projects and schemes may come to light which require investment by the Council. These proposals will be considered by the Cabinet and approval will be requested through the relevant channels in line with the Council’s Budget and Policy Framework Rules.

14. Property Maintenance Programme

- 14.1. The interim budget proposals include the 2024/25 property maintenance

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programme, which will have been reviewed by the Asset Management Working Group, and the budget includes a revenue contribution of £599k to planned maintenance, as detailed in Appendix 7.

- 14.2. The planned maintenance programme will be kept under review throughout the year, in particular there will be a focus on how we can use these existing projects to introduce more net zero measures into our buildings and across our property portfolio whilst also undertaking the detailed work to understand the larger changes which need to be made.

15. Fees and Charges

- 15.1. A significant proportion of the council's funding comes from fees and charges. Within the Council's commercial strategy this is an important funding mechanism and one which is within the Council's gift to control, subject to any legislative, economic or political constraints.
- 15.2. However, as more reliance is placed on income there is increased pressure to understand current performance levels coupled with the risks and opportunities arising from each income stream whether it is new or existing. It is also important to consider how resilient each income stream is so that appropriate levels of mitigation can be put in place under a Reserves Strategy to meet dips arising when circumstances change.
- 15.3. In previous years, a general assumption for an inflationary increase in non-statutory fees and charges has been factored in. In 2023/24, with inflation in September rising to 10.1%, the Council opted for a fundamental review of fees, charges and pricing structures for our services.
- 15.4. Within the interim budget, a full schedule of the proposed fees and charges for 2024/25 has been included at Appendix 8. Some services have applied the full inflationary increase on their fees and charges with others applying a lower uplift when market forces apply. The proposed changes are subject to the relevant steps being taken to follow legislative requirements.

16. Consultation and feedback

- 16.1. The formal budget consultation on the detailed interim budget proposals for 2024/25 will be over the period 20 December 2023 to 26 January 2024. The Cabinet will seek to ensure that the opportunity to have input into the budget consultation process is publicised to the widest possible audience. During the consultation period, interested parties including businesses, tenants, residents, staff and trade unions will be encouraged to comment on the initial budget proposals. They will be asked to identify, as far as possible, how alternative proposals complement the Council's Recovery Strategy and Corporate Plan and how they can be financed. The Budget Scrutiny Working Group and Overview and Scrutiny Committee will be invited to review the interim budget proposals in the meetings scheduled for January 2024 and any comments will be fed back to the Cabinet.

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- 16.2. Whilst the Cabinet will be as flexible as possible, it is unlikely that any comments received after the consultation period can be properly assessed to allow consideration of their full implications and to enable them to be built into the budget.
- 16.3. All comments relating to the initial budget proposals should be returned to the Director of Finance and Assets (Deputy Section 151 Officer) by the end of the consultation period for consideration by the Cabinet in preparing their final budget proposals. Comments can be e-mailed to [moneymatters@cheltenham.gov.uk](mailto:money matters@cheltenham.gov.uk).
- 16.4. It is important that any political group wishing to make alternative budget proposals should discuss them, in confidence, with the Director of Finance and Assets (preferably channelled through one Group representative) to ensure that the purpose, output and source of funding of any proposed change is captured.
- 16.5. Given the financial pressures and the potentially very difficult decisions which will have to be made, it is important that there is time for members to carefully consider and evaluate any alternative budget proposals. Political groups wishing to put forward alternative proposals are not obliged to circulate them in advance of the budget-setting meeting, but in the interests of sound and lawful decision-making, it would be more effective to do so, particularly given that they may have implications for staff.

17. Alternative options considered

- 17.1. This Council was one of, if not the first council to publish a Recovery Strategy in 2020 in the middle of a global pandemic. That early publication and consultation enabled the Council to clearly signal recovery aims and objectives. The economy was, and continues to be in an extremely difficult position nationally and responding dynamically was seen as the best way to support the rest of the town to recover.
- 17.2. The budget proposals for 2022/23 and 2023/24 included challenging savings targets and the Council have had to take action to meet these. Although economic conditions has made the achievement of some of these extremely difficult, sufficient work has been undertaken to allow core services to continue. This work has also positioned the Council strongly moving into 2024/25 with many options for efficiencies now fully worked up.
- 17.3. Section 114 (1) of the Local Government Finance Act 1988 places a duty on the Section 151 Officer to report certain matters to the authority. The duty of the Section 151 Officer to report where they believe that the authority's expenditure is likely to exceed available resources. The authority is prevented from entering into any agreements incurring expenditure until the Council has considered the report.
- 17.4. News from Councils across the country tell of local authorities who are continuing to struggle to balance the books and warn of the possibility of issuing section 114 notices without further financial support from Central Government. In many cases this has already happened.
- 17.5. The financial strategies implemented since November 2020 to refresh the commercial strategy, review asset management and invest in growth have so far meant the Council have not needed to pursue this course of action and have instead been able to apply continued focus to the ambitions of the 2023-2027 Corporate Plan. However,

with the challenging economic environment set to continue the Council need to renew their commitment to delivering efficiencies, savings and maximising income streams to support the ongoing delivery of services and build robust reserves as they work towards financial self-sufficiency.

18. Key risks

- 18.1. See Risk Assessment in Appendix 1.
-

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Appendices:

1. Risk Assessment
2. Summary net budget requirement
3. Budget Savings / Additional Income
4. Growth Items
5. Projection of reserves
6. Capital programme
7. Programmed Maintenance programme
8. Provisional Fees & Charges Schedule for 2024/25

Background information:

1. 2023/24 Final Budget Proposal report to Council - 20 February 2023;
2. The Quarter two 2023/24 budget monitoring report to Cabinet – 5 December 2023;
3. The provisional local government finance settlement for 2024/25:

INSERT LINK IF RELEASED BEFORE 19 DEC

Appendix 1: Risk Assessment

Risk ref	Risk description	Risk owner	Impact score (1-5)	Likelihood score (1-5)	Initial raw risk score (1 - 25)	Risk response	Controls / Mitigating actions	Control / Action owner	Deadline for controls/ actions
347	If energy costs keep rising / fluctuating as per the current market then it impacts on our ability to accurately budget/forecast expenditure and may impact on our the investments we can make in projects / programmes whilst still being able to achieve our MTFS	Gemma Bell, Director of Finance and Assets	4	4	16	Reduce	This policy and the associated action plans.	Gemma Bell, Director of Finance and Assets	Ongoing
	If the Council is unable to come up with long term solutions which close the gap in the medium term financial strategy then it will find it increasingly difficult to prepare budgets year on year without making unplanned cuts in service provision.	Cabinet	5	3	15	Reduce	The budget strategy projection includes 'targets' for work streams to close the funding gap which aligns with the council's corporate priorities.	ED Finance and Assets	Ongoing

Risk ref	Risk description	Risk owner	Impact score (1-5)	Likelihood score (1-5)	Initial raw risk score (1 - 25)	Risk response	Controls / Mitigating actions	Control / Action owner	Deadline for controls/ actions
	If the Budget Strategy (Support) Reserve is not suitably resourced insufficient reserves will be available to cover anticipated future deficits resulting in the use of General Balances which will consequently fall below the minimum required level as recommended by the Section 151 Officer in the council's Medium Term Financial Strategy	ED Finance and Assets	5	4	20	Reduce	The MTFs is clear about the need to enhance reserves and identifies a required reserves strategy for managing this issue. In preparing the budget for 2020/21 and in ongoing budget monitoring, consideration will continue to be given to the use of fortuitous windfalls and potential future under spends with a view to strengthening reserves whenever possible.	ED Finance and Assets	Ongoing
	If income streams from the introduction of the business rates retention scheme in April 2013 are impacted by the loss of major business and the constrained	ED Finance and Assets	5	4	20	Accept & Monitor	The Council joined the Gloucestershire pool to share the risk of fluctuations in business rates revenues retained by the Council.	ED Finance and Assets	Ongoing

Risk ref	Risk description	Risk owner	Impact score (1-5)	Likelihood score (1-5)	Initial raw risk score (1 - 25)	Risk response	Controls / Mitigating actions	Control / Action owner	Deadline for controls/ actions
	ability to grow the business rates in the town then the MTFS budget gap may increase.						<p>The Gloucestershire S151 Officers continue to monitor business rates income projections and the performance and membership of the pool / pilot.</p> <p>Work with members and Gloucestershire LEP to ensure Cheltenham grows its business rate base.</p>		
	If the robustness of the income proposals is not sound then there is a risk that the income identified within the budget will not materialise during the course of the year.	ED Finance and Assets	4	4	16	Reduce	<p>Robust forecasting is applied in preparing budget targets taking into account previous income targets, collection rates and prevailing economic conditions. Professional judgement is used in the setting / delivery of income targets. Greater focus on cost control and</p>	ED Finance and Assets	Ongoing

Risk ref	Risk description	Risk owner	Impact score (1-5)	Likelihood score (1-5)	Initial raw risk score (1 - 25)	Risk response	Controls / Mitigating actions	Control / Action owner	Deadline for controls/ actions
							income generation will be prioritised to mitigate the risk of income fluctuations.		
	If the assumptions around government support, business rates income, impact of changes to council tax discounts prove to be incorrect, then there is likely to be increased volatility around future funding streams.	ED Finance and Assets	5	3	15	Reduce	Work with Publica and countywide CFO's to monitor changes to local government financing regime including responding to government consultation on changes Business Rates and the Fair Funding review. The assumptions regarding government support have been mitigated to a certain extent by the acceptance of a multi-year settlement agreement.	ED Finance and Assets	Ongoing

APPENDIX 2: NET GENERAL FUND DRAFT BUDGET 2023/24 & 2024/25

GROUP	2023/24 ORIGINAL £	2023/24 REVISED £	2024/25 ORIGINAL £
Projected cost of 'standstill' level of service			
Chief Executive Directorate	3,492,225	3,053,333	3,555,649
Communities & Place Directorate	12,347,059	12,337,492	12,940,402
Finance, Assets & Regeneration Directorate	7,814,318	8,935,443	7,980,943
Total Cost of Services*	23,653,602	24,326,268	24,476,994
Capital Charges	(3,308,333)	(3,554,498)	(2,455,498)
Interest and Investment Income	(2,019,012)	(1,180,570)	(1,683,326)
23/24 Savings to be delivered - Appendix 3		(242,000)	(242,000)
24/25 Savings / Additional income identified - Appendix 3	(1,300,000)		(2,887,000)
Growth Items - Appendix 4			158,000
Use of balances and reserves	136,535	(1,171,776)	161,473
Transfer to/(from) General Balances	331,385	(549,408)	201,125
NET BUDGET	17,494,177	17,628,016	17,729,768
Deduct:			
National Non-Domestic Rate	(1,497,620)	(1,768,532)	(1,817,174)
National Non-Domestic Rate - 2020/21 (surplus) / deficit	542,146	542,146	
National Non-Domestic Rate - 2021/22 (surplus) / deficit	(967,084)	(967,084)	
National Non-Domestic Rate - 2022/23 (surplus) / deficit	(318,368)	(318,368)	167,241
National Non-Domestic Rate - 2022/23 (surplus) / deficit			290,342
National Non-Domestic Rates - S31 Grants	(4,181,908)	(4,045,605)	(4,724,000)
New Homes Bonus	(31,640)	(31,640)	(31,640)
Revenue Support Grant			(150,000)
Services Grant	(114,920)	(114,920)	(95,920)
3% Funding Guarantee Grant	(817,477)	(817,477)	(984,000)
Council Tax (Surplus)/deficit	(33,760)	(32,989)	13,883
	(7,420,631)	(7,554,469)	(7,331,268)
NET SPEND FUNDED BY COUNCIL TAX	10,073,547	10,073,547	10,398,500
Band 'D' Tax	£230.78	£230.78	£237.68
Increase per annum	£6.70	£6.70	£6.90
Increase per week	£0.13	£0.13	£0.13
% Rise	2.99%	2.99%	2.99%
Gross Collectable Tax Base	44,090.90	44,090.90	44,191.92
Collection Rate %	99.00%	99.00%	99.00%
Net tax base	43,650.00	43,650.00	43,750.00

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Appendix 3 - Budget Savings and Additional Income

Description	On Target 2023/24 £	Planned 2024/25 £
Debt Management		
Reduction in levels of temporary borrowing		200,000
Repayment of principal debt to reduce annual revenue provision		267,000
Implementation of the Council's Commercial Strategy		
Income from MX profit share		100,000
Income from EV charging points		50,000
Income generated from property portfolio	20,000	250,000
Disposal of property interests in line with the Council's Asset Management Strategy - cost savings and contribution to property resources		150,000
Review of Resources against Corporate Plan		
Channel shift of services to digital platform		60,000
Strengthening of the partnership between CBC and CBH	100,000	
HRA re-charge of uplifted annual audit fees		50,000
Review and re-alignment of resources for discretionary services	122,000	200,000
Review of the Council's facilities management services		60,000
Transition of housing services back in-house		1,000,000
Environmental Services Review		500,000
Total	242,000	2,887,000

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Appendix 4 - Growth Items

Ref	Division	Project Name	Description	Revenue		Capital
				2024/25		2024/25
				£		£
SUPPORTED GROWTH						
1	Planning	Joint Core Strategy	Contribution for the strategic elements of the Strategic and Local Plan in partnership with Gloucester City Council and Tewksbury Borough Council. Further assessment is underway to scope the local elements	123,000		-
2	Wellbeing & Partnerships	Leisure and cultural service strategy and procurement.	Preparation for the re-procurement of The Cheltenham Trust contract.	35,000		-
3	Bereavement Services	Core System Upgrade	To develop a digital platform to replace the current records system used by Bereavement Services	-		55,000
				158,000		55,000

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Appendix 5 - Reserves Statement 2023/24 & 2024/25

		2023/24	2023/24	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25				
		1st April	Movement	Movement	2023/24	31st March	Movement	Movement	31st March				
		2023	Revenue	Capital	Revised Budget Changes	2024	Revenue	Capital	2025				
		£	£	£		£	£	£					
EARMARKED RESERVES													
Other													
RES002	Pension & Restructuring Reserve				To fund future reorganisational changes	(156,133)	(100,000)		187,720	(68,413)	(100,000)		(168,413)
RES008	House Survey Reserve				To fund cyclical housing stock condition surveys	(5,616)				(5,616)			(5,616)
RES009	Twinning Reserve				Twinning towns civic visits to Cheltenham	(8,366)				(8,366)			(8,366)
RES010	Flood Alleviation Reserve				To fund future flood resilience work, delegated to the Flood working group for allocation	(235,959)				(235,959)			(235,959)
RES016	Joint Core Strategy Reserve				To fund Joint Core Strategy	(164,780)			123,000	(41,780)			(41,780)
RES020	Ubico Reserve				To fund environmental services provided by Ubico	(54,000)				(54,000)			(54,000)
RES022	Homelessness Reserve				To cover future homelessness prevention costs	(41,100)				(41,100)			(41,100)
RES023	Transport Green Initiatives Reserve				To fund Transport Green Initiative Schemes	(33,825)				(33,825)			(33,825)
RES024	New Initiatives reserve				To fund the transformation programme	(208,269)	93,675		(21,820)	(136,414)	71,855		(64,559)
RES025	Budget Strategy (Support) Reserve				To support budget strategy	(171,209)	161,757			(9,452)			(9,452)
RES026	Social Housing Marketing Assessment (SHMA) Reserve				To fund Social Housing Marketing Assessment work	(44,034)	(2,500)			(46,534)	(2,500)		(49,034)
RES028	Green Economic Recovery and Investment Funding Reserve				To fund Green Economic Recovery and Investment	(137,092)				(137,092)			(137,092)
RES030	Major Developments Reserve				To fund major Developments	(200,000)			200,000	0			0
						(1,460,383)				(818,551)			(849,196)
Repairs & Renewals Reserves													
RES201	Commuted Maintenance Reserve				Developer contributions to fund maintenance	(36,519)	12,172			(24,347)	12,172		(12,175)
RES204	I.T. Repairs & Renewals Reserve				Replacement fund	(217,200)	(50,000)			(267,200)	(50,000)		(317,200)
RES205	Property Repairs & Renewals Reserve				20 year maintenance fund	(402,000)	102,000		30,000	(270,000)	102,000		(168,000)
RES206	Delta Place Reserve				maintenance fund	(350,226)	(50,000)		176,000	(224,226)	(50,000)		(274,226)
RES207	Ellenborough House Dilapidations Reserve				maintenance fund	0	(30,000)			(30,000)			(30,000)
						(1,005,945)				(815,773)			(801,601)
Equalisation Reserves													
RES029	Council Tax Appeals Equalisation Reserve				To fund fluctuations in overpayment of court costs	(53,926)				(53,926)			(53,926)
RES101	Rent Allowances Equalisation				Cushion impact of fluctuating activity levels	(100,000)				(100,000)			(100,000)
RES102	Planning Appeals Equalisation				Funding for one off appeals cost in excess of revenue budget	(76,612)				(76,612)			(76,612)
RES105	Local Plan Equalisation				Fund cyclical cost of local plan inquiry	(9,795)				(9,795)			(9,795)
RES106	Elections Equalisation				Fund cyclical cost of local elections	(66,887)	(62,100)			(128,987)	55,000		(73,987)
RES107	Car Parking Equalisation				To fund fluctuations in income from closure of car parks	(150,000)				(150,000)			(150,000)
RES108	Business Rates Retention Equalisation				To fund fluctuations in income from retained business rates	(23,820)	(250,000)		(108,609)	(382,429)			(382,429)
RES109	Cemetery income Equalisation reserve				Additional Crematoria income to 2nd chapel build scheme	(75,000)				(75,000)			(75,000)
RES110	HMO Licenses Equalisation				To fund fluctuations in income from HMO Licenses	(29,334)	29,334			0			0
						(585,374)				(976,749)			(921,749)
Reserves for commitments													
RES301	Carry Forwards Reserve				Approved budget carry forwards	(931,147)	931,147			0			0
CAPITAL													
RES402	Capital Reserve - GF				To fund General Fund capital expenditure	(79,115)	(200,000)			(279,115)	(200,000)		(479,115)
						(4,061,965)				(2,890,189)			(3,051,662)
GENERAL FUND BALANCE													
B8000 - B8240	General Balance - RR				General balances	(1,401,623)	(152,258)		701,666	(852,215)	(201,125)		(1,053,340)
						(1,401,623)				(852,215)			(1,053,340)
TOTAL GENERAL FUND RESERVES AND BALANCES						(5,463,588)	433,227	0	1,287,957	(3,742,404)	(362,598)	0	(4,105,002)

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Appendix 6 - The Capital Programme

Code	Funded	Directorate / Scheme	Scheme Description	For the Final Budget Proposal					
				Approved Budget 2023/24	Actual Spend 2023/24	Forecast Outturn 2023/24	Forecast Budget 2024/25	Forecast Budget 2025/26	Forecast Budget 2026/27
				£	£	£	£	£	£
FINANCE & ASSETS									
CAP516	PB	Gloucestershire Airport Limited	Runway repairs	1,839,571	133,702	416,347	1,423,224	-	-
CAP515	PB	Minster Innovation Exchange	20,000 sq ft purpose-built commercial space adjacent to the Minster	2,262,897	1,499,808	1,981,189	-	-	-
CAP522	GF Cap receipts	Electric Vehicle Charging Points	Infrastructure to support the delivery of EV charging points	75,000	-	-	-	-	-
CAP524	PB	Green Investment Fund - Upgrade of the Building Management System	Installation of a new building management system to reduce energy usage across the main buildings in our portfolio.	143,513	116,259	143,513	-	-	-
CAP513	GF Capital Receipts	Smart Working project	Municipal Offices ground and first floor refurbishment	100,000	101,309	101,309	-	-	-
CAP518	GF Cap receipts	Sandford Park toilets	Provide for new public toilet provision at Sandford Park	150,000	-	-	-	-	-
CAP521	Revenue Reserves	Montpellier Toilets	To improve public toilet provision in the town.	426,950	16,409	426,950	-	-	-
CAP109	Partner funding	Pittville Steps	The restoration of the Pittville Pump Room steps which is to be funded by external resources and project managed by CBC.	60,125	54,657	55,536	4,589	-	-
CAP026	GF Cap receipts	IT Infrastructure	5 year ICT infrastructure strategy	332,348	24,573	75,000	175,000	175,000	175,000
CAP507	Capital Grant contribution	Changing Places	Two changing room accessible toilets in the town centre	42,185	-	-	-	-	-
CAP227	PB	Housing Delivery	Enabling the delivery of Private Rented Sector (PRS) Housing through Cheltenham Borough Homes	4,500,000	-	-	4,500,000	4,500,000	-
CAP228	Partner funding	Housing Enabling	Expenditure in support of enabling the provision of new affordable housing in partnership with registered Social Landlords and the Homes and Communities Agency (HCA)	252,746	-	-	-	-	-
CAP606	GF Cap receipts	Crematorium Scheme - existing chapel	Redevelopment of existing chapel	275,313	13,520	25,000	250,313	-	-
CAP517	Partner funding	Imperial Gardens Railing Restoration	The restoration of the Imperial Gardens Railing to be funded by external resources and project managed by CBC. £100k	-	7,000	7,000	-	-	-
	Capital Grant/Receipts	Leisure @ EVO Project	To upgrade the AHU and Heating system to air and ground source heat pumps in line with the SALIX funding bid.	-	-	-	347,502	-	-
	Capital Receipts	Digital Platform for the Cem & Crem	To develop a digital platform to replace the current records system used by Bereavement Services				55,000		
				10,460,648	1,967,237	3,231,844	6,755,628	4,675,000	175,000
PLACES & COMMUNITIES									
CAP030	GF Cap receipts	Carbon Neutral agenda	Seed funding to deliver the actions needed, as outlined in the report to Full Council in October 2019, to facilitate the Council's ambition to become carbon neutral by 2030.	145,388	15,783	145,388	-	-	-
CAP032	Capital Grant contribution	Public Sector Decarbonisation Scheme	Installation of the sub-meters in line with the SALIX grant application	-	1,443	1,443	-	-	-
CAP010	Revenue Reserves	Digital Platform	Implementation and roll out of the new digital platform across the Council	54,000	-	54,000	-	-	-
CAP135	GF Cap receipts	Commercialisation opportunities within the Cheltenham Trust	Invest a sum of £1m to pump prime the commercial opportunities identified by The Cheltenham Trust (including investment which both sustains and grows income at the Town Hall);	400,000	-	50,000	350,000	-	-
CAP306	GF Cap receipts	In Cab Technology	The introduction of an In-Cab system would reduce the mileage required to be completed by Ubico, because it would guide the crew around their collection route and would largely eliminate mistakes.	88,046	61	88,046	-	-	-
CAP607	Partner funding	The Burrows Improvement Project	Forward funding for the Leckhampton playing field works.	49,958	39,458	49,958	-	-	-
CAP204	GF Cap receipts	Public Realm Investment - Grosvenor Street Car Park	Improving linkages to the High Street, signage and decoration.	115,500	-	-	-	-	-
CAP201	GF Cap receipts	CCTV	Additional CCTV in order to improve shopping areas and reduce fear of crime	121,980	-	50,000	226,281	-	-
CAP205/6/7	GF Cap receipts	Public Realm Improvements - High Street Phase 2	Public Realm in the Strand / Cambray	358,951	28,941	358,951	-	-	-
CAP221	Better Care Fund	Disabled Facilities Grants	Mandatory Grant for the provision of building work, equipment or modifying a dwelling to restore or enable independent living, privacy, confidence and dignity for individuals and their families.	513,708	350,891	513,708	500,000	500,000	500,000
CAP223	Partner funding	H&S, vacant property & renovation grants	Assistance available under the council's Housing Renewal Policy	201,808	27,522	133,763	68,045	-	-
CAP224	Better Care Fund	Warm & Well	A Gloucestershire-wide project to promote home energy efficiency, particularly targeted at those with health problems	21,800	-	21,800	18,400	18,400	18,400
CAP101	Section 106 Funding	Clyde Scooter Skate Park	Developer Contributions	17,780	-	17,780	-	-	-
CAP034	Capital Grant contribution	UK Shared Prosperity Funding - Capital Projects	Delivery of the capital projects in line with the UKSPF funding bid	79,494	20,240	79,494	300,000	-	-
CAP102	GF Cap receipts	Play Area Enhancement	We are tendering one large playground improvement contract. Both will be committed this year, but paid for in next financial year.	80,000	-	80,000	80,000	80,000	80,000
CAP609	Partner funding	The Burrows Improvement - phase two	Contribution to the works required to build the storage room for Leckhampton Rovers	19,960	19,960	19,960	6,563	-	-
CAP608	GF Cap receipts	Naunton Park Improvements	Contribution to pathways and drainage work	18,903	18,903	18,903	6,982	-	-
CAP501	GF Cap receipts	Allotments	Allotment Enhancements - new toilets, path surfacing, fencing, signage, and other improvements to infra-structure.	157,750	3,142	20,000	137,750	-	-
CAP133	GF Cap receipts	Replacement Parks & Gardens Vehicles	Replacement vehicles for parks and gardens	40,800	52,186	52,186	-	-	-
CAP301	GF Cap receipts	Vehicles and recycling equipment and receptacles	Replacement vehicles and recycling equipment	2,435,057	1,296,737	1,325,000	3,827,400	3,272,000	455,200
CAP3**	GF Cap receipts	Replacement of Car Parking & Neighbourhood Team Vehicles	Replacement of Car Parking & Neighbourhood Team Vehicles	-	-	-	50,000	-	-
CAP110	Capital Grant contribution	Replacement of Lifeline Equipment	To upgrade the existing lifeline equipment as part of the digital switchover	280,370	-	-	-	-	-
				5,201,253	1,875,267	3,080,380	5,571,421	3,870,400	1,053,600
TOTAL CAPITAL PROGRAMME				15,661,901	3,842,504	6,312,224	12,327,049	8,545,400	1,228,600

Funded by:						
General Fund Capital Receipts	4,895,036	1,555,155	2,389,783	5,158,726	3,527,000	710,200
Capital Reserve	-	-	-	-	-	-
RCCO (funded from reserves)	480,950	16,409	480,950	-	-	-
Prudential Borrowing	8,745,981	1,749,769	2,541,049	5,923,224	4,500,000	-
Partner Funding	584,597	148,597	266,217	79,197	-	-
Capital Grant or Contribution	402,049	21,683	80,937	647,502	-	-
Better Care Fund	535,508	350,891	535,508	518,400	518,400	518,400
s106 Funding	17,780	-	17,780	-	-	-
Other Revenue Reserves	-	-	-	-	-	-
Total	15,661,901	3,842,504	6,312,224	12,327,049	8,545,400	1,228,600

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Appendix 7 - Proposed Planned Maintenance Programme 2024- 2025

Priority Grading

Priority 1: Critical work that will prevent immediate closure of premises, and/or address an immediate high risk to health & safety of occupants, and/or remedy a serious breach of legislation

Priority 2: Essential work required within two years that will prevent deterioration of fabric or services, and/or to the health & safety of occupants, and/or remedy a lesser breach of legislation

Priority 3: Desirable work required within two years that will prevent deterioration of fabric or services, and/or to the health & safety of occupants, and/or remedy a lesser breach of legislation

Order of Estimated Cost		2024 - 2025
		Priority
Property Name	Description	1
All Properties (H&S)	Compliance/ H&S remedial work (including Fire, Legionella & Asbestos remedials)	40,450
All Properties (H&S)	Top up for reactive	130,000
Bridges	Bridge inspection reports and remedials	5,000
Benhall bridge	Essential repair works following survey report	5,000
Swindon Road Bridge	Birdproofing works and repairs	15,000
Rec Centre	Investigate water ingress issues to swimming pool drainage channels	20,000
Rec Centre	Replacement heat pumps (rolling programme)	20,000
Rec Centre	Cathodic protection design works	20,000
Rec Centre	Installation of wetside plant room channel drain to overcome flooding	5,000
Central Depot	Ongoing repairs to service road	10,000
Central Depot	Ongoing roof repairs to various buildings	10,000
Central Depot	Works to trees/ drainage system	10,000
Beeches Pavillion	Waterproofing works	5,000
Ron Smiths Pavillion	Application of anti-climb paint to roof	5,000
Municipal offices	External fabric survey to ensure safety of stonework	10,000
Municipal offices	Heating controls and associated pipework upgrade	35,000
Art Gallery and Museum	Stonework remedial works	10,000
Art Gallery and Museum	Replacement extractor fan to Kitchen	5,000
St Mary's Mission	Lower flat Roof Replacement	10,000
Town Hall	Stonework remedial works	10,000
Town Hall	Replacement paving slabs to East elevation	15,000
Town Hall	Abrastive scrub to hall floor	5,000
Town Hall	Replacement wheels to stage extensions	5,000
Pump Rooms	Repairs arising from stonework surveys	10,000
Pump Rooms	Internal plasterwork repairs arising from survey	10,000
Pump Rooms	Dome repairs including redecoration	10,000
Pump Rooms	Replacement of rear skylights	5,000
St Mary's Minster	Churchyard wall repairs	15,000
Whish Fountain Aedicule	Stonework repairs and cleaning	7,000
Old Chapels	Remedial works arising from stonework surveys (cloisters, lead bays)	20,000
Cemetery Gardens	Ongoing resurfacing/ pothole repairs to roads and footpaths inc line marking	25,000
Cemetery Gardens	Phase 4 water main renewal	10,000
Cemetery Gardens	Stonework repairs to ornamental bridges	5,000
Cemetery Office	Renew windows and blinds	15,000
Charlton Kings Cemetery	Lych Gate refurbishment	5,000
Town Centre East Car Park	Deep clean to decks	6,000
Town Centre East Car Park	Remedial works following vandalism	10,000
Town Centre East Car Park	Renew direction line markings	2,500
Chelt Walk Car Park	Resurface uneven gravel areas	5,000
Chelt Walk Car Park	Line marking	3,000
Springbank Car Park	Line Marking	2,500
Bath Terrace Car Park	Line Marking	2,500
Royal Well Car Park	Renew perimeter fencing	10,000
Imperial Gardens Toilets	Redecoration and renewal of sanitary fittings	5,000
Honeybourne Line	Structural surveys and ongoing repairs to walls	10,000
Sub Totals:		598,950

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Reference	Description		23/24 Charges £	24/25 Charges £	VAT Code
1	Allotment provision <i>Prices increase in Jan each year, with one year's notice</i>				
1.001	Small Plot		£38.36	£42.20	NB
1.002	Medium Plot		£63.53	£69.89	NB
1.003	Large Plot		£89.90	£98.90	NB
1.004	Extra Large - 350-399m2		£103.10	£113.42	NB
1.005	Extra Large - 400-449m2		£115.08	£126.60	NB
1.006	Extra Large - 450-499m2		£128.27	£141.11	NB
	Senior Citizen concessions (over 60's):				
1.007	Small Plot		£31.17	£33.76	NB
1.008	Medium Plot		£51.54	£55.91	NB
1.009	Large Plot		£70.73	£79.12	NB
1.010	Extra Large - 350-399m2		£82.71	£90.73	NB
1.011	Extra Large - 400-449m2		£92.30	£101.28	NB
1.012	Extra Large - 450-499m2		£103.10	£112.89	NB
1.013	Extra charge for Council shed		£10.86	£11.94	NB
1.014	Admin fee (new tenant)		£15.00	£20.00	NB
1.015	Deposit for key - sites with Yale type key		£5.00	£7.50	NB
1.016	Deposit for key - sites with Garrison security key		£10.00	£20.00	NB
2	Building Control Fees (including VAT)				
	Building Control Charges				
	In accordance with Building (Local Authority Charges) Regulation 1998				
	TABLE 1 New Dwellings	No. of houses being built			
	(Total internal floor area of each dwelling must be less than 300m ²)	1			
2.001	Projects larger than six properties calculated on an individual basis. Houses over 300m ² total floor area calculated on an individual basis.		£792.00	£831.60	STD
	TABLE 2 Domestic and Commercial Extensions				
	Description of work				
2.002	The erection or extension of a DETACHED garage or carport, or both, not exceeding 60m ² in total		£390.00	£409.50	STD
2.003	Total or part conversion of attached or integral garage to provide additional habitable accommodation		£390.00	£409.50	STD
2.004	Any extension and loft conversion with a floor area which does not exceed 20m ²		£594.00	£623.70	STD
2.005	Any extension and loft conversion with a floor area which exceeds 20m ² but does not exceed 60m ²		£792.00	£831.60	STD
2.006	Any extension and loft conversion with a floor area which exceeds 60m ² but does not exceed 100m ²		£964.00	£1,012.20	STD
	TABLE 3 Conversions and Alterations				
2.007		Under 1,000	£218.00	£228.90	STD
2.008	(i.e. those not specifically covered by Table 1 & 2)	1,001 to 5,000	£297.00	£311.85	STD
2.009		5,001 to 10,000	£390.00	£409.50	STD
2.010		10,001 to 20,000	£528.00	£554.40	STD
2.011		20,001 to 30,000	£746.00	£783.30	STD
2.012		30,001 to 40,000	£911.00	£956.55	STD
2.013		40,001 to 50,000	£1,056.00	£1,108.80	STD
2.014		50,001 to 60,000	£1,300.00	£1,365.00	STD
2.015		60,001 to 70,000	£1,393.00	£1,462.65	STD
2.016		70,001 to 80,000	£1,545.00	£1,622.25	STD
	Projects over £80,001 to be agreed on an individual basis				
2.017	Up to 8 new windows installed by a non FENSA installer		£113.00	£118.65	STD
2.018	Over 8 new windows installed by a non FENSA installer				
2.019	BSR Building Control Hourly Rate		£89.00	£93.45	STD
3	Built Environment				
	Planning Services Fee (i.e history searches etc)				
3.001	Plans over A3	Per page	£6.00	£6.50	STD
3.002	CON29R Standard Enquiries		£127.80	£136.50	STD

3.003	CON29R Additional parcel of Land		£18.00	£19.50	STD
3.004	CON 29O (Part II Optional enquiries) per question 4-21		£10.50	£11.50	STD
3.005	CON 29O (Part II Optional enquiries) per question 22		£36.50	£39.00	STD
3.006	Non-Standard enquiries		£30.00	£32.00	STD
3.007	Admin fee for part CON29 & CON29O		£12.50	£13.50	STD
3.008	House Naming		£50.00	£53.50	NB
3.009	Change Property Name	Existing postal Address	£50.00	£53.50	NB
3.010	Allocating a name or number	Existing postal Address	£50.00	£53.50	NB
3.011	Change of Commercial Address	Existing postal Address	£50.00	£53.50	NB
3.012	Merging of multiple plots to one address	Existing postal Address	£50.00	£53.50	NB
3.013	Providing a letter / schedule of certification of a single address	Address Confirmation	£25.00	£27.00	NB
3.014	Issuing of a single address confirmation	Address Confirmation	£35.00	£37.50	NB
3.015	Number of new plots on an existing street	New Developments not involvng new street naming	50.00 per plot	53.50 PER PLOT	NB
3.016	Numbering of block of flats on an existing street - up to 10 plots	New Developments not involvng new street naming	50.00 per plot	53.50 PER PLOT	NB
3.017	Numbering of block of flats on an existing strett - 11+ plots	New Developments not involvng new street naming	£600.00	£640.00	NB
3.018	Naming and numbering of new properties including commercial building (1-5)	Developments requiring new street naming and numbering	50.00 per plot	53.50 PER PLOT	NB
3.019	Naming and numbering of new properties including commercial building (6-15)	Developments requiring new street naming and numbering	£400.00	£427.00	NB
3.020	Naming and numbering of new properties including commercial building (16-25)	Developments requiring new street naming and numbering	£600.00	£640.00	NB
3.021	Naming and numbering of new properties including commercial building (26-75)	Developments requiring new street naming and numbering	£800.00	£855.00	NB
3.022	Naming and numbering of new properties including commercial building (76-150)	Developments requiring new street naming and numbering	£1,000.00	£1,068.00	NB
3.023	Naming and numbering of new properties including commercial building (151-250)	Developments requiring new street naming and numbering	£1,250.00	£1,335.00	NB
3.024	Naming and numbering of new properties including commercial building (251-350)	Developments requiring new street naming and numbering	£1,500.00	£1,602.00	NB
3.025	Naming and numbering of new properties including commercial building (351-500)	Developments requiring new street naming and numbering	£1,750.00	£1,869.00	NB
3.026	Naming and numbering of new properties including commercial building (501+)	Developments requiring new street naming and numbering	£2,000.00	£2,136.00	NB
3.027	New Street name required (1)	Developments requiring new street naming and numbering	£100.00	£107.00	NB
3.028	New Street name required (2-5)	Developments requiring new street naming and numbering	£200.00	£214.00	NB
3.029	New Street name required (6-10)	Developments requiring new street naming and numbering	£400.00	£427.00	NB
3.030	New Street name required (11+)	Developments requiring new street naming and numbering	£500.00	£534.00	NB
3.031	Charge for developer amending plans after naming and numbering has commenced		£200.00	£214.00	NB
3.032	Failure to register a correct address vvia strett naming and numbering may result in the need for retropective application		Fee charge will be based on 120% of original application fee charge		NB
3.033	Enforcement action may be taken for the ise of an incorrect or unregistered address		Where enforcement action is required when an owner / occupier fails to comply, expenses may be recovered through the Magistrates Court		NB
3.034	Change of existing street name at residents' request		£300.00	£320.00	NB
3.035	Additional charge per property/unit		£35.00	£37.50	NB
4	Bus Station Departures (Royal Well)				
4.001	Bus departures, price per departure (local)		£0.90	£0.90	STD
4.002	Bus departures, price per departure (visitors)		£1.65	£1.65	STD
5	Car Parking Fines - Off Street				
	Penalty Charge Notices - Off Street				
5.001	Higher Band (e.g. parking in disabled bay (without badge)	Paid within 14 days	£35.00		

5.002	Higher Band	Paid after 14 days	£70.00	£35.00	NB
5.003	Lower Band (e.g. overstays, failure to pay the parking charge or display a valid ticket)	Paid within 14 days	£25.00	£70.00	NB
5.004	Lower Band	Paid after 14 days	£50.00	£25.00	NB
6 Car Parking - Off Street (inclusive of VAT)					
6.001	Bath Parade	Up to 1 hr	£2.00	£2.00	STD
6.002		Up to 2 hrs	£3.40	£3.40	STD
6.003		Up to 3 hrs	£5.00	£5.00	STD
6.004		Up to 4 hrs	£6.50	£6.50	STD
6.005		Up to 6 hrs	£11.00	£11.00	STD
6.006		Over 6 hrs	£13.00	£13.00	STD
6.007	St George's Road	Up to 1 hr	£2.00	£2.00	STD
6.008		Up to 2 hrs	£3.40	£3.40	STD
6.008		Up to 3 hrs	£5.00	£5.00	STD
6.009		Up to 4 hrs	£6.50	£6.50	STD
6.009		Up to 6 hrs	£11.00	£11.00	STD
6.010		Over 6 hrs	£13.00	£13.00	STD
6.011	St James Street	Up to 1 hr	£2.00	£2.00	STD
6.012		Up to 2 hrs	£3.40	£3.40	STD
6.013		Up to 3 hrs	£5.00	£5.00	STD
6.014		Up to 4 hrs	£6.50	£6.50	STD
6.015		Up to 6 hrs	£11.00	£11.00	STD
6.016		Over 6 hrs	£13.00	£13.00	STD
6.017	Royal Well				
6.018		Up to 1 hr	£2.00	£2.00	STD
6.019		Up to 2 hrs	£3.40	£3.40	STD
6.020		Up to 3 hrs	£5.00	£5.00	STD
6.021		Up to 4 hrs	£6.50	£6.50	STD
6.022	Chelt Walk	Up to 1 hr	£2.00	£2.00	STD
6.023		Up to 2 hrs	£3.40	£3.40	STD
6.024		Up to 3 hrs	£5.00	£5.00	STD
6.025		Up to 4 hrs	£6.50	£6.50	STD
6.026		Over 4 hrs	£11.00	£11.00	STD
6.027	High Street	Up to 2 hrs	£3.40	£3.40	STD
6.028		Up to 3 hrs	£4.30	£4.30	STD
6.029		Up to 4 hrs	£6.50	£6.50	STD
6.030		Over 4 hrs	£11.00	£11.00	STD
6.031	Sherborne Place	Up to 1 hr	£2.00	£2.00	STD
6.032		Up to 2 hrs	£3.20	£3.20	STD
6.033		Up to 3 hrs	£4.30	£4.30	STD
6.034		Up to 4 hrs	£6.50	£6.50	STD
6.035		Over 4 hrs	£11.00	£11.00	STD
6.036	Bath Terrace	Up to 1 hr	£1.20	£1.20	STD
6.037		Up to 2 hrs	£1.70	£1.70	STD
6.038		Up to 3 hrs	£2.30	£2.30	STD
6.039		Over 3 hrs	£6.00	£6.00	STD
6.040	Commercial Street	Up to 1 hr	£1.20	£1.20	STD
6.041		Up to 2 hrs	£1.70	£1.70	STD
6.042		Up to 3 hrs	£2.30	£2.30	STD
6.043		Over 3 hrs	£6.00	£6.00	STD
6.044	Coronation Square	Up to 1 hr	£0.30	£0.30	STD

6.045	Local businesses only	Up to 2 hrs	£0.50	£0.50	STD
6.046		Up to 4 hrs	£1.00	£1.00	STD
6.047		Over 4hrs	£2.00	£2.00	STD
6.048	Town Centre East (formerly known as Grosvenor Terrace)	Up to 1 hr	£1.50	£1.50	STD
6.049		Up to 2 hrs	£2.90	£2.90	STD
6.050		Up to 3 hrs	£3.90	£3.90	STD
6.051		Up to 4 hrs	£4.50	£4.50	STD
6.052		Over 6 hrs	£8.00	£8.00	STD
6.053	Phoenix Passage (West End)	Up to 1 hr	£1.40	£1.40	STD
6.054		Up to 2 hrs	£2.70	£2.70	STD
6.055		Up to 3 hrs	£3.90	£3.90	STD
6.056		Up to 4 hrs	£6.00	£6.00	STD
6.057		Up to 6 hrs	£9.00	£9.00	STD
6.058		Over 6 hrs	£13.00	£13.00	STD
6.059	Regent Arcade	after 5.30pm	£3.00	£3.00	STD
6.060		Up to 1 hr	£2.00	£2.00	STD
6.061		Up to 2 hrs	£3.40	£3.40	STD
6.062		Up to 3 hrs	£5.00	£5.00	STD
6.063		Up to 4 hrs	£6.50	£6.50	STD
6.064		Up to 6 hrs	£11.00	£11.00	STD
6.065		Up to 8 hrs	£15.00	£15.00	STD
6.066		Over 8 hrs	£16.00	£16.00	STD
6.067		Lost ticket	£15.00	£15.00	STD
6.068	Rodney Road	Up to 1 hr	£2.00	£2.00	STD
6.069		Up to 2 hrs	£3.40	£3.40	STD
6.070		Up to 3 hrs	£5.00	£5.00	STD
6.071		Up to 4 hrs	£6.50	£6.50	STD
6.072		Up to 6 hrs	£11.00	£11.00	STD
6.073		Over 6 hrs	£13.00	£13.00	STD
6.074	Pittville Pump Room	Up to 1 hr	£1.00	£1.00	STD
6.075		Up to 2 hrs	£1.50	£1.50	STD
6.076		Up to 3hrs	£2.00	£2.00	STD
6.077		Up to 4hrs	£2.00	£2.00	STD
6.078		Over 3 hrs	£5.50	£5.50	STD
6.079	St Georges Road	Up to 1 hr	£2.00	£2.00	STD
6.080		Up to 2 hrs	£3.40	£3.40	STD
6.081		Up to 3 hrs	£5.00	£5.00	STD
6.082		Up to 4 hrs	£6.50	£6.50	STD
6.083		Up to 6 hrs	£11.00	£11.00	STD
6.084		Over 6 hrs	£13.00	£13.00	STD
7	Car Parking - Off Street permits (inclusive of VAT)				
7.001	TCE permit Cheltenham Borough Homes / Cheltenham BID		£55 per month or £645 per annum	£55 per month or £645 per annum	STD
7.002	St Johns Primary School annual permit (pick-up set-down St James Street car park)		£14.20	£14.20	STD
8	Cemetery				
8.001	FEE for USE of CHAPEL for BURIAL at CHELTENHAM CEMETERY		£231.00	£258.00	EX
8.002	Use of Chapel for burial Sunrise Service only		£121.00	£135.00	EX
8.003	Over running allotted service time - Up to 10 minutes		£104.00	£116.00	EX
8.004	Over running allotted service time - Over 10 minutes		£250.00	£279.00	EX
8.005	Late or non cancellation of a booking less than 5 working days' notice			£116.00	EX
	Obitus (New Revised Service Offer)				

8.006	Halo Photo (Single Image)	£0.00	£0.00	STD
8.007	Basic Slideshow	£45.00	£45.00	STD
8.008	Music Slideshow	£70.00	£70.00	STD
8.009	Themed Tribute	£95.00	£95.00	STD
8.010	Extra Single Photo	£12.00	£12.00	STD
8.011	Family Supplied Video/Tribute	£25.00	£25.00	STD
8.012	Bespoke Tribute	£400.00	£400.00	STD
8.013	Extra Work Charge	£21.00	£21.00	STD
8.014	Extra Photo Charge	£21.00	£21.00	STD
8.015	Tribute Download	£10.00	£10.00	STD
8.016	Live & On Demand (Stream Live & Watch On Demand for 28 Days + Option to Download)	£49.00	£49.00	STD
8.017	Live Only	£33.00	£33.00	STD
8.018	DVD/USB/Blu-Ray/Audio CD Keepsake	£55.00	£55.00	STD
8.019	Video Book Keepsake	£95.00	£95.00	STD
8.020	Memory Box Keepsake	£130.00	£130.00	STD
8.021	Second Copies	£28.00	£28.00	STD

**Change in Products and services so new fees and charges have been created (Above)*

BURIAL FEES (Not liable to VAT)

NEW PURCHASE (Lawn Garden) GRAVES				
8.022	Exclusive Right of Burial 75 years	£1,342.00	£1,745.00	NB
8.023	Exclusive Right of Burial 100 years	£1,769.90	£2,301.00	NB
NEW PURCHASE (Traditional) Graves				
8.024	Exclusive Right of Burial 75 years	£1,677.50	£2,181.00	NB
8.025	Exclusive Right of Burial 100 years	£2,213.20	£2,877.00	NB
NEW PURCHASE (Heritage) Grave				
8.026	Exclusive Right of Burial 100 years		£1,500.00	NB
NEW PURCHASE CREMATION GRAVES				
8.028	Exclusive Right of Burial 75 years	£852.50	£1,108.00	NB
8.029	Exclusive Right of Burial 100 years	£1,126.40	£1,464.00	NB
CHILD'S GRAVE (not available at Charlton Kings Cemetery)				
8.030	Exclusive Right of Burial 75 years	£495.00	£644.00	NB
8.031	Exclusive Right of Burial 100 years	£654.50	£851.00	NB
8.032	Cornish Hearts Foetal Grave K7A		£644.00	NB

INTERMENT FEES

FEES to OPEN EXISTING PLOT (Interment Fee)				
8.033	Open for single interment	£872.30	£973.00	NB
8.034	Open for double interment	£1,092.30	£1,218.00	NB
8.035	Open for ashes	£226.60	£253.00	NB
8.036	Two sets of cremated remains interred at same time - with or without appointment	£275.00	£306.00	NB
8.037	For a single set of cremated remains placed within the coffin of a full burial	£40.70	£45.00	NB
8.038	Coffin surcharge	£319.00	£356.00	NB
8.039	Immediate witnessed backfill surcharge	£319.00	£356.00	NB
PRE-PURCHASE of (Lawn Garden) FULL GRAVES				
8.040	Exclusive Right of Burial 75 years	£1,552.10	£2,018.00	NB
8.041	Exclusive Right of Burial 100 years	£1,981.10	£2,575.00	NB
PRE-PURCHASE of (Traditional) FULL GRAVES				
8.042	Exclusive Right of Burial 75 years	£1,956.90	£2,544.00	NB
8.043	Exclusive Right of Burial 100 years	£2,492.60	£3,240.00	NB

8.044	PRE-PURCHASE of (Heritage) Grave Exclusive Right of Burial 100 years		£2,000.00	NB
8.045	PRE-PURCHASE of ASHES GRAVES Exclusive Right of Burial 75 years	£1,004.30	£1,306.00	NB
8.046	Exclusive Right of Burial 100 years	£1,277.10	£1,660.00	NB
8.047	Renew or extend Exclusive Right of Burial 25 years (Adult Grave)	£484.00	£629.00	NB
8.048	Renew or extend Exclusive Right of Burial 25 years (Childs grave)	£165.00	£215.00	NB
8.049	Renew or extend Exclusive Right of Burial 25 years Cremated Remains Grave	£283.80	£369.00	NB
<i>*Removal of 50 years - Min term is now 75 years</i>				
MONUMENTS, HEADSTONES, VASES and TABLETS (Not liable to VAT)				
8.050	For the Right to Erect or place on a Grave or Vault in respect of which an Exclusive Right of Burial has been granted.			
8.051	New memorial on an adult grave	£317.00	£353.00	EX
8.052	Additional memorial on an adult grave	£176.00	£196.00	EX
8.053	New memorial on a child's grave		£146.00	EX
8.054	Ashes grave memorial	£131.00	£146.00	EX
8.055	Additional Inscriptions or replacement of memorial	£131.00	£146.00	EX
9	Contaminated Land Fees (inclusive of VAT)			
9.001	Contaminated land and pollution searches - standard service - response within 20 working days	£167 Standard Service (response within 20 working days)	£178.36 Standard Service (response within 20 working days)	STD
9.002	Contaminated land and pollution searches - expedited service - response within 10 working days	£250 Expedited Service (response within 10 working days)	£267 Expedited Service (response within 10 working days)	STD
10	Council Tax/NNDR			
Legal Fees				
10.001	Costs charged for summonses to court for non-payment of Council Tax	£55.00	£60.00	NB
10.002	Costs charged for summonses to court for non-payment of NNDR	£75.00	£85.00	NB
11	Cremations			
11.001	ADULT SERVICE - CLASSIC 35 minutes service	£1,017.50	£1,145.00	EX
11.002	Medical Referee Fee	£25.00	£25.00	EX
11.003	ADULT CREMATION - Direct Cremation	£400.00	£400.00	EX
11.004	ADULT CREMATION SUNRISE 15 minutes service	£660.00	£693.00	EX
11.005	ADULT CREMATION ~ DirectPlus (Direct cremation + overnight storage of coffin)	£440.00	£440.00	EX
11.006	Cremate Body Parts	£49.50	£55.00	EX
11.007	USE of ORGAN (no longer included in cremation fee)	£27.50	£36.00	EX
BOOK of REMEMBRANCE				
11.008	2 Line Entry	£71.50	£82.00	STD
11.009	3 Line Entry	£94.60	£109.00	STD
11.010	4 Line Entry	£116.60	£135.00	STD
11.011	5 Line Entry	£137.50	£158.00	STD
11.012	6 Line Entry	£160.60	£185.00	STD
11.013	7 Line Entry	£182.60	£210.00	STD
11.014	8 Line Entry	£205.70	£237.00	STD
11.015	Crest, Badge or Floral Emblem - with 5 Line Entry	£239.80	£276.00	STD
11.016	Crest, Badge or Floral Emblem with 8 Line Entry	£306.90	£353.00	STD
11.017	Full Heraldic Device with 8 Line Entry	£342.10	£393.00	STD
REMEMBRANCE CARDS with COPY of INSCRIPTION (inclusive of VAT) (Only in conjunction with an Entry in the Book of Remembrance)				

11.018	2 Line Entry	£56.10	£65.00	STD
11.019	3 Line Entry	£78.10	£90.00	STD
11.020	4 Line Entry	£101.20	£116.00	STD
11.021	5 Line Entry	£123.20	£142.00	STD
11.022	6 Line Entry	£145.20	£167.00	STD
11.023	7 Line Entry	£168.30	£194.00	STD
11.024	8 Line Entry	£189.20	£218.00	STD
11.025	Crest, Badge or Floral Emblem with 5 Line Entry	£181.50	£209.00	STD
11.026	Crest, Badge or Floral Emblem with 8 Line Entry	£248.60	£286.00	STD
11.027	Full Heraldic Device with 8 Line Entry	£283.80	£326.00	STD
MINIATURE BOOK of REMEMBRANCE with COPY of INSCRIPTION (inclusive of VAT) (Only in conjunction with an Entry in the Book of Remembrance) Note: Each Additional inscription in the miniature book will be as remembrance card prices				
11.028	2 Line Entry	£71.50	£82.00	STD
11.029	3 Line Entry	£94.60	£109.00	STD
11.030	4 Line Entry	£116.60	£134.00	STD
11.031	5 Line Entry	£137.50	£158.00	STD
11.032	6 Line Entry	£160.60	£185.00	STD
11.033	7 Line Entry	£182.60	£210.00	STD
11.034	8 Line Entry	£205.70	£237.00	STD
11.035	Crest, Badge or Floral Emblem - with 5 Line Entry	£239.80	£276.00	STD
11.036	Crest, Badge or Floral Emblem with 8 Line Entry	£306.90	£353.00	STD
11.037	Full Heraldic Device with 8 Line Entry	£342.10	£393.00	STD
BRONZE MEMORIAL KERB, SEAT and TREE PLAQUES				
11.038	Kerb Plaque (153mm x 102mm) (6" x 4") for 10 years	£325.60	£363.00	EX
11.039	Memorial Tree Plaque (178mm x 128mm) (7" x 5")	£463.10	£516.00	EX
11.040	Memorial Tree Plaque (230mm x 153mm) (9" x 6")	£713.90	£796.00	EX
11.041	Memorial Seat Plaque additional or replacement	£305.00	£340.00	EX
11.042	Reservation of Kerb Plaque Space in the Gardens of Remembrance - not refundable. (not liable to VAT)	£96.80	£108.00	EX
11.043	Renovate plaques for kerb, tree, bench or Recordia Wall	£92.40	£101.00	STD
LEATHER PANEL - in Cloisters				
11.044	Blue leather panel with 10 year lease	£325.60	£363.00	EX
11.045	Renewal of lease Blue leather panel - @ £15 per year minimum 5 years	£93.50	£105.00	EX
RECORDIA WALL MEMORIAL PLAQUE in the GARDENS of REMEMBRANCE at CHARLTON KINGS CEMETERY				
11.046	Wall Plaque (153mm x 102mm) (6" x 4")	£550.00	£613.00	EX
11.047	Reservation of Plaque Space (not liable to VAT)	£96.80	£108.00	EX
BABY REMEMBRANCE GARDEN MEMORIAL PLAQUES				
11.048	6" x 3" 10 years	£234.30	£261.00	EX
11.049	7.25" x 3" 10 years	£284.90	£318.00	EX
11.050	8.5" x 3" 10 years	£334.40	£373.00	EX
11.051	8.5" x 3" plus design 10 years	£382.00	£426.00	EX
11.052	9.75" x 3" 10 years	£385.00	£429.00	EX
11.053	9.75" x 3" plus design 10 years	£431.00	£481.00	EX
11.054	11" x 3" 10 years	£433.40	£481.00	EX
11.055	11" x 3" plus design 10 years	£481.00	£536.00	EX
BABY REMEMBRANCE GARDEN MEMORIAL PLAQUES RENEWAL				
11.056	additional 10 years lease	£152.90	£170.00	EX
VASE BLOCK				
11.057	Vase Block (Single Inscription) 10 years	£576.40	£643.00	EX
11.058	Reservation of Vase Block with 10 years lease	£576.40	£643.00	EX
11.059	Additional 10 years lease	£229.90	£256.00	EX
11.060	Repaint lettering	£74.80	£83.00	STD
11.061	Additional Fee (1st or 2nd inscription, casket & appointment)		£430.00	STD
TREE BLOCK				

11.062	Tree Block 20 years lease	£1,267.20	£1,413.00	EX
11.063	Additional 20 year lease	£517.00	£576.00	EX
	Additional Fee (1st or 2nd inscription, casket & appointment)		£507.00	EX
BELOW GROUND SANCTUM VAULT				
11.064	Below ground vault - large enough to accept two sets of cremated remains (20 years lease)	£1,875.50	£2,091.00	EX
11.065	Reservation with 20 years lease	£1,875.50	£2,091.00	EX
11.066	Additional 10 year lease	£345.40	£385.00	EX
11.067	Photograph/Design additional charge	£118.00	£131.00	EX
11.068	Additional Fee (1st or 2nd inscription, casket & appointment)		£507.00	EX
ABOVE GROUND NICHE				
11.069	Above ground niche - two sets of ashes 20 year lease inc first casket, first inscription and flower holder	£1,656.60	£1,847.00	EX
11.070	Reservation with 20 years lease	£1,656.60	£1,847.00	EX
11.071	Additional 10 year lease	£345.40	£385.00	EX
11.072	Photograph/Design additional charge	£117.70	£131.00	EX
11.073	Additional Fee (1st or 2nd inscription, casket & appointment)		£564.00	EX
ADDITIONAL FEE FOR NICHE/VAULT/BLOCKS				
Inscription ~ either second OR first if purchased in reserve on Vase Block/Boulder Block/Niche/Vault				
LEAF BLOCK				
11.073	Immediate use to include 20 years lease	£1,126.00	£1,255.00	EX
11.074	Reservation to include 20 years lease	£1,126.00	£1,255.00	EX
11.075	Renewal of lease for additional 10 years	£413.60	£461.00	EX
LEAF BLOCK - ABOVE GROUND NICHE				
11.076	Immediate use large niche for two sets of ashes 20 years lease	£1,547.00	£1,724.00	EX
11.077	Reservation large niche for two sets of ashes 20 years lease	£1,547.00	£1,724.00	EX
11.078	Renewal of lease for additional 10 years large leaf block niche	£413.60	£461.00	EX
11.079	Dandelion ashes urn	£80.30	£90.00	EX
11.080	Additional Fee (1st or 2nd inscription, casket & appointment)		£579.00	EX
POND MARKERS ~ no longer available to purchase - only add to existing purchased memorial				
11.081	Renewal of lease for additional 20 years - Pond Marker above ground niche	£413.60	£462.00	EX
11.082	Large memorial tablet including inscription	£468.60	£612.00	EX
	Additional Fee (1st or 2nd inscription, casket & appointment)		£579.00	EX
MEMORIAL BENCH				
11.083	Provision of 4ft bench	£926.00	£1,032.00	EX
11.083	Provision of a council sanctioned hardwood 5 foot bench inc plaque, hard standing, fixing for lease period of 20 years	£1,267.20	£1,413.00	EX
11.084	Provision of a council sanctioned hardwood 6 foot bench inc plaque, hard standing, fixing for lease period of 20 years	£1,397.00	£1,558.00	EX
11.085	Renovation of memorial bench to include removal, cleaning, retreating and replace	£206.80	£231.00	STD
11.086	Remove and resite existing bench - hardstanding and labour	£128.70	£144.00	STD
11.087	Removal and Resiting of Kerb Plaque in Gardens of Remembrance (excluding renovation)	£62.70	£70.00	STD
11.088	Replacement Kerb Plaque (153mm x 102mm) (6" x 4") (inclusive of VAT)	£142.00	£158.00	EX
11.089	Replacement 5ft bench only	£834.00	£930.00	EX
11.090	Replacement 6ft bench only	£964.00	£1,075.00	EX
FEES for SCATTERING/INTERRING CREMATION ASHES SCATTER in GARDENS of REMEMBRANCE or ON A GRAVE				
11.092	Cremated at Cheltenham - no appointment	£40.70	£45.00	STD
11.093	Cremated at Cheltenham - by appointment	£80.30	£90.00	STD
11.094	Cremated Elsewhere - with or without appointment	£103.40	£115.00	STD
11.095	Double Scattering if both sets cremated elsewhere - with or without appointment	£144.10	£160.00	STD

MISCELLANEOUS CHARGES

11.096	Retention of Cremated Remains in temporary deposit pending final disposal -per month after the first month		£41.80	£47.00	EX
11.097	Additional Cremation Certificate		£26.40	£29.00	STD
11.098	Search Fee		£18.70	£21.00	STD
11.099	Urn		£46.20	£52.00	STD
11.100	Casket single		£69.30	£77.00	STD
11.101	Casket double		£98.00	£109.00	STD
11.102	Transfer of Grave Ownership		£55.00	£61.00	STD
11.103	Scattering tube		£17.00	£18.96	STD
11.104	Plastic vase			£3.00	STD
11.105	Weighted metal flower holder		£11.00	£12.27	STD
11.106	Memorial Wipes			£1.00	STD
11.107	Use of chapel for memorial service where burial or cremation taking place elsewhere		£403.00	£449.35	STD
11.108	Premium Friday 4pm Oak		£173.00	£192.90	STD
11.109	Exhumation of ashes including oversized casket		£362.00	£403.63	STD
11.110	APPLEBY HEARTS				
11.111	Purchase lease for Appleby Heart inc memorial		£2,000.00	£2,230.00	STD
11.112	Additional Fee (1st or 2nd inscription, casket & appointment)			£670.00	STD
11.113	TOADSTOOLS				
11.114	Purchase 10 year lease inc inscription		£275.00	£306.63	STD
11.115	Renewal of 10 year lease			£168.00	STD
11.116	General Admin fee			£61.00	STD
12	Electoral Registration				
	SALE OF PUBLICATIONS				
12.001	Register of Electors - hardcopy		Varies	Varies	NB
12.002	Data for Register of Electors - hardcopy Plus cost of actual postage if applicable (can be emailed) Cost set down in legislation. Labels i.e. names & house addresses for parties Rare occurrence & cost set down in legislation.		Varies	Varies	NB
12.003	Street Index		£20.00	£20.00	NB
12.004	Data for Street Index Plus cost of actual postage if applicable (can be emailed)		£23.00	£23.00	NB
12.005	Marked copies of Polling Station Registers - (cost set down in legislation)		Varies	Varies	NB
13	Food Safety Fees (inclusive of VAT)				
13.001	Primary Authority Partnerships - set up costs		£83 per hour or part thereof	£87.46 x hrs spent	STD
13.002	Copies of any reports, preparation of statements etc (non commercial)		£83 per hour or part thereof	£87.46 x hrs spent	STD
13.003	Advice and consultancy - primary authority related		£83 per hour or part thereof	£87.46 x hrs spent	STD
13.004	Food Hygiene Rating Scheme requested revisits		£185.00	£218.63	STD
13.005	Gain and Retain a Rating of 5		£83 per hour or part thereof	£87.46 x hrs spent	STD
13.006	Food safety/hygiene advice and consultancy (excluding Primary Authority Partnerships)		£83 per hour or part thereof	£87.46 x hrs spent	STD
13.007	Health Certificates and attestations		£83/hr	£87.46 x hrs spent or part thereof	STD
14	Health & Safety Fees (inclusive of VAT)				
14.001	Tattoo Hygiene Rating Scheme	Inspection and rating of premises Annual inspection of premises Re-rating of premises upon request from business	£127.00 £127.00 £127.00	£262.35 £262.35 £218.63	STD STD STD
14.002	Copies of any reports, preparation of statements etc		£83 per hour or part thereof	£87.46 x hrs spent	STD
14.003	Health and Safety advice and consultancy (including beauty registrations but EXCLUDING animal licensing)		£83 per hour or part thereof	£87.46 x hrs spent	STD
	Beauty Registration Pre-Application Fees				
14.004	Soft/advisory visit		£83 per hour or part thereof	£87.46 x hrs spent	STD

14.005	Typed report following soft/advisory visit		£83 per hour or part thereof	£87.46 x hrs spent	STD
14.006	Telephone advice (15 minutes)		£83 per hour or part thereof	£87.46 x hrs spent	STD
16 Licence Fees					
Beauty Registration Fees: Acupuncture, tattooing, electrolysis and skin piercing					
16.001	Personal licence		£122.00	£130.30	NB
16.002	Premises licence		£122.00	£130.30	NB
16.003	Replacement or reissued certificate		£19.00	£20.00	NB
16.004	Variation of registration including certificate		£57.00	£60.88	NB
Animal boarding establishments Kennel/cattery/homeboarding/Day care					
16.005	License application and issue		£292.00	£585.00	NB
Dangerous wild animals (excluding veterinary fees)					
16.006	New Application		£224.00	£650.00	NB
16.007	Renewal		£166.00	£650.00	NB
Dog Breeding (excluding veterinary fees)					
16.008	New Application		£330.00	£650.00	NB
16.009	Replacement or reissued certificate (animal licensing)		£19.00	£20.00	NB
16.010	Variation of licence including certificate		POA	£87.46 x hrs spent	NB
GAMBLING ACT 2005 - Bingo Club					
16.011	New application	min	£2,939.00	£3,138.85	NB
16.012	Annual fee	min	£842.00	£899.26	NB
16.013	Application to vary	min	£1,472.00	£1,572.10	NB
16.014	Application to transfer	min	£1,008.00	£1,076.54	NB
16.015	Application for reinstatement	min	£1,008.00	£1,076.54	NB
16.016	Application for provisional statement	min	£2,939.00	£3,138.85	NB
16.017	Licence application (provisional statement holders)	min	£1,008.00	£1,076.54	NB
16.018	Copy licence	min	£25.00	£25.00	NB
16.019	Notification of change	min	£40.00	£40.00	NB
GAMBLING ACT 2005 - Betting Premises Exc. Track					
16.020	New application	min	£2,522.00	£2,693.50	NB
16.021	Annual fee	min	£504.00	£538.27	NB
16.022	Application to vary	min	£1,259.00	£1,344.61	NB
16.023	Application to transfer	min	£1,008.00	£1,076.54	NB
16.024	Application for reinstatement	min	£1,008.00	£1,076.54	NB
16.025	Application for provisional statement	min	£2,522.00	£2,693.50	NB
16.026	Licence application (provisional statement holders)	min	£1,008.00	£1,076.54	NB
16.027	Copy licence	min	£25.00	£25.00	NB
16.028	Notification of change	min	£40.00	£40.00	NB
GAMBLING ACT 2005 - Track					
16.029	New application	min	£2,099.00	£2,241.73	NB
16.030	Annual fee	min	£842.00	£899.26	NB
16.031	Application to vary	min	£1,049.00	£1,120.33	NB
16.032	Application to transfer	min	£801.00	£855.47	NB
16.033	Application for reinstatement	min	£801.00	£855.47	NB
16.034	Application for provisional statement	min	£2,099.00	£2,241.73	NB
16.035	Licence application (provisional statement holders)	min	£801.00	£855.47	NB
16.036	Copy licence	min	£25.00	£25.00	NB
16.037	Notification of change	min	£40.00	£40.00	NB
16.038	Temporary Use Notice	min	£500.00	£500.00	NB
16.039	Temporary Use Notice - copy	min	£25.00	£25.00	NB
GAMBLING ACT 2005 - Family Entertainment Centre					
16.040	New application	min	£1,681.00	£1,795.31	NB
16.041	Annual fee	min	£632.00	£674.98	NB
16.042	Application to vary	min	£842.00	£899.26	NB

16.043	Application to transfer	min	£801.00	£855.47	NB
16.044	Application for reinstatement	min	£801.00	£855.47	NB
16.045	Application for provisional statement	min	£1,681.00	£1,795.31	NB
16.046	Licence application (provisional statement holders)	min	£801.00	£855.47	NB
16.047	Copy licence	min	£25.00	£25.00	NB
16.048	Notification of change	min	£40.00	£40.00	NB
GAMBLING ACT 2005 - Adult Gaming Centre					
16.049	New application	min	£1,681.00	£1,795.31	NB
16.050	Annual fee	min	£842.00	£899.26	NB
16.051	Application to vary	min	£842.00	£899.26	NB
16.052	Application to transfer	min	£1,008.00	£1,076.54	NB
16.053	Application for reinstatement	min	£1,008.00	£1,076.54	NB
16.054	Application for provisional statement	min	£1,681.00	£1,795.31	NB
16.055	Licence application (provisional statement holders)	min	£1,008.00	£1,076.54	NB
16.056	Copy licence	min	£25.00	£25.00	NB
16.057	Notification of change	min	£40.00	£40.00	NB
GAMBLING ACT 2005 - Large Casino					
16.058	New application	min	£8,398.00	£8,969.06	NB
16.059	Annual fee	min	£8,398.00	£8,969.06	NB
16.060	Application to vary	min	£4,200.00	£4,485.60	NB
16.061	Application to transfer	min	£1,806.00	£1,928.81	NB
16.062	Application for reinstatement	min	£1,806.00	£1,928.81	NB
16.063	Application for provisional statement	min	£8,398.00	£8,969.06	NB
16.064	Licence application (provisional statement holders)	min	£4,200.00	£4,485.60	NB
16.065	Copy licence	min	£25.00	£25.00	NB
16.066	Notification of change	min	£40.00	£40.00	NB
GAMBLING ACT 2005 - Small Casino					
16.067	New application	min	£3,150.00	£3,364.20	NB
16.068	Annual fee	min	£5,250.00	£5,607.00	NB
16.069	Application to vary	min	£3,675.00	£3,924.90	NB
16.070	Application to transfer	min	£1,050.00	£1,121.40	NB
16.071	Application for reinstatement	min	£1,050.00	£1,121.40	NB
16.072	Application for provisional statement	min	£5,250.00	£5,607.00	NB
16.073	Licence application (provisional statement holders)	min	£3,675.00	£3,924.90	NB
16.074	Copy licence	min	£25.00	£25.00	NB
16.075	Notification of change	min	£40.00	£40.00	NB
GAMBLING ACT 2005 - Permits (fee fixed by statute)					
16.076	FEC gaming machine Application fee		£300.00	£300.00	NB
16.077	Renewal fee		£300.00	£300.00	NB
16.078	Transitional application fee		£100.00	£100.00	NB
16.079	Prize Gaming Application fee		£300.00	£300.00	NB
16.080	Renewal fee		£100.00	£100.00	NB
16.081	Transitional application fee		£100.00	£100.00	NB
16.082	FEC permits change of name		£25.00	£25.00	NB
16.083	copy of permit		£15.00	£15.00	NB
16.084	Prize gaming permits change of name		£25.00	£25.00	NB
16.085	copy of permit		£15.00	£15.00	NB
16.086	Notification of intention to make (up to 2) gaming machines available		£50.00	£50.00	NB
Licensed premises gaming machine permits (more than 2 gaming machines)					
16.087	Application existing operator		£100.00	£100.00	NB
16.088	Application new operator		£150.00	£150.00	NB
16.089	Variation of permit		£100.00	£100.00	NB
16.090	Transfer of permit		£25.00	£25.00	NB
16.091	Change of name on permit		£25.00	£25.00	NB
16.092	Copy of permit		£15.00	£15.00	NB
16.093	Annual fee		£50 payable with 30 days of issue then annually on anniversary of issue	£50 payable with 30 days of issue then annually on anniversary of issue	NB

GAMBLING ACT 2005 - Club gaming and club machine permits (fee fixed by statute)					
16.094	Application existing operator		£100.00	£100.00	NB
16.095	Application holder of club premises cert		£100.00	£100.00	NB
16.096	Application new applicant		£200.00	£200.00	NB
16.097	Renewal (every 10 years)		£200 (£100 for club premises certificate holder)	£200 (£100 for club premises certificate holder)	NB
16.098	Variation of permit		£100.00	£100.00	NB
16.099	Copy of permit		£15.00	£15.00	NB
16.100	Annual fee		£50 payable with 30 days of issue then annually on anniversary of issue	£50 payable with 30 days of issue then annually on anniversary of issue	NB
Hackney carriage and private hire					
16.101	Vehicle licences initial - Electronic		£232.00	£250.00	NB
16.102	Vehicle licences renewal - Electronic		£232.00	£250.00	NB
16.103	Vehicle transfer or change		£100.00	£110.00	NB
Driver licences					
16.104	Private hire - 3 year Initial Application - Electronic		£253.69	£261.00	NB
16.105	Hackney carriage - 3 year Initial application - Electronic		£253.69	£261.00	NB
16.106	Private hire - Three yearly Renewal - Electronic		£253.69	£261.00	NB
Private hire operators licences (5 year licence)					
16.107	Licence (Micro)	Up to 3 cars	£1,418.50	£1,514.96	NB
16.108	Licence (Small)	4 - 10 cars	£1,708.01	£1,824.15	NB
16.109	Licence (Medium)	11 - 30 cars	£4,574.06	£4,885.10	NB
16.110	Licence (Large)	31 + cars	£6,382.16	£6,816.15	NB
Miscellaneous					
16.111	Plate brackets		£13.20	£14.52	STD
16.112	Replacement drivers badge		£13.20	£14.52	NB
16.113	Replacement window badge		£13.20	£14.52	NB
16.114	Window pouch		£5.50	£6.05	STD
16.115	Replacement licence		£16.50	£18.15	NB
16.116	Replacement licence (change of circumstances) - per licence		£16.50	£18.15	NB
16.117	Loan of temporary top light		£45 per week	£45 per week	NB
16.118	English Proficiency Test		£49.50	£49.50	NB
16.119	Hackney carriage and Private Hire local knowledge test		N/a	£42.72	NB
16.120	Taxi/PH Safeguarding Training		N/a	£42.72	NB
16.121	Safeguarding + local knowledge test		N/a	£84.37	NB
16.122	Independent safeguarding Authority CRB check (from July 2010)		£83.05	£91.36	NB
16.123	Enhanced DBS check (fee not refundable)		£66.00	£66.00	NB
16.124	Plate exemption Application		£55.00	£60.50	NB
16.125	Plate Clips (for 4 clips)		£2.75	£3.03	STD
16.126	Application to Approve External Advertising		£55.00	£60.50	NB
16.127	Advance Booking Only Sticker (each)		£1.65	£1.82	NB
16.128	Change from PHD to HCD - Administration Fee		£44.00	£48.40	NB
16.129	APLH - Attendance – full day's training		£86.82	£95.00	NB
16.130	APLH - Resitting written assessment		£39.46	£45.00	NB
Replacement vehicle plates					
16.131	- hackney carriage		£22.00	£24.20	NB
16.132	- private hire		£22.00	£24.20	NB
GAMBLING ACT 2005 - Lotteries (fee fixed by statute)					
16.133	Initial registration		£44.00	£40.00	NB
16.134	Renewal		£22.00	£20.00	NB
Expedited/late renewal fee					
16.135	Driver's licences (Late renewal applications only)		£44.00	£48.40	NB
16.136	Vehicle licences		£44.00	£48.40	NB
16.137	Operator's licences		£44.00	£48.40	NB
16.138	Objects on the highway		£82.50	£90.75	NB
16.139	Consent to distribute free printed material		£44.00	£48.40	NB

Distributing free printed and promotional material					
16.140	5 points		£62.01	£66.23	NB
16.141	6 -10 points		£207.46	£221.57	NB
16.142	11-15 points		£295.41	£315.49	NB
16.143	16+ points		£413.79	£441.93	NB
Advertising structures					
16.144	Administration fee not refundable for unsuccessful applicants		£130.52	£139.40	NB
Information structures					
16.145	Administration fee (not refundable for unsuccessful applicants)– charity/not for profit		£62.01	£66.23	NB
16.146	Administration fee (not refundable for unsuccessful applicants)– commercial		£169.13	£180.63	NB
16.147	Charity/not for profit- £/sqm obstructed (in addition to administration fee)		£11.28	£12.04	NB
16.148	Commercial - £/sqm obstructed (in addition to administration fee)		£33.83	£36.13	NB
16.149	Advertising structures (new and renewal)		£118.39	£126.44	NB
Zoos					
16.150	New	POA		£87.46 x hrs spent	NB
16.151	Renewal	POA		£87.46 x hrs spent	NB
16.152	New s14(2) dispensation	POA		£87.46 x hrs spent	NB
16.153	Renewal s14(2) dispensation	POA		£87.46 x hrs spent	NB
16.154	Transfer Replacement of Licence (Zoo)	POA		£87.46 x hrs spent	NB
16.155	Variation of licence including certificate (Zoo)	POA		£87.46 x hrs spent	NB
Animal Activities Licensing Pre-application Advice					
16.156	Advisory visit	83/hr		£87.46 x hrs spent	NB
16.157	Typed report (following advisory visit)	83/hr		£87.46 x hrs spent	NB
16.158	Check & send service (validation checks & submitting your pre-app to consultees for comment etc)		£165.00	£176.22	NB
The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018					
16.160	Total fee include application and issue fee - does not include any required veterinary fees, supplementary fees etc under Regulation 13				
16.161	Selling animals as pets	Total application fee	£412.00	£680.00	NB
16.162		Renewal with NO change to documented system		£680.00	NB
16.163	Hiring out Horses	Total application fee	£330.00	£659.00	NB
16.164		Renewal with NO change to documented system		£659.00	NB
16.165	Exhibition of animals based in Local Authority Area	Total application fee	£235.00	£585.00	NB
16.166		Renewal with NO change to documented system		£585.00	NB
The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 - Other Fees					
16.167	Star Re-Rating		£115.00	£122.82	NB
16.168	Star Re-Rating - Arrangers head office		£88.00	£93.98	NB
16.169	Star Re-Rating - Arranger Host		£110.00	£117.48	NB
16.170	Variation Fee (no visit required)	POA		£87.46 x hrs spent	NB
16.171	Variation Fee (excluding Animal Boarding and Animal Exhibiting) - visit required	POA		£87.46 x hrs spent	NB
16.172	Variation Fee for Animal Boarding and Animal Exhibiting (visit required)	POA		£87.46 x hrs spent	NB
16.173	Hard copy of licence		£22.00	£22.00	NB
Premises licenses					
16.174	New application & variation	Band A	£100.00	£100.00	NB
16.175		Band B	£190.00	£190.00	NB

16.176		Band C	£315.00	£315.00	NB
16.177		Band D	£450.00	£450.00	NB
16.178		Band E	£635.00	£635.00	NB
	The Government has used the non-domestic rateable value (NDRV) as the means of allocating premises to fee bands. NDRV is considered the fairest method of allocating fee bands because it:				
16.179	Application for minor variation of licence (fixed by statute)		£89.00	£89.00	NB
16.180	Multiplier applied to premises used exclusively or primarily for the supply of alcohol for consumption on the premises.		Band D x2	£900.00	£900.00
16.181	Annual charge *		Band E x3	£1,905.00	£1,905.00
16.182			Band A	£70.00	£70.00
16.183			Band B	£180.00	£180.00
16.184			Band C	£295.00	£295.00
16.185			Band D	£320.00	£320.00
16.186			Band E	£350.00	£350.00
16.187	Annual charge multiplier applied to premises used exclusively or primarily for the supply of alcohol for consumption on the premises.		Band D x2	£640.00	£640.00
16.188			Band E x3	£1,050.00	£1,050.00
	Club premises certificates				
16.189	New application and variation		Band A	£100.00	£100.00
16.190			Band B	£190.00	£190.00
16.191			Band C	£315.00	£315.00
16.192			Band D	£450.00	£450.00
16.193			Band E	£635.00	£635.00
	Annual Charge				
16.194			Band A	£70.00	£70.00
16.195			Band B	£180.00	£180.00
16.196			Band C	£295.00	£295.00
16.197			Band D	£320.00	£320.00
16.198			Band E	£350.00	£350.00
	*There are additional fees for premises licence applications, and the annual fee for exceptionally large scale events (5,000+), unless certain conditions apply. Please read Regulation 4(4) and 4(5) of The Licensing Act 2003 (Fees) Regulations 2005				
	Additional Premises Licence fee				
16.199	Number in attendance at any one time		5,000 to 9,999	£1,000.00	£1,000.00
16.200			10,000 to 14,999	£2,000.00	£2,000.00
16.201			15,000 to 19,999	£4,000.00	£4,000.00
16.202			20,000 to 29,999	£8,000.00	£8,000.00
16.203			30,000 to 39,999	£16,000.00	£16,000.00
16.204			40,000 to 49,999	£24,000.00	£24,000.00
16.205			50,000 to 59,999	£32,000.00	£32,000.00
16.206			60,000 to 69,999	£40,000.00	£40,000.00
16.207			70,000 to 79,999	£48,000.00	£48,000.00
16.208			80,000 to 89,999	£56,000.00	£56,000.00
16.209			90,000 and over	£64,000.00	£64,000.00
	Additional annual fee payable, if applicable				
16.210	Number in attendance at any one time		5,000 to 9,999	£500.00	£500.00
16.211			10,000 to 14,999	£1,000.00	£1,000.00
16.212			15,000 to 19,999	£2,000.00	£2,000.00
16.213			20,000 to 29,999	£4,000.00	£4,000.00
16.214			30,000 to 39,999	£8,000.00	£8,000.00
16.215			40,000 to 49,999	£12,000.00	£12,000.00
16.216			50,000 to 59,999	£16,000.00	£16,000.00
16.217			60,000 to 69,999	£20,000.00	£20,000.00
16.218			70,000 to 79,999	£24,000.00	£24,000.00
16.219			80,000 to 89,999	£28,000.00	£28,000.00
16.220			90,000 and over	£32,000.00	£32,000.00

16.221	New premises licence	C&S (Check & send)	£44.00	£48.40	STD
16.222		PAC (Pre-application consultation)	£77.00	£84.70	STD
16.223		Full (Full service) - Smalll	£77.00	£84.70	STD
16.224		Large/meduim	£143.00	£157.30	STD
16.225	Full variation of a premises licence	C&S (Check & send)	£44.00	£48.40	STD
16.226		PAC (Pre-application consultation)	£77.00	£84.70	STD
16.227		Full (Full service) - Smalll	£77.00	£84.70	STD
16.228		Large/meduim	£143.00	£157.30	STD
16.229	Minor variation of a premises licence	PAC (Pre-application consultation)	£44.00	£48.40	STD
16.230		Full (Full service) - Smalll	£77.00	£84.70	STD
16.231		Large/meduim	£143.00	£157.30	STD
16.232	Street trading consent	PAC (Pre-application consultation)	£44.00	£48.40	STD
16.233		Full (Full service) - charity/not for profit	£77.00	£84.70	STD
16.234		Full (Full service) - commercial rate	£143.00	£157.30	STD
16.235	Permission to place objects on the highway	PAC (Pre-application consultation)	£44.00	£48.40	STD
16.236		Full (Full service) - charity/not for profit	£77.00	£84.70	STD
16.237		Full (Full service) - commercial rate	£143.00	£157.30	STD
16.238	Application for a club premises certificate	C&S (Check & send)	£44.00	£48.40	STD
16.239		PAC (Pre-application consultation)	£77.00	£84.70	STD
16.240		Full (Full service)	£77.00	£84.70	STD
16.241	Application for the grant or renewal of a personal licence		£37.00	£37.00	NB
16.242	Temporary event notice		£21.00	£21.00	NB
16.243	Theft, loss, etc. of premises licence or summary		£11.00	£11.00	NB
16.244	Application for a provisional statement where premises being built etc.		£315.00	£315.00	NB
16.245	Notification of change of name or address		£11.00	£11.00	NB
16.246	Application to vary licence to specify individual as premises supervisor		£23.00	£23.00	NB
16.247	Application for transfer of premises licence		£23.00	£23.00	NB
16.248	Interim authority notice following death etc. of licence holder		£23.00	£23.00	NB
16.249	Theft, loss etc. of certificate or summary		£10.00	£10.00	NB
16.250	Notification of change of name or alteration of rules of club		£10.50	£10.50	NB
16.251	Change of relevant registered address of club		£10.50	£10.50	NB
16.252	Theft, loss etc. of temporary event notice		£10.50	£10.50	NB
16.253	Theft, loss etc. of personal licence		£10.50	£10.50	NB
16.254	Duty to notify change of name or address		£10.50	£10.50	NB
16.255	Right of freeholder recto be notified of licensing matters		£21.00	£21.00	NB
16.256	Temporary Use Notice (Gambling Act) - Fee (*see note below)		£500.00	£500.00	NB
16.257	Copy of Notice		£25.00	£25.00	NB
	Sex establishments				
16.258	Deposit (not refundable) *NEW		£1,158.00	£1,236.74	NB
16.259	Initial Application (remainder)		£1,158.00	£1,236.74	NB
16.260	Subsequent Fee		£593.48	£633.83	NB
16.261	Transfer or variation		£593.48	£633.83	NB
	Sexual Entertainment Licence				
16.262	Deposit (not refundable) *NEW		£1,300.00	£2,000.00	NB
16.263	Initial Application (remainder)		£1,300.00	£2,468.00	NB
16.264	Subsequent Fee		£1,614.38	£2,468.00	NB
16.265	Transfer or variation		£871.25	£898.00	NB
	Street trading consents - annual				
16.267	Administration fee for unsuccessful applicants		£107.63	£114.94	NB
	Ice cream vehicles				
16.268	- annual		£1,296.63	£1,384.80	NB
16.269	- seasonal	Apr - Sep	£862.03	£920.64	NB

Hot food units - Town Centre only (Core Commercial Area)					
16.270	Consent	Full Year	£5,223.40	£5,578.59	NB
16.271		Half Year	£2,630.15	£2,809.00	NB
16.272		Three Months	£1,333.53	£1,424.20	NB
Hot food units - Outside Town Centre					
16.273	Consent	Full Year	£3,429.65	£3,662.87	NB
16.274		Half Year	£1,734.30	£1,852.23	NB
16.275		Three Months	£885.60	£945.82	NB
Mobile and static Units					
16.276	Mobile Unit - Drinks only		£4,561.25	£4,871.42	NB
Flower stalls - prime sites (to include Promenade and High Street between Pittville Street and Bath Road)					
16.277	Consent	Full Year	£4,174.83	£4,458.71	NB
16.278		Half Year	£2,106.38	£2,249.61	NB
16.279		Three Months	£1,072.15	£1,145.06	NB
Flower stalls - secondary sites					
16.280	Consent	Full Year	£3,347.65	£3,575.29	NB
16.281		Half Year	£1,693.30	£1,808.44	NB
16.282		Three Months	£865.10	£923.93	NB
Other stalls or units - prime sites (to include Promenade and High Street between Boots Corner and Bath Road, including sites up to 20 metres away from Promenade and High Street)					
16.284	Consent	Full Year	£4,290.65	£4,582.41	NB
16.285		Half Year	£2,164.80	£2,312.01	NB
16.286		Three Months	£1,100.85	£1,175.71	NB
16.287		Monthly	£366.95	£391.90	NB
16.288		Day rate	£25.63	£27.37	NB
Other stalls or units - secondary sites					
16.289	Consent	Full Year	£3,440.93	£3,674.91	NB
16.290		Half Year	£1,750.95	£1,853.15	NB
16.291		Three Months	£887.65	£948.01	NB
16.292		Monthly	£296.23	£316.37	NB
16.293		Day rate	£15.38	£16.42	NB
Markets					
16.294	Suffolk Street Traders and Montpellier Profile Group		£296.53	£316.70	NB
16.295	Continental Market		£418.30	£446.75	NB
16.296	Other markets (stall/day in addition to admin fee)		£22.55	£24.08	NB
Scrap Metal Dealers Act 2013 (new fees from September 2013)					
Site Licence					
16.297	Grant, renewal and variation to change of site manager		£425.38	£454.30	NB
16.298	Variation other than a change of site manager		£91.23	£97.43	NB
16.299	Copy of a licence		£12.30	£13.14	NB
16.300	Scrap metal dealers (Late renewal applications only)		£35.88	£38.31	NB
Collector's Licence					
16.301	Grant and renewal of a collector's scrap metal dealer licence		£387.45	£413.80	NB
16.302	Variation		£91.23	£97.43	NB
16.303	Copy of a licence		£12.30	£13.14	NB
Lifelines					
<i>*Majority will be exempt due to long term health condition - a few will not be therefore charged at 20%</i>					
16.304	Daily Rental of Lifeline alarm unit		£0.48	£0.61	EX/STD*
16.305	Annual rental of Lifeline Alarm Unit (Analogue)		£174.31	£222.65	EX/STD*
16.306	New account set up Charge (Analogue)		£20.00	£48.00	EX/STD*
16.307	Annual rental of Lifeline Alarm Unit (Digital)		£222.36	£222.65	EX/STD*

16.308	New account set up Charge (Digital)		£48.00	£48.00	EX/STD*
16.309	Annual monitoring charge only		£89.63	£137.63	EX/STD*
16.310	Annual rental of Falls monitor		£36.00	£42.00	EX/STD*
Miscellaneous Charges					
16.311	Call out charge		£20.00	£25.00	STD
16.312	Collection charge		£12.00	£22.00	STD
16.313	Lost Pendant Charge		£42.00	£52.00	STD
16.314	Extra Cord Charge		£5.00	£5.00	STD
16.315	Charge for lost lifeline equipment		£120.00	£260.00	STD
Keysafes					
16.316	Installation of a SUPRA C500 Keysafe (To supply and install a Keysafe)		£72.00	£72.00	STD
16.317	Supply only Supra C500 Keysafe		£65.00	£65.00	STD
16.318	Installation of Accesspoint Keysafe (To supply and install)		£58.00	£58.00	STD
16.319	Installation only		£42.00	£50.00	STD
Miscellaneous Properties					
Property Rents					
16.320	Granting L/L Consent (assignments and subletting)*		£385.00	£385.00	STD
16.321	Granting L/L Consent (Building Alterations)*		£385.00	£385.00	STD
16.322	Granting residential leasehold extensions		£385.00	£385.00	STD
16.323	Granting wayleaves or easements		£450.00	£450.00	STD
16.324	Development Agreements – To be agreed		TBA	TBA	STD
21 Neighbourhood Regeneration					
21.001	06/07 Statutory License (Housing Act 2004)	Charge per property	Recover actual costs incurred	£825.00	EX
21.002	06/07 Formal Notices - Housing Standards Officer - Charged on a cost recovery basis, based on time recording and hourly rates of officers.		Recover actual costs incurred	Recover actual costs incurred	EX
21.003	Mobile Home License charges (Mobile Home Act 2013)	Charge per site	Recover actual costs incurred	Recover actual costs incurred	EX
22 Outdoor Recreation (inclusive of VAT)					
22.001	Adult Football with changing rooms		£59.50	£63.55	STD
22.002	Pitch only		£30.80	£32.90	STD
22.003	Junior football with changing rooms		£32.20	£34.40	STD
22.004	Junior football pitch only		£29.00	£31.00	STD
22.005	Rugby with changing rooms		£59.50	£63.55	STD
22.006	Adult Cricket Weekends		£63.00	£67.30	STD
22.007	Playgroups per session		£15.40	£16.45	STD
22.008	Playgroup Swindon Village		£12.50	£13.35	STD
22.009	Tennis per hour per court		£8.00	£8.50	STD
22.010	Tennis half hour " "		£4.00	£4.00	STD
22.011	Tennis OAP/Jnr. " "		£5.00	£5.00	STD
22.012	Fishing Adult all day		£8.50	£9.00	STD
22.013	Fishing OAP/Jnr all day		£5.00	£5.00	STD
22.014	Golf Adult		£7.00	£7.50	STD
22.015	Golf OAP/Jnr		£5.00	£5.30	STD
22.016	Equipment Hire - Irons		£2.80	£3.00	STD
22.017	Golf Balls (each)		£1.20	£1.30	STD
22.018	Fishing Permits		£9.50	£10.00	STD
22.019	Boating - Rowing 1 hr		£12.00	£12.00	STD
22.020	Rowing half an hour		£8.00	£8.50	STD
22.021	Juniors under 10, half an hour		£4.60	£4.90	STD
Event Daily Charges for Parks, Gardens & Playing fields					
Montpellier Gardens:-					
22.022	Commercial		1,170.00 - 880.00	970 - 1290	EX
22.023	Registered Charity		£310.00	£330.00	EX
22.024	Community		£60.00	£65.00	EX

22.025	Sandford Park Commercial	1,170.00 - 880.00	970 - 1290	EX
22.026	Registered Charity	£310.00	£330.00	EX
22.027	Community	£60.00	£65.00	EX
	Pittville park			
22.028	Commercial	1,170.00 - 880.00	970 - 1290	EX
22.029	Registered Charity	£310.00	£330.00	EX
22.030	Community	£60.00	£65.00	EX
	Imperial Gardens - Whole Gardens			
22.031	Commercial	1,170.00 - 880.00	970 - 1290	EX
22.032	Registered Charity	£310.00	£330.00	EX
22.033	Community	£60.00	£65.00	EX
	Fitness Classes			
22.034	4-9 participants	£4.75	£5.00	EX
22.035	10-15 participants	£9.20	£9.85	EX
22.036	16+ participants	£18.40	£19.65	EX
22.037	Tethered hot air baloon	£880.80 £0.00	£940.00	EX
22.038	Professional Dog Walkers Annual Licence	£352.32	£380.00	EX
23	Pest Control Fees (inclusive of VAT) <i>Charges may vary depending on how many rooms need to be treated</i> Standard Prices			
23.001	Ants	£85 for first visit Subsequent Visits £35	£90 for first visit Subsequent Visits £35	STD
23.002	Bedbugs	£375 Per visit may require more than 1 Visit	£400 Per visit may require more than 1 Visit	STD
23.003	Beetles	£45 Survey (Quotation will follow survey)	£45 Survey (Quotation will follow survey)	STD
23.004	Booklice	£45 Survey (Quotation will follow survey)	£45 Survey (Quotation will follow survey)	STD
23.005	Carpet beetles and moths	£150 for 1 Visit and £85 for subsequent visits	£160 for 1 Visit and £85 for subsequent visits	STD
23.006	Cockroaches (includes 2 visits)	£190 for 1 Visit and £85 for subsequent visits	£195 for 1 Visit and £85 for subsequent visits	STD
23.007	Flies (house and cluster) per treatment	£95 for first visit subsequent £45 per subsequent visits	£100 for first visit subsequent £45 per subsequent visits	STD
23.008	Fleas 1 - 3 rooms	(£95 for first visit and £50 for subsequent visits) 3 bed house	(£100 for first visit and £50 for subsequent visits) 3 bed house	STD
23.009	Fleas 4 rooms + (minimum charge)	£125 for first visit for 4-6 bedrooms and £50 for subsequent visits (£165 for 3 visits, subsequent visits £35) for up to 3 bedrooms	£135 for first visit for 4-6 bedrooms and £50 for subsequent visits (£175 for 3 visits, subsequent visits £35) for up to 3 bedrooms	STD
23.010	Mice (Up to 3 visits) Non refundable deposit £29	£190 for 3 visits, for 4-6 bedrooms Quote for over 6 bedrooms	£190 for 3 visits, for 4-6 bedrooms Quote for over 6 bedrooms	STD
23.011	Spraying to prevent leptosperosis (Recommended after Rat treatment)	£40 per treatment (£165 for 3 visits, subsequent visits £35) for up to 3 bedrooms	£40 per treatment (£175 for 3 visits, subsequent visits £35) for up to 3 bedrooms	STD
23.012	Rats (Up to 3 visits) Non refundable deposit £25	£190 for 3 visits, for 4-6 bedrooms Quote for over 6 bedrooms	£190 for 3 visits, for 4-6 bedrooms Quote for over 6 bedrooms	STD
23.013	Squirrels (Maximum of 5 visits) £25 per subsequent visit. Non refundable deposit of £25.	£245 for max 5 visits traps to be checked daily	£260 for max 5 visits traps to be checked daily	STD
23.014	Wasps (per nest) £15 per additional nest	£65 First Nest £25 for subsequent nests	£70 First Nest £25 for subsequent nests	STD
23.015	Woodlice (minimum charge)	Survey and quote	Survey and quote	STD
23.016	Survey/Advice Fee - Standard	£45.00	£45.00	STD
23.017	Prices for people on Income Support	Case by case basis	Case by case basis	STD
	Commercial or business customer (pest control contract with the council)			
	Regular size business			
23.018	Pests Covered Rats, Mice, Ant, Wasps, Fleas, Flies, other pest such as Cockroaches, Moths and Bed Bugs may require a more intensive treatment method which may incur additional costs.	£ 70 per visit based 12 visits a year. Callouts outside normal contract visits will be charged at: £105 per visit	£ 70 per visit based 12 visits a year. Callouts outside normal contract visits will be charged at: £105 per visit	STD
	Large size business			
23.019	Pests Covered Rats, Mice, Ant, Wasps, Fleas, Flies, other pest such as Cockroaches, Moths and Bed Bugs may require a more intensive treatment method which may need additional visits.	£140 per visit based on 12 visits a year. Callouts outside . Normal contract visits will be charged at £210 per visit.	£140 per visit based on 12 visits a year. Callouts outside . Normal contract visits will be charged at £210 per visit.	STD

Commercial or business customer (no pest control contract with the council)					
23.020	Ants		£65 survey and quote for works	£65 survey and quote for works	STD
23.021	Cockroaches		£65 survey and quote for works	£65 survey and quote for works	STD
23.022	Bedbugs		£65 survey and quote for works	£65 survey and quote for works	STD
23.023	Flies (house and cluster)		£65 survey and quote for works	£65 survey and quote for works	STD
23.024	Fleas		£65 survey and quote for works	£65 survey and quote for works	STD
23.025	Mice (up to 3 visits)		£250 for 3 visits and £65 for subsequent Visits	£270 for 3 visits and £65 for subsequent Visits	STD
23.026	Rats (up to 3 visits)		£250 for 3 visits and £65 for subsequent Visits	£270 for 3 visits and £65 for subsequent Visits	STD
23.027	Wasps (per nest) £20 per additional nest		£75 First Nest £35 for subsequent nests	£80 First Nest £35 for subsequent nests	STD
23.028	Survey/Advice Fee - Standard		Included above	Included above	STD
23.029	Survey/Advice Fee - Income Support		Included above	Included above	STD
24 Planning Fees					
The Town and Country Planning Act 1990					
24.001	The Town and Country Planning (Fees for Applications and Deemed Applications) (Amendment) (England) Regulations 2005 require that fees shall be paid in respect of planning and advertisement applications.		Set nationally	Set nationally	EX
1. The erection of dwellinghouses					
24.002	Outline	the site area is less than 0.5 hectares	£578 for each 0.1 hectare	£578 for each 0.1 hectare	NB
24.003		the site area is at least 0.5 hectares but does not exceed 2.5 hectares	£624 for each 0.1 hectare (or part thereof) of the site area	£624 for each 0.1 hectare (or part thereof) of the site area	NB
24.004		the site area exceeds 2.5 hectares	£15,433 and an additional £186 for each 0.1 hectare (or part thereof) in excess of 2.5 hectares, subject to a maximum in total of £202,500.	£15,433 and an additional £186 for each 0.1 hectare (or part thereof) in excess of 2.5 hectares, subject to a maximum in total of £202,500.	NB
24.005		permission in principle	£503 for each 0.1 hectare	£503 for each 0.1 hectare	NB
24.006		where the number of dwellinghouses to be created by the development is fewer than 10	£578 for each dwelling house	£578 for each dwelling house	NB
24.007		where the number of dwellinghouses to be created by the development is at least 10 but no more than 50	£624 for each dwellinghouse	£624 for each dwellinghouse	NB
24.008		where the number of dwellinghouses to be created by the development is more than 50	£30,860 and an additional £186 for each dwellinghouse in excess of 50, subject to a maximum in total of £405,000	£30,860 and an additional £186 for each dwellinghouse in excess of 50, subject to a maximum in total of £405,000	NB
2. The erection of buildings (other than buildings in categories 1, 3, 4, 5 or 7)					
24.011	Where the application is for outline planning permission and:	the site area is less than 1 hectare	£578 for each 0.1 hectare	£578 for each 0.1 hectare	NB
24.012		the site area is at least 1 hectare but does not exceed 2.5 hectares	£624 for each 0.1 hectare	£624 for each 0.1 hectare	NB
24.013		the site area exceeds 2.5 hectares	£15,433 and an additional £186 for each 0.1 hectare (or part thereof) in excess of 2.5 hectares, subject to a maximum in total of £202,500	£15,433 and an additional £186 for each 0.1 hectare (or part thereof) in excess of 2.5 hectares, subject to a maximum in total of £202,500	NB
24.014		Where the application is for permission in principle	£503 for each 0.1 hectare	£503 for each 0.1 hectare	NB
24.015		where no floor space is to be created by the development	£293.00	£293.00	NB
24.016		where the area of gross floor space to be created by the development does not exceed 40 square metres	£293.00	£293.00	NB
24.017		where the area of gross floor space created by the development exceeds 40 square metres but is less than 1000 square metres	£578 for each 75 square metres	£578 for each 75 square metres	NB
24.018		where the area of gross floor space created by the development is at least 1000 square metres but does not exceed 3750 square metres	£624 for each 75 square metres	£624 for each 75 square metres	NB

24.019		where the area of gross floor space created by the development exceeds 3750 square metres	£30,680 and an additional £186 for each 75 square metres (or part thereof) in excess of 3750 square metres, subject to a maximum in total of £405,000	£30,680 and an additional £186 for each 75 square metres (or part thereof) in excess of 3750 square metres, NB subject to a maximum in total of £405,000	
3. The erection, on land used for the purposes of agriculture, or buildings used for agricultural purposes (other than buildings in category 4)					
24.020	Where the application is for outline planning permission and:	the site area is less than 1 hectare	£578 for each 0.1 hectare	£578 for each 0.1 hectare	NB
24.021		the site area is at least 1 hectare but does not exceed 2.5 hectares	£624 for each 0.1 hectare	£624 for each 0.1 hectare	NB
24.022		the site area exceeds 2.5 hectares	£15,433 and an additional £186 for each 0.1 hectare (or part thereof) in excess of 2.5 hectares, subject to a maximum in total of £202,500	£15,433 and an additional £186 for each 0.1 hectare (or part thereof) in excess of 2.5 hectares, subject to a maximum in total of £202,500	NB
24.023	Where the application is for permission in principle		£503 for each 0.1 hectare	£503 for each 0.1 hectare	NB
24.024	In any other case—	where the area of gross floor space to be created by the development does not exceed 465sqm	£120.00	£120.00	NB
24.025		where the area of gross floor space to be created by the development exceeds 465 square metres but does not exceed 540 square metres	£578.00	£578.00	NB
24.026		where the area of gross floor space to be created by the development exceeds 540 square	£578 and an additional £578 for each 75 square metres (or part thereof) in excess of 540 square metres		
24.027		where the area of gross floor space to be created by the development is at least 1000square metres but does not exceed 4215 square metres	£624 and an additional £624 for each75 square metres (or part thereof) in excess of1000 square metres	£624 and an additional £624 for each75 square metres (or part thereof) in excess of1000 square metres	NB
24.028		where the area of gross floor space to be created by the development exceeds 4215 square metres	£30,860 and an additional £186 for each 75 square metres (or part thereof) in excess of 4215 square metres, subject to a maximum in total of £405,000	£30,860 and an additional £186 for each 75 square metres (or part thereof) in excess of 4215 square metres, subject to a maximum in total of £405,000	NB
24.029	4. The erection of glasshouses on land used for the purposes of agriculture	Where the area of gross floor space to be created by the development does not exceed 465 square metres	£120.00	£120.00	NB
24.030		Where the area of gross floor space to be created by the development exceeds 465 square metres but is less than 1000 square metres	£3,225.00	£3,225.00	NB
24.031		Where the area of gross floor space to be created by the development is 1000 square metres or more	£3,483.00	£3,483.00	NB
24.032					
24.033	5. The erection, alteration or replacement of plant or machinery	Where the site area is less than 1 hectare	£578.00	£578.00	NB
24.034		Where the site area is at least 1 hectare but does not exceed 5 hectares	£642.00	£642.00	NB
24.035		Where the site area exceeds 5 hectares	£30,860 and an additional £186 for each 0.1 hectare (or part thereof) in excess of 5 hectares, subject to a maximum in total of £405,000.	£30,860 and an additional £186 for each 0.1 hectare (or part thereof) in excess of 5 hectares, subject to a maximum in total of £405,000.	NB
24.036	6. The enlargement, improvement or other alteration of existing dwellinghouses	Where the application relates to a single dwellinghouse	£258.00	£258.00	NB

24.037		Where the application relates to two or more dwellinghouses	£509.00	£509.00	NB
24.038	7. The carrying out of operations (including the erection of a building) within the curtilage of an existing dwellinghouse for purposes ancillary to the enjoyment of the dwellinghouse as such, or the erection or construction of gates, fences, walls or other means of enclosure along a boundary of the curtilage of an existing dwellinghouse		£258.00	£258.00	NB
24.039	8. The construction of car parks, service roads and other means of access on land used for the purposes of a single undertaking where the development is required for a purpose incidental to the existing use of the land		£293.00	£293.00	NB
24.040	9. The carrying out of any operations connected with exploratory drilling for oil or natural gas.	Where the site area does not exceed 7.5 hectares	£686 for each 0.1 hectare	£686 for each 0.1 hectare	NB
24.041		Where the site area exceeds 7.5 hectares	£51,395 and an additional £204 for each 0.1 hectare (or part thereof) of the site area in excess of 7.5 hectares, subject to a maximum in total of £405,000.	£51,395 and an additional £204 for each 0.1 hectare (or part thereof) of the site area in excess of 7.5 hectares, subject to a maximum in total of £405,000.	NB
24.042	10. The carrying out of any operations (other than operations coming within category 9) for the winning and working of oil or natural gas.	Where the site area does not exceed 15 hectares	£347 for each 0.1 hectare	£347 for each 0.1 hectare	NB
24.043		Where the site area exceeds 15 hectares	£52,002 and an additional £204 for each 0.1 hectare (or part thereof) in excess of 15 hectares, subject to a maximum in total of £105,300.00	£52,002 and an additional £204 for each 0.1 hectare (or part thereof) in excess of 15 hectares, subject to a maximum in total of £105,300.00	NB
24.044	11. The carrying out of any operations not coming within any of the above categories.				
24.044	In the case of operations for the winning and working of minerals—	where the site area does not exceed 15 hectares	£315 for each 0.1ha and an additional £186 for each 0.1 hectare (or part thereof) in excess of 15 hectares, subject to a maximum in total of £105,300.	£315 for each 0.1ha	NB
24.045		where the site area exceeds 15 hectares	£471.61 and an additional £186 for each 0.1 hectare (or part thereof) in excess of 15 hectares, subject to a maximum in total of £105,300.	£471.61 and an additional £186 for each 0.1 hectare (or part thereof) in excess of 15 hectares, subject to a maximum in total of £105,300.	NB
24.046		In any other case	In any other case, £293 for each 0.1 hectare (or part thereof) of the site area, subject to a maximum in total of £2,535	In any other case, £293 for each 0.1 hectare (or part thereof) of the site area, subject to a maximum in total of £2,535	NB
24.047	12. Uses of land				
24.047	Where the change of use is from a previous use as a single dwellinghouse to use as two or more single dwellinghouses:	where the change of use is to use as fewer than 10 dwellinghouses	£578 for each additional dwellinghouse;	£578 for each additional dwellinghouse;	NB
24.048		where the change of use is to use as at least 10 but no more than 50 dwellinghouses	£624 for each additional dwellinghouse	£624 for each additional dwellinghouse	NB
24.049		where the change of use is to use as more than 50 dwellinghouses	£30,860 and an additional £186 for each dwellinghouse in excess of 50 dwellinghouses, subject to a maximum in total of £405,000.	£30,860 and an additional £186 for each dwellinghouse in excess of 50 dwellinghouses, subject to a maximum in total of £405,000.	NB
24.050	In all other cases:	where the change of use is to use as fewer than 10 dwellinghouses	£578 for each dwellinghouse;	£578 for each dwellinghouse;	NB
24.051		where the change of use is to use as at least 10 but no more than 50 dwellinghouses	£624 for each dwellinghouse	£624 for each dwellinghouse	NB

24.052		where the change of use is to use as more than 50 dwellinghouses	£30,860 and an additional £186 for each dwellinghouse in excess of 50 dwellinghouses, subject to a maximum in total of £405,000.	£30,860 and an additional £186 for each dwellinghouse in excess of 50 dwellinghouses, subject to a maximum in total of £405,000.	NB
13. The use of land for—					
(a) the disposal of refuse or waste materials					
(b) the deposit of material remaining after minerals have been extracted from land, or					
(c) the storage of minerals in the open.					
24.053		Where the site area does not exceed 15 hectares	£316 for each 0.1 hectare	£316 for each 0.1 hectare	NB
24.054		Where the site area exceeds 15 hectares	£47,161 and an additional £186 for each 0.1 hectare (or part thereof) of the site area in excess of 15 hectares, subject to a maximum	£47,161 and an additional £186 for each 0.1 hectare (or part thereof) of the site area in excess of 15 hectares, subject to a maximum	NB
24.055	14. The making of a material change in use of a building or land (other than a material change of use in category 12 or 13		£578.00	£578.00	NB
24.056	Telephone appointments	Planning or conservation telephone appointment (no written response)	£50.00	£50.00	NB
Householder					
24.057	Formal pre-application submission:	Fees for householder pre-application advice			
24.058		Letter only	£75.00	£75.00	NB
24.059		Meeting and letter	£100.00	£100.00	NB
24.060		Site visit and letter	£135.00	£135.00	NB
		Follow-up meeting	£50.00	£50.00	NB
Residential development					
24.061	1-2 dwellings:	Fees for residential development pre-application advice			
24.062		Letter only	£250.00	£250.00	NB
24.063		Meeting and letter	£350.00	£350.00	NB
24.064		Site visit and letter	£400.00	£400.00	NB
24.065		Follow-up meeting	£100.00	£100.00	NB
		Follow-up letter	£125.00	£125.00	NB
24.066	3-9 dwellings:	Letter only	£600.00	£600.00	NB
24.067		Meeting and letter	£700.00	£700.00	NB
24.068		Site visit and letter	£800.00	£800.00	NB
24.069		Follow-up meeting	£125.00	£125.00	NB
24.070		Follow-up letter	£150.00	£150.00	NB
24.071	10 to 49 dwellings:	Letter only	£1,000.00	£1,000.00	NB
24.072		Meeting and letter	£1,250.00	£1,250.00	NB
24.073		Site visit and letter	£1,500.00	£1,500.00	NB
24.074		Follow-up meeting	£250.00	£250.00	NB
24.075		Follow-up letter	£300.00	£300.00	NB
24.076	50 to 199 dwellings:	Letter only	£3,000.00	£3,000.00	NB
24.077		Meeting and letter	£3,350.00	£3,350.00	NB
24.078		Site visit and letter	£3,500.00	£3,500.00	NB
24.079		Follow-up meeting	£350.00	£350.00	NB
24.080		Follow-up letter	£500.00	£500.00	NB
24.081	200 to 350 dwellings:	Letter only	£4,000.00	£4,000.00	NB
24.082		Meeting and letter	£4,400.00	£4,400.00	NB
24.083		Site visit and letter	£4,750.00	£4,750.00	NB
24.084		Follow-up meeting	£450.00	£450.00	NB
24.085		Follow-up letter	£750.00	£750.00	NB
24.086	General principle advice for 10 to 49 dwellings or up to 5000 sq metres floor space; meeting only (up to 60 minutes) with no written response		£500.00	£500.00	NB

24.087	General principle advice for 50 or more dwellings or over 5000 sq metres floor space; meeting only (up to 90 minutes) with no written response		£1,000.00	£1,000.00	NB
Non-residential or commercial development		Fees for non-residential or commercial development pre-application advice			
24.088	Up to 500 sq metres:	Letter only	£250.00	£250.00	NB
24.089		Meeting and letter	£350.00	£350.00	NB
24.090		Site visit and letter	£400.00	£400.00	NB
24.091		Follow-up meeting	£100.00	£100.00	NB
24.092		Follow-up letter	£125.00	£125.00	NB
24.093	501 to 999 sq metres:	Letter only	£400.00	£400.00	NB
24.094		Meeting and letter	£500.00	£500.00	NB
24.095		Site visit and letter	£600.00	£600.00	NB
24.096		Follow-up meeting	£100.00	£100.00	NB
24.097		Follow-up letter	£125.00	£125.00	NB
24.098	1,000 to 4,999 sq metres:	Letter only	£1,000.00	£1,000.00	NB
24.099		Meeting and letter	£1,250.00	£1,250.00	NB
24.100		Site visit and letter	£1,500.00	£1,500.00	NB
24.101		Follow-up meeting	£250.00	£250.00	NB
24.102		Follow-up letter	£300.00	£300.00	NB
24.103	5,000 to 9,999 sq metres:	Letter only	£2,000.00	£2,000.00	NB
24.104		Meeting and letter	£2,350.00	£2,350.00	NB
24.105		Site visit and letter	£2,500.00	£2,500.00	NB
24.106		Follow-up meeting	£350.00	£350.00	NB
24.107		Follow-up letter	£500.00	£500.00	NB
24.108	10,000 to 19,999 sq metres:	Letter only	£3,000.00	£3,000.00	NB
24.109		Meeting and letter	£3,500.00	£3,500.00	NB
24.110		Site visit and letter	£4,000.00	£4,000.00	NB
24.111		Follow-up meeting	£450.00	£450.00	NB
24.112		Follow-up letter	£750.00	£750.00	NB
Other fees		Fees for other pre-application advice			
24.113	Listed building (solely LBC) - householder:	Letter only	£75.00	£75.00	NB
24.114		Meeting and letter	£100.00	£100.00	NB
24.115		Site visit and letter	£135.00	£135.00	NB
24.116		Follow-up meeting	£50.00	£50.00	NB
24.117		Follow-up letter	NA	NA	NB
24.118	Listed building (solely LBC) - non-householder:	Letter only	£150.00	£150.00	NB
24.119		Meeting and letter	£200.00	£200.00	NB
24.120		Site visit and letter	£250.00	£250.00	NB
24.121		Follow-up meeting	£100.00	£100.00	NB
24.122		Follow-up letter	NA	NA	NB
24.123	Change of use:	Letter only	£200.00	£200.00	NB
24.124		Meeting and letter	£250.00	£250.00	NB
24.125		Site visit and letter	£300.00	£300.00	NB
24.126		Follow-up meeting	£100.00	£100.00	NB
24.127		Follow-up letter	£125.00	£125.00	NB
24.128	Advertisements:	Letter only	£75.00	£75.00	NB
24.129		Meeting and letter	NA	NA	NB
24.130		Site visit and letter	NA	NA	NB
24.131		Follow-up meeting	NA	NA	NB
24.132		Follow-up letter	NA	NA	NB

	Specialist comments				
24.133	Heritage and conservation	Where specialist comments are needed, the following fees will be added to the relevant category of development fee:			
24.134		for householder	£50.00	£50.00	NB
		for all other developments	£150.00	£150.00	NB
24.135	Drainage		£50.00	£50.00	NB
	Notes	Development of over 350 dwellings, or more than 20,000 sq metres of commercial development will need a Planning Performance Agreement, please contact us to discuss			
	Exemption from fees	No fees will be payable when: the enquiry is made by a local authority or county council and relates to a statutory function the enquiry is made by a parish council the proposal relates to development of an existing dwelling where the works are for the benefit of a disabled occupier			
	Reduction in fees for charities	A 50 per cent reduction in fees will be given for local charities or local community groups			
25	Pollution Control Fees				
	Application Fee				
25.001	Standard process (includes solvent emission activities)		£1,650.00	£1,650.00	NB
25.002	Additional fee for operating with a permit		£1,188.00	£1,188.00	NB
25.003	PVRI, SWOBs and Dry Cleaners		£155.00	£155.00	NB
25.004	PVR I & II combined		£257.00	£257.00	NB
25.005	VRs and other Reduced Fee Activities		£362.00	£362.00	NB
25.006	Reduced fee activities: Additional fee for operating without a permit		£71.00	£71.00	NB
25.007	Mobile plant - not using simplified permits		£1,650.00	£1,650.00	NB
25.008	Mobile plant for the third to seventh applications		£985.00	£985.00	NB
25.009	Mobile plant for the eighth and subsequent applications		£498.00	£498.00	NB
	Annual Subsistence Charge				
25.010	Standard process Low*		£772.00	£772.00	NB
25.011	Standard process Medium*		£1,161.00	£1,161.00	NB
25.012	Standard process High*		£1,747.00	£1,747.00	NB
25.013	PVRI, SWOBs and Dry Cleaner Low		£79.00	£79.00	NB
25.014	PVRI, SWOBs and Dry Cleaner Medium		£158.00	£158.00	NB
25.015	PVRI, SWOBs and Dry Cleaner High		£237.00	£237.00	NB
25.016	PVR I & II combined Low		£113.00	£113.00	NB
25.017	PVR I & II combined Medium		£226.00	£226.00	NB
25.018	PVR I & II combined High		£341.00	£341.00	NB
25.019	VRs and other Reduced Fees Low		£228.00	£228.00	NB
25.020	VRs and other Reduced Fees Medium		£365.00	£365.00	NB
25.021	VRs and other Reduced Fees High		£548.00	£548.00	NB
25.022	Moile plant, for first and second permits Low - not using simplified permits		£626.00	£626.00	NB
25.023	Moile plant, for first and second permits Medium - not using simplified permits		£1,034.00	£1,034.00	NB
25.024	Moile plant, for first and second permits High - not using simplified permits		£1,551.00	£1,551.00	NB
25.025	for the third to seven permits Low		£385.00	£385.00	NB
25.026	for the third to seven permits Medium		£617.00	£617.00	NB
25.027	for the third to seven permits High		£924.00	£924.00	NB
25.028	eighth and subsequent permits Low		£198.00	£198.00	NB
25.029	eighth and subsequent permits Medium		£314.00	£314.00	NB
25.030	eighth and subsequent permits High		£473.00	£473.00	NB
25.031	Late payment fee		£52.00	£52.00	NB
	<i>* the additional amounts in brackets must be charged where a permit is for a combined Part B and waste installation</i>				

Where a Part B installation is subject to reporting under the E-PRTR Regulation, add an extra £99 to the amounts

Transfer and Surrender				
25.032	Standard process transfer	£169.00	£169.00	NB
25.033	Standard process partial transfer	£497.00	£497.00	NB
25.034	New operator at low risk reduced fee activity (extra one-off subsistence charge - see Art 15(2) of charging scheme)	£75.00	£75.00	NB
25.035	Surrender: all Part B activities	£0.00	£0.00	NB
25.036	Reduced fee activities: transfer	£0.00	£0.00	NB
25.037	Reduced fee activities: partial transfer	£47.00	£47.00	NB
Temporary transfer for mobiles				
25.038	First transfer	£53.00	£53.00	NB
25.039	Repeat following enforcement or warning	£53.00	£53.00	NB
Substantial change				
25.040	Standard process	£1,050.00	£1,050.00	NB
25.041	Standard process where the substantial change results in a new PPC activity	£1,650.00	£1,650.00	NB
25.042	Reduced fee activities	£102.00	£102.00	NB
25.043	Public Health Funerals	£83 per hour or part thereof officer time plus undertaker and cemetery costs etc	£87.46 per hour or part thereof officer time plus undertaker and cemetery costs etc	EX
25.044	Environmental protection/pollution control advice and consultancy	£83 per hour of business advice/consultancy (flat rate - includes documentation etc)	£87.46 per hour or part thereof officer time plus undertaker and cemetery costs etc	STD
25.045	Antisocial behaviour advice and consultancy	£83 per hour of business advice/consultancy (flat rate - includes documentation etc)	£87.46 per hour or part thereof officer time plus undertaker and cemetery costs etc	STD
Private water supplies:				
25.046	Sampling and laboratory analysis	up to £286 for analysis of full set of samples plus courier fee @ £35 all plus VAT	£87.46 per hour or part thereof officer time plus courier fee @ £35 all plus VAT	STD
26 Seat Sponsorship				
26.001	Charge = actual cost of seat and installation	Recharge Actual Costs plus £200	Recharge Actual Costs plus up to £500	STD
27 Street Care (excluding VAT)				
27.001	Fixed penalty notices under the Antisocial Behaviour, Crime & Policing Act 2014. Examples include Public Spaces Protection Orders and Community Protection Notices.	£100 reduced to £80 for early payment	£100 reduced to £80 for early payment	NB
28 Streetscene Enforcement				
Abandoned Vehicle				
28.001	Inspection of Abandoned Vehicle and arranging for removal on private land	£65.00	£69.42	STD
Fixed Penalty Notices served in Environmental Protection & Streetscene Enforcement				
28.002	Abandoning a vehicle	£200.00	£200.00	NB
28.003	- if paid within a reduced time	N/a	N/a	
28.004	Depositing Litter	£150.00	£500.00	NB
28.005	- if paid within a reduced time	£90.00	£225.00	NB
28.006	Depositing Litter from a vehicle (civil penalty)	£150.00	£500.00	NB
28.007	- if paid within a reduced time	£90.00	£225.00	NB
28.008	Graffiti (on property)	£150.00	£500.00	NB
28.009	- if paid within a reduced time	£90.00	£225.00	NB

28.010	Graffiti (highway signs)		£150.00	£500.00	NB
28.011	- if paid within a reduced time		£90.00	£225.00	NB
28.012	Graffiti (on highways)		£150.00	£500.00	NB
28.013	- if paid within a reduced time		£90.00	£225.00	NB
28.014	Failure to comply with household waste provisions		£80.00	£80.00	NB
28.015	- if paid within a reduced time		£50.00	£50.00	NB
28.016	Failure to comply with commercial or industrial waste provisions		£110.00	£110.00	NB
28.017	- if paid within a reduced time		£75.00	£75.00	NB
28.018	Failure to keep/provide documents relating to controlled waste		£300.00	£300.00	NB
28.019	- if paid within a reduced time				
28.020	Failure to produce waste transfer notes		£300.00	£300.00	NB
28.021	- if paid within a reduced time				
28.022	Parking vehicles exposed for sale on the road		£100.00	£100.00	NB
28.023	- if paid within a reduced time		£75.00	£75.00	NB
28.024	Repairing of vehicles on the road by a business		£100.00	£100.00	NB
28.025	- if paid within a reduced time		£75.00	£75.00	NB
28.026	Unauthorised deposit of controlled waste		£400.00	£1,000.00	NB
28.027	if paid within reduced time		£250.00	£450.00	NB
28.035	Distributing of Printed Matter		£80.00	£80.00	NB
	if paid within reduced time		£50.00	£50.00	NB
28.036	Fly Posting - illegal adverts		£80.00	£80.00	NB
	if paid within reduced time		£50.00	£50.00	NB
28.037	Breach of Public Spaces order		£100.00	£100.00	NB
	if paid within reduced time		£80.00	£80.00	NB
28.038	Breach of a Community Protection Order		£100.00	£100.00	NB
	if paid within reduced time		£80.00	£80.00	NB
29	Waste & Cleansing (plus VAT unless non-vatable)				
29.001	Special Collections and Bulky Waste Collections	per unit	£24.50	£26.00	NB
29.002	Fixed Charge for a Bulky Waste Collection - 3 piece suite (calculated at 1.5 units)	each	£36.30	£39.00	NB
29.003	Garden Waste Service - annual subscription	Annual	£50.00	£55.00	NB
29.004	Replacement Garden Waste Bins	each	£32.45	£34.50	NB
29.005	Replacement 190 Ltr Wheelie Bins	each	£53.35	£56.60	NB
29.006	Garden Waste sacks - roll of 10	per roll	£16.50	£17.50	NB
29.007	Refuse Sacks - special refuse collection - roll of 15 (limited to 1 roll per resident per year)	per roll	£16.50	£17.50	NB
29.008	Replacement 340ltr Domestic Wheelie Bins	each	£111.50	£118.50	NB
29.008	Replacement 1100ltr Communal Bins	each	£459.00	£487.00	NB
29.009	Refuse Sacks - special refuse collection on collection day - up to 20 bags	each	£24.50	£26.00	NB
29.010	Delivery of garden waste sacks	each	£1.25	£4.00	NB

Cheltenham Borough Council

Cabinet – 19 December 2023

Infrastructure Funding Statement (IFS) Requirements

Accountable member:

Cabinet Member Customer and Regulatory Services, Cllr Martin Horwood

Accountable officer:

Director of Communities & Economic Development, Tracey Birkinshaw

Accountable scrutiny committee:

Overview & Scrutiny Committee

Ward(s) affected:

All

Key Decision: Yes

Executive summary:

All Councils who charge Community Infrastructure Levy (CIL) and secure developer contributions by way of Section 106 (S106) agreements have a statutory obligation to prepare the following:

- Infrastructure Funding Statement (IFS) (Appendix 2) and
- Annual CIL Rates Summary Statement (Appendix 3).

The Infrastructure Funding Statement must include an Infrastructure List (provided in Chapter 3 of the IFS, see Appendix 2), to help guide future priorities for allocation of strategic community infrastructure funding monies.

Recommendations: That Cabinet

1. **approves the publication of the Infrastructure Funding Statement (IFS) relating to the financial year ending 31st March 2023 by 31st December 2023**

2. **notes that the Annual CIL Rate Summary Statement will be published alongside it by the 31st December 2023**
 3. **notes the Infrastructure List and decision to approve this by Council on 11 December 2023.**
-

1. Implications

1.1 Financial, Property and Asset implications

No financial implications as a result of the recommendations.

Signed off by: Capital and Treasury Management Accountant, andrew.sherbourne@cheltenham.gov.uk

1.2 Legal implications

The production of an Infrastructure Funding Statement at least annually, including a regulation 121A Infrastructure List, is a statutory obligation as a result of amendments to the Community Infrastructure Levy Regulations 2010 by the Community Infrastructure Levy (Amendment) (England) (No.2) Regulations 2019. As is the publication of the Annual CIL Rate Summary Statement.

Those amendments also revoked, as of 1 September 2019, Regulation 123 thereby removing the restrictions there had been previously, both on the pooling of monies from s106 obligations and also the spending of both CIL and s106 monies on the same infrastructure.

Signed off by: Solicitor, One Legal, legalservices@onelegal.org.uk

1.3 Environmental and climate change implications

This is a report predominantly on income and expenditure of CIL/S106. However, the effective use of CIL/S106 receipts has the potential to have a positive environmental impact. For example, the revised interim strategic 'infrastructure list' contains proposals including cycle hubs and links which will help to deliver modal shift, a contribution to better recycling facilities, developing mass transit, rail infrastructure enhancements, EV charging infrastructure and strategic green infrastructure, which all have a huge positive potential for tackling climate change.

Signed off by: Programme Director for Climate Change, ClimateTeam@cheltenham.gov.uk

1.4 Corporate Plan Priorities

The Council has a statutory function as Local Planning Authority and the statutory obligations relevant to this report link directly to that function. This report records the monies received and spent in respect of CIL and S106, it is the outcomes of this funding that contributes to the following Corporate Plan Priorities:

- Working with residents, communities and businesses to help make Cheltenham #netzero by 2030
- Increasing the number of affordable homes through our £180m housing investment plan
- Ensuring residents, communities and businesses benefit from Cheltenham's future growth and prosperity
- Being a more modern, efficient and financially sustainable council

1.5 Equality, Diversity and Inclusion Implications

None arising from this report.

1.6 Performance management – monitoring and review

CIL and Section 106 monies received are reviewed regularly and annually through the reports subject to this paper.

2 Background

- 2.1 Producing an Infrastructure Funding Statement (IFS) annually is a legal requirement for Councils who charge Community Infrastructure Levy (CIL) and/or secure developer contributions by way of Section 106 (S106) agreements¹. This is the Council's fourth IFS, which has been prepared ready for submission² and publication on the Council's website by the 31st December 2023³.
- 2.2 The IFS (Appendix 2) must include reports on the previous financial year, ending on the 31st March, for both CIL and S106 Planning Contributions as well as an Infrastructure List.
- 2.3 An Annual CIL Rate Summary Statement (Appendix 3), applying the mandatory national CIL index⁴ and setting out the charges for the following calendar year, must also be published in December⁵
- 2.4 We are required to submit the IFS in a format that answers a series of purely factual questions on income and expenditure of CIL and S106 (collectively known as 'planning obligations' or 'developer contributions'). In the report to Cabinet last year, a commitment was given to produce a more 'user friendly' summary to help those interested in the data to understand better the flow of CIL and S106 funding. We have therefore produced a summary of all income and expenditure, included as Appendix 4 from which an 'infographic' is being produced, which will form the public facing element to our IFS this year with the statutory report attached as an appendix.
- 2.5 The 'Infrastructure List'⁶ is a list of the infrastructure projects or types of infrastructure which "the charging authority intends will be, or may be, wholly or partly funded by CIL".
- 2.6 The Infrastructure List is shared by the three Joint Core Strategy (JCS) councils, Gloucester, Tewkesbury and Cheltenham, reflecting their co-operation on the JCS and its successor, the Strategic and Local Plan (SLP). Previous reporting has highlighted that the agreed Infrastructure List is not representative of current priorities. As such the SLP councils alongside Gloucestershire County Council have prepared a new Infrastructure List. This recognises that a full reassessment of the Infrastructure Delivery Plan (upon which the agreed Infrastructure List was based) is required and

¹ Regulation 121A requires us, as a 'contribution receiving authority' to publish an IFS annually "no later than the 31st December" that sets out details about 'planning obligation' and 'CIL' income and expenditure, actual and anticipated for the last 'reported year' ending on the 31st March, and an 'Infrastructure List'

² Department for Levelling Up Housing and Communities (DLUHC), formerly Ministry of Housing, Communities and Local Government (MHCLG)

³ Community Infrastructure Levy Regulations 2010 (as amended) Regulation 121A

⁴ Published by the Royal Institute of Chartered Surveyors (RICS) on the 1st November each year

⁵ Regulation 121C (1) requires an Annual CIL Rate Summary Statement to be published "no earlier than 2nd December and no later than 31st December" each year updated in line with the CIL Index published by the Royal Institute of Chartered Surveyors (RICS) for the 1st November each year

⁶ approved for publication in December 2020 and an update approved last year (2021)

this will take place alongside the preparation of the SLP but cannot wait until that is completed to better reflect current priorities. A separate report has been considered by Council on 11th December 2023 which sought to do the following:

- To agree the establishment of a Community Infrastructure Levy Joint Committee under s101(5) and s102 Local Government Act 1972 and under Part 1A Chapter 2 Section 9EB of the Local Government Act 2000 and pursuant to the Local Authorities (Arrangement for the Discharge of Functions) (England) Regulations 2012.
- To agree the Community Infrastructure Levy Joint Committee Terms of Reference.
- To agree the pooling of strategic Community Infrastructure Levy monies by the three partner Councils of Cheltenham, Gloucester and Tewkesbury with governance as set out in the Community Infrastructure Levy Joint Committee Terms of Reference.
- To approve and review the Infrastructure List for those items relating to the administrative area of Cheltenham Borough, and for this list to be combined with the lists of Gloucester, Tewkesbury and Gloucestershire County Council to form the basis of the work of the Community Infrastructure Levy Joint Committee.
- To enter into engagement with wider infrastructure providers (e.g. NHS, emergency services, Environment Agency etc.) outside the local authorities to identify any wider infrastructure priorities to be considered by the Community Infrastructure Levy Joint Committee.

2.7 Further detail on the new Infrastructure List is provided in section 4 of this report. A verbal update will be provided at the meeting in respect of any changes arising following the approval and review of the Infrastructure List by Council on 11th December 2023.

3 Infrastructure funding statement (Appendix 2)

IFS – CIL report

3.1 Full details of CIL income and expenditure are presented in the IFS at Appendix 2.

3.2 In summary for the 'reporting year' (1st April 2022 to 31st March 2023):

- CIL Receipts = **£1,350,168.95**
- CIL expenditure (on administration only to date) by the borough council = **£66,560.83** plus **£2,987.38** from previous years
- CIL Expenditure by the parish councils = **£21,971.92** plus **£10,696.20** from previous years
- CIL Passed to Parish Councils = **£156,218.47** (**£85,905.58** of which raised in previous year)

3.3 At the end of the 'reporting year' (31st March 2023):

- CIL Receipts Retained by the Borough Council = **£2,335,853.74**; made up of the following:
 - **£947.62** allocated to administration (5% of total CIL receipts),

- **£81,554.59** Neighbourhood Funding (15%⁷ of total CIL receipts from parished areas⁸) collected by the Borough Council between the 1st October and the 31st March of the reported year due to Parish Councils and to be paid to them on the 28th April of the next reported year (2023/24);
- **£127,353.24** Neighbourhood Funding for unparished areas (15% of total CIL receipts from unparished areas) made up of **£51,534.66** from receipts in the reported year and **£75,818.58** from previous years to be allocated by cabinet on the advice of the cross-party Neighbourhood Fund panel referred to in 8.1 below; and
- **£2,127,242.67** Strategic Infrastructure funding (currently 80% of total CIL receipts⁹) made up of **£1,079,258.36** from receipts in the reported year and **£1,047,984.31** from previous years, for the “provision, improvement, replacement, operation or maintenance of infrastructure to support the development of its area”.

Administration costs

- 3.4 The council may use up to 5% of the CIL receipts to support administration. The JCS/SLP councils currently pool their administration funding; this supports the employment of a CIL Manager and CIL Officer, together with the required computer and systems software, and membership costs such as the Royal Institute of Chartered Surveyors (RICS), Building Cost Information Service (BCIS), Subscription etc, it will also fund the administration of the CIL Joint Committee going forward. Current funding does not cover all costs incurred by the administration of CIL and the shortfall is met by the JCS/SLP councils shared commitment and funding of the JCS and its approach to the preparation of the SLP.
- 3.5 Appropriate administrative expenses associated with CIL that can be recovered from the 5% are broadly set out in the CIL [guidance](#), these include the costs of the functions required to establish and run a levy charging scheme. These functions include levy set-up costs, such as consultation on the levy charging schedule, preparing evidence on viability or the costs of the levy examination. There are similar costs associated with amending a levy charging schedule. They also include ongoing functions like establishing and running billing and payment systems, enforcing the levy, the legal costs associated with payments in-kind and monitoring and reporting on levy activity.
- 3.6 Over time as the CIL pots grow, Cheltenham will wish to fully recover all liable costs, both joint and those arising from Cheltenham only. This element is kept under regular review.

IFS – S106 report

- 3.7 At the start of April 2022, there was a balance of **£1,256,951.99**. During the ‘reporting year’ we received **£1,150,797.53** and spent **£0.00** S106 contributions. At the end of March 2023, there was a closing balance of **£2,407,749.52**. The payments for S106 are related to the triggers set out in the agreed Heads of Terms, a significant amount relates to the delivery of affordable housing and this

⁷ No Parish Councils in the borough currently have an adopted (made) Neighbourhood Plan which raises this to an uncapped 25%.

⁸ Subject to a cap of £100 plus indexation per existing dwelling in the parish, which no CIL payments have yet reached.

⁹ The adoption of a Neighbourhood Plan by a Parish Council or Neighbourhood Forum would lower this percentage to 70% in those areas.

falls within the councils housing enabling function that oversees delivery within the priorities set out by the Cheltenham Borough Council Housing, Homelessness and Rough Sleeping Strategy (2023 – 2028).

- 3.8 During the 'reporting year' we spent **£61,279.80** of monies held as a result of conditions imposed upon planning permissions, details of which are given in the report.
- 3.9 The S106 report also provides details of the **£502,000.00** of contributions and the 156 affordable homes secured in agreements entered into during the reporting year and the 47 affordable homes, secured in agreements entered into in previous years, delivered during the reported year.
- 3.10 The council's constitution clearly sets out the parameters for decision-making. Negotiation of S106 is a key element of the development management process when it is considered that a development will have impacts on the local area that cannot be moderated by means of conditions attached to a planning decision. The council's constitution (at Part 3) provides the responsibility for the determination of planning applications (of which S106 negotiation forms part), except as specifically allocated to Planning Committee (under Part 3C)
<https://democracy.cheltenham.gov.uk/ieListDocuments.aspx?CId=279&MId=1960&Info=1&bcr=1>
- 3.11 Decision making of planning decisions outside those undertaken by Planning Committee, including S106 agreements, are delegated to the Head of Planning. In negotiating S106, consultation with ward members is undertaken and the relevant officer specialisms are engaged.

4 Infrastructure list

- 4.1 The 'Infrastructure List' identifies projects which may need wholly or partly funding from CIL individually and those which the Joint Core Strategy partners share.
- 4.2 The preparation of the SLP now underway provides the appropriate context for a full review of the Infrastructure List informed by updated evidence on infrastructure demands and delivery and by the priorities of the three councils, including our commitment to tackle climate change, achieve modal shift away from private car use and reflect changing patterns of work following the pandemic, the council's Corporate Plan, including our 2030 net zero objectives.
- 4.3 Council considered an updated Infrastructure List at its meeting on 11th December 2023. Chapter 3 provides a list of all relevant items identified by Cheltenham, Gloucester, Tewkesbury, and the County Council. Gloucester and Tewkesbury will be reporting on their priorities for the infrastructure list through their reporting procedures.
- 4.4 There is a larger piece of engagement work ongoing with infrastructure providers outside the local authorities to identify any wider infrastructure priorities.

5 Annual CIL rate summary statement

- 5.1 The Annual CIL Rate Summary Statement (Appendix 3) must be based on the Royal Institute of Chartered Surveyors (RICS) CIL Index, published in November each year. Indexation is required so that the rates we charge are adjusted to take account of the costs of development and inflation. Whilst the most common index is the Retail Prices Index (RPI), published by the Office for National

Statistics, the CIL Regulations require us to use an index published by RICS.

6 Neighbourhood funding

6.1 Though not falling within this year's IFS 'reported year' (01/04/2022 to 31/03/2023), Cheltenham conducted a very effective allocation of the Borough Council's Neighbourhood CIL held for non-parished areas this year. This was a competitive exercise and generated 26 projects identified by community groups and stakeholders. A total of £128,355.00 was allocated across 16 projects. I would like to take this opportunity to thank all those that participated, the CIL Neighbourhood Panel and supporting officer team. Some of these projects have already been delivered and I look forward to seeing the remainder come forward as planned. A summary of the successful awards are noted below.

Applicant	Project	Agreed allocation
SPJARA (St Philip and St James Area Residents' Association)	Bath Road Utility Box Decoration	£1,000.00
Borough Councillor Tony Oliver	Bournside Safe Crossing Campaign	£12,000.00
Friends of Sandford Parks (FOSP)	Safer Sandford	£13,000.00
Friends of Pittville	Sensory beds in Pittville Park	£1,000.00
Vision 21 Gloucestershire	Planet Cheltenham	£17,000.00
Benhall Residents' Association	Benhall Air Quality Survey	£3,500.00
Public Hearts Defibrillator Campaign	Public Hearts Defibrillator Campaign	£9,000.00
Hester's Way Partnership	Springbank Creative Youth Space	£12,000.00
Hesters Way Forum	Fiddlers Green Park Play Area Improvement Project	£12,000.00
Friends of King George V (KGV) Playing Field	KGV Perimeter Path Phase 1	£9,855.00
Councillor Garth Barnes, Cheltenham Borough Council	Regent Street Outdoor Café Culture Project	£10,000.00
Cheltenham Borough Council	Rowena Cade playground improvements	£10,000.00
Fairview Community Association	Cheltenham Cricket Club Disability Ramp	£3,000.00
We Create Cheltenham CIC	Honeybourne Honey	£2,500.00
Cheltenham Paint Festival	Cheltenham Paint Festival	£7,500.00
Springbank Community Group CIC	Reroofing the Ron Smith Pavilion – Phase 1	£5,000.00
	TOTAL	£128,355.00

7 Next steps

- 7.1 Publication on the Council's website and submission and notification of the location of data to the Department for Levelling Up, Housing and Communities by end December 2023.
- 7.2 Alongside the preparation of the SLP ensure the infrastructure needed to accommodate planned future development is fully considered through on-going engagement with a full range of infrastructure providers, including running an open and transparent bidding process with the aim of producing a comprehensive IDP, from which schemes which meet not only the needs of new development but also the priorities of the Council may be selected for inclusion on a deliverable future Infrastructure List to support the new plan.

8 Reasons for recommendations

8.1 Statutory obligation to prepare and publish:

- 8.1.1 Regulation 121A requires the Council, as a 'contribution receiving authority' to publish an IFS annually "no later than the 31st December" that sets out details about 'planning obligation' and

‘CIL’ income and expenditure, actual and anticipated for the last ‘reported year’ ending on the 31st March, and an ‘Infrastructure List’; and

- 8.1.2 Regulation 121C(1) requires an Annual CIL Rate Summary Statement to be published “no earlier than 2nd December and no later than 31st December” each year updated in line with the CIL Index published by the Royal Institute of Chartered Surveyors (RICS) for the 1st November each year.
- 8.1.3 Regulations referred to are the Community Infrastructure Levy Regulations 2010 (as amended).

9 Alternative options considered

9.1 Not relevant as statutory requirement.

10 Consultation and feedback

10.1 Building on the commitments made in the IFS report to Cabinet (2021) a summary infographic is being prepared to enable a more user-friendly representation of the key data. Full engagement with Cllr Martin Horwood, Cabinet Member Customer and Regulatory Services.

11 Key risks

11.1 See Appendix 1.

Report author:

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Tracey Birkinshaw, Director of Community & Economic Development,
tracey.birkinshaw@cheltenham.gov.uk

Appendices:

- i. Risk Assessment
- ii. DRAFT Borough Council Infrastructure Funding Statement 2023
- iii. DRAFT Borough Council Annual CIL Rates Summary Statement 2023
- iv. DRAFT Summary Infographic

Background information:

1. Cabinet – 21st December 2021 Infrastructure Funding Statement (IFS) Requirements
https://democracy.cheltenham.gov.uk/documents/s38868/2021_12_21_Infrastructure%20Funding%20Statement%20IFS%20Requirements_report.pdf
2. Cabinet – 5th April 2022 Community Infrastructure Levy Governance & Section 106 engagement
https://democracy.cheltenham.gov.uk/documents/s39870/2022_04_05_CIL%20governance%20and%20s106%20engagement_report.pdf

3. Council 20th June 2022 Community Infrastructure Levy Governance & Section 106 engagement
https://democracy.cheltenham.gov.uk/documents/s40680/2022_06_22_CIL%20governance%20and%20s106%20engagement_COUNCIL%20report.pdf

Appendix 1: Risk Assessment

Risk ref	Risk description	Risk owner	Impact score (1-5)	Likelihood score (1-5)	Initial raw risk score (1 - 25)	Risk response	Controls / Mitigating actions	Control / Action owner	Deadline for controls/ actions
CIL	Failure to publish the required statements would be a breach of Government Regulations	Director Communities & Economic Development	1	1	1	Close	Cabinet report	CIL Manager	20.12.23
CIL/SLP	Not having a clear CIL prioritisation of infrastructure projects may risk receipts not being targeted towards the most critical infrastructure needed to deliver development and fulfil our requirements in the delivery of the JCS/Cheltenham	Director Communities & Economic Development	5	2	10	Reduce	Governance arrangements of CIL agreed. Review of Infrastructure Delivery Plan as part of preparation of SLP. Put in place clear and transparent governance	Council report Cheltenham, Gloucester and Tewkesbury: Community Infrastructure Levy Joint Committee CIL Manager/SLP Task Group & Steering Group	11.12.23 In line with SLP programme and picked up via SLP risk register

Risk ref	Risk description	Risk owner	Impact score (1-5)	Likelihood score (1-5)	Initial raw risk score (1 - 25)	Risk response	Controls / Mitigating actions	Control / Action owner	Deadline for controls/ actions
	Plan/SLP.								

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Cheltenham Borough Council Annual Infrastructure Funding Statement
2022/23

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1. COMMUNITY INFRASTRUCTURE LEVY REPORT



Community Infrastructure Levy Regulations (2019 Amendment) Regulation 121A Schedule 2 Section 1

Reporting Year: From 01 April 2022 to 31 March 2023

OPENING POSITION

Income Before The Reported Year

(c) Total CIL income **before** to the reported year was **£1,296,626.14** of which **£1,212,695.85** was unspent and held by the Borough Council.

The Council did not receive any land or infrastructure payments (i.e. the provision of land or infrastructure in lieu of paying CIL) before to the reported year.

Administration

The amount of unspent CIL, collected **before the reported year**, assigned for administration costs was **£2,987.38** with **£61,274.13** received before the reported year having been transferred to Tewkesbury Borough Council in the three years since charging commenced on 01 January 2019.

Neighbourhood

Borough Council Neighbourhood Funding

The amount of unspent CIL, collected **before the reported year**, assigned for Regulation 59F Neighbourhood CIL was **£75,818.58**.

Parish Council Neighbourhood Funding

The amount of unspent CIL, collected **before the reported year**, assigned for Regulation 59A Neighbourhood CIL:

- Held by Charging Authority for payment on 28 April 2022 was **£85,905.58**.
- Held by the Parish Councils was **£10,696.20** out of **£22,656.16** passed to Parish Councils before the reported year. This was held by:
 - Charlton Kings PC **£7,788.00**; and
 - Leckhampton with Warden Hill PC **£2,908.20**.

Infrastructure

The amount of unspent CIL, collected **before the reported year**, which was not assigned for Neighbourhood CIL or CIL Administration was **£1,047,984.31**.

IN YEAR ACTIVITY

Notices Issued

(a) The total value of CIL **Demand Notices** issued in the reported year was **£2,364,986.07**.

It should be noted that not all of this funding would have been expected to be received during the reported year as a result of the Council's adopted Instalments Policy.

The total value of CIL **Liability Notices** issued in the reported year was **£2,337,454.73**.

It should be noted that not all of this potential funding would have been expected to be the subject of a demand notice during the reported year as a liability notice is not a demand for payment and evidence to justify deductions and claims for relief may still be submitted up until the commencement of development, after which a demand notice is issued.

Income In The Reported Year

(b) Total CIL income **in the reported year** was **£1,350,168.95**

The Council did not receive any land or infrastructure payments (i.e. the provision of land or infrastructure in lieu of paying CIL) during the reported year.

Surcharges and Late Payment Interest

The total value of **Surcharges** imposed due to breaches of the CIL Regulations was **£24,512.18** and the total value of the **late payment interest** accrued was **£3,019.16** during the reported year.

Administration

CIL income **in the reported year** allocated for administration expenses was **£67,508.45**. This was 5% of the total CIL receipts collected (**£1,350,168.95**).

Neighbourhood

Borough Neighbourhood Funding for Unparished Areas

CIL Income **in the reported year**, for areas that are not covered by a Parish Council, was **£51,534.66**

(i) Parish Council Neighbourhood Funding

CIL both collected and passed to Parish Councils **in the reported year** was: **£70,312.88**. This was for:

- Charlton Kings PC Neighbourhood Funding of **£7,494.43** paid on the 28 October 2022;
- Leckhampton with Warden Hill PC Neighbourhood Funding of **£9,486.75** paid on the 28 October 2022; and
- Prestbury PC Neighbourhood Funding of **£53,331.71** paid on the 28 October 2022.

(d) CIL collected **before** to the reported year but allocated in the reported year was **£85,905.58**. This was for:

- Charlton Kings PC Neighbourhood Funding of **£5,848.94** paid on the 28 April 2022;
- Leckhampton with Warden Hill PC Neighbourhood Funding of **£14,873.44** paid on the 28 April 2022; and
- Prestbury PC Neighbourhood Funding of **£65,183.20** paid on the 28 April 2022.

It should be noted that:

- No payments were made to Parish Councils as a result of the Charging Authority receiving any 'payment in kind' during the reported year; and
- **(j), (k) & (l)** No CIL was either requested or returned to the Charging Authority in the reported year because it had not been spent within 5 years (Regulation 59E).

Infrastructure

The amount of CIL, collected **in the reported year**, which was not assigned for Neighbourhood CIL or CIL Administration was **£1,079,258.36**.

Expenditure In The Reported Year

(e) Total CIL expenditure **in the reported year**, was **£102,216.33**. This was made up of:

- **£32,668.12** of Neighbourhood CIL reported by Parish Councils; and
- **£69,548.21** of Admin CIL.

Administration

(g) (iii) CIL income collected in and transferred to Tewkesbury Borough Council, as a contribution towards shared administration expenses, in the reported year was **£67,508.45**.

CIL income collected **before** to the reported year spent on administration in the reported year was **£2,987.38**.

Neighbourhood

Borough Neighbourhood Funding for Unparished Areas

Expenditure from CIL Income collected **in the reported year**, for areas that are not covered by a Parish Council, was **£0.00**.

Expenditure from CIL Income collected **before the reported year**, for areas that are not covered by a Parish Council, was **£0.00**

Parish Council Neighbourhood Funding

(g) (i) Expenditure from CIL passed to Parish Councils in the reported year was reported as **£32,668.12**.

Parish Councils reported the following spending from CIL funds in the reported year:

Infrastructure	Amount	Date	Spend Description
Charlton Kings	£7,788.00	04 May 2022	Part of £11,176.80 for SUDS path on Grange Field
Charlton Kings	£2,602.09	04 May 2022	Part of £11,176.80 for SUDS path on Grange Field
Charlton Kings	£786.71	04 May 2022	Part of £11,176.80 for SUDS path on Grange Field
Charlton Kings	£1,440.00	23 May 2022	Grange Field Drainage Investigation
Charlton Kings	£1,020.14	31 Oct 2022	Part of £2,564.40 for new vehicle gate onto Grange Field
Charlton Kings	£1,544.26	31 Oct 2022	Part of £2,564.40 for new vehicle gate onto Grange Field
Charlton Kings	£241.12	31 Oct 2022	Part of £945.96 for fencing for Grange Field
Charlton Kings	£704.84	31 Oct 2022	Part of £945.96 for new fencing for Grange Field
Charlton Kings	£1,988.30	14 Dec 2022	New Benches for Grange Field for use by elderly residents
Charlton Kings	£304.46	14 Feb 2023	For Grit Bins to make access safer in all weathers
Charlton Kings	£1,340.00	13 Mar 2023	for the installation of the new Benches on Grange Field
Leckhampton With WH	£2,908.20	31 Mar 2023	Neighbourhood planning for regulation 14
Leckhampton With WH	£2,072.55	31 Mar 2023	Neighbourhood planning for regulation 14

Infrastructure	Amount	Date	Spend Description
Leckhampton With WH	£7,927.45	31 Mar 2023	Neighbourhood planning for regulation 14
From Before Reported Year Sub Total	£7,788.00		
From In Reported Year Sub Total	£24,880.12		
Total	£32,668.12		

Infrastructure

It should be noted that:

- No CIL, returned under Regulation 59E by Parish Councils, was spent by the Charging Authority, in the reported year;
- No CIL Income received either before to, or in, the reported year has been spent on Infrastructure, including education and affordable housing; and
- (g) (ii) No CIL Income received either before to, or in, the reported year has been spent on repaying money borrowed, including any interest.

Allocations

(f) CIL collected in the reported year that was allocated but not spent during the reported year was:

Type	Allocated	Spent	Remaining
Parish Neighbourhood CIL	£156,218.47	£24,880.12	£131,338.35
Borough Neighbourhood CIL	£51,534.66	£0.00	£51,534.66
Other CIL Cash	£1,079,258.36	£0.00	£1,079,258.36

CLOSING POSITION

Administration

The amount of unspent CIL, collected **in the reported year**, assigned for administration costs is **£947.62**.

The amount of unspent CIL, collected **from 01 January 2018 to the end of the reported year**, assigned for administration costs is **£947.62**

Neighbourhood

Borough Neighbourhood Funding for Unparished Areas

The amount of unspent CIL, collected **in the reported year**, assigned for Regulation 59F Neighbourhood CIL held by the Charging Authority for unparished areas was **£51,534.66**.

The amount of unspent CIL, collected **from 01 January 2018 to the end of the reported year**, assigned for Regulation 59F Neighbourhood CIL held by the Charging Authority for unparished areas was **£127,353.24**.

Parish Council Neighbourhood Funding

The amount of unspent CIL, collected **in the reported year**, assigned for Regulation 59A Neighbourhood CIL held by the Charging Authority for payment on 28 April 2023 was **£81,554.59**.

The amount of unspent CIL, collected **from 01 January 2018 to the end of the reported year**, assigned for Regulation 59A Neighbourhood CIL, held by the Parish Councils was **£134,246.55**. This was held by:

- Charlton Kings PC **£1,371.45**;
- Leckhampton with WH PC **£14,360.19**; and
- Prestbury PC **£118,514.91**.

It should be noted that:

- No CIL was outstanding for recovery from Parish Councils under Regulation 59E at the end of the reported year.

Infrastructure

The amount of unspent CIL, collected in the reported year, which was not assigned for Neighbourhood CIL or CIL Administration was **£1,079,258.36**.

(h) The amount of unspent CIL, collected **from 01 January 2018 to the end of the reported year**, which was not assigned for Neighbourhood CIL or CIL Administration was **£2,127,242.67**.

2. SECTION 106 REPORT

Community Infrastructure Levy Regulations (2019 Amendment) Regulation 121A Schedule 2 Section 3

OPENING POSITION

Money Held At The Start Of The Reported Year

(i) The total amount of money retained at the start of the reported year was **£1,256,951.99**.

IN YEAR ACTIVITY

Obligations Entered Into Or Accepted During The Reported Year

(a) The total amount of money agreed, in planning agreements which were **entered-into during the reported year**, to be paid in the future by developers was **£502,000.00**. This is from one development for off-site funding of Affordable Housing. This figure does not include indexation (inflation/deflation) that will be added, as necessary, when a payment is due.

Planning Reference	Site Address	Signature Date	Amount	Notes
20/02054/FUL	Hunting Butts Farm	26/04/2022	£502,000.00	Affordable Housing

The total number of affordable housing units, in planning agreements which were **entered-into during the reported year**, to be provided from the off-site funding allocation of **£502,000.00** is **3.2 dw** (40% of the 8 dwellings permitted).

(d) (i) Planning agreements **entered-into during the reported year** secured the following additional, non-monetary, contributions of infrastructure provided on-site.

Planning Reference	Site Address	Signature Date	Number	Notes
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22/00474/FUL	Douglas Equipment, Village Road, Cheltenham	23/09/2022	71 dwellings	Affordable Housing
21/00872/REM	Phase 1 Land, Old Gloucester Road, Cheltenham	22/07/2022 DoV	85 dwellings	Affordable Housing
		Total	156 dwellings	

It should be noted that:

(d) (ii) Education provisions will not be included in this report as, in this two-tier authority area, Gloucestershire County Council will be publishing its own Infrastructure Funding Statement. The County Council will include details of planning obligations it has secured by way of S106, as well as S278 in its areas of competence. The County Council's Infrastructure Funding Statements can be found by following this link: [Infrastructure Funding Statement \(IFS\) - Gloucestershire County Council](#)

Income In The Reported Year

(b) The total amount of **money from planning obligations received during the reported year** was **£1,150,797.53**.

Planning Reference	Site Address	Received Date	Amount	Notes
15/01448/FUL	Pate Court, St Margaret's Road	06.02.2023	£663,917.53	Affordable Housing
20/01703/FUL	Land at Starvehall Farm, New Barn Lane	01.02.2023	£481,880.00	Affordable Housing
22/00474/FUL	Douglas Equipment, Village Road	30.03.2023	£5,000.00	Monitoring Fee

		Total	£1,150,797.53	
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(c) The total amount of **money received before the reported year that has not been allocated** was **£1,163,430.08**.

Non-Monetary Contributions Delivered During The Reported Year

During the reported year the following non-monetary contributions were delivered:

- The **total number of affordable housing units**, secured in planning agreements (through Section 106 agreements), **delivered on-site** was **29 dwellings**;
- The total number of **affordable housing units delivered by S106 off site funding allocations** within the reported year is **0 dwellings**.

Summary details of all **non-monetary obligations delivered** within the reported year are as follows:

Covenant Type/Service	Number	Deed Signed	Planning Application
Affordable Housing	29 dwellings	05/05/2021	20/00780/FUL

Expenditure In The Reported Year

(f) The total amount of money from planning obligations **spent during the reported year** was **£0.00**. Of this amount **£0.00** was spent by a third party on behalf of Cheltenham Borough Council.

(h) (i) Whilst no items of infrastructure were delivered using section 106 contributions during the reported year, the following were funded from conditions attached to planning permissions:

Infrastructure	Spent	Date Spent	Spend Description	Supplier	Source
Playspace – Adult/Youth	£19,180.00	10.05.2022	Construction costs at Burrows Playing Field- Pump Track surfacing	Parks Team - Tradecraft Construction Ltd	DEV201 - Youth/Adult budget from conditions attached to planning permissions.
Playspace – Adult/Youth	£8,800.00	12.12.2022	Pilgrove Way New Carousel, safety surface and post inspection	Parks Team - Kompan Limited	DEV201 - Youth/Adult budget from conditions attached to planning permissions.
Playspace – Adult/Youth	£6,649.83	12.12.2022	George Readings, Twin Ring Sky Carousel safety surfacing and post inspection	Parks Team - Kompan Limited	DEV201 - Youth/Adult budget from conditions attached to planning permissions.
Playspace – Adult/Youth	£25,569.97	14.10.2022	Humpty Dumps Play equipment, installation and post inspection	Parks Team - Kompan Limited	DEV201 - Youth/Adult budget from conditions attached to planning permissions.

Infrastructure	Spent	Date Spent	Spend Description	Supplier	Source
Playspace – Adult/Youth	£1,080.00		Clyde Crescent, Free standing Display Unit and art work	Parks Team - Hanman S.P.L.I.T. Ltd	DEV201 - Youth/Adult budget from conditions attached to planning permissions.
Total	£61,279.80				

(e) The total amount of money from planning obligations **allocated towards infrastructure during the reported year** was **£0.00**. Of this amount **£0.00** was not spent during the reported year.

(g) The following items have had money allocated towards them during the reported year with unspent allocations:

Infrastructure	Allocated	Date Allocated	Unspent
NONE			

(h) (ii) No planning obligation money was spent on repaying money borrowed, including any interest, **during** the reported year.

(h) (iii) The amount of planning obligation money spent in respect of administration of planning obligations and monitoring in relation to the delivery of planning obligations during the reported year was **£56,977.07**.

CLOSING POSITION

Money Retained At The End Of The Reported Year

(i) The total amount of money retained at the end of the reported year is **£2,407,749.52**. Of this amount **£95,139.66** remains as retained for long term maintenance.

SECTION 278 MATTERS

Community Infrastructure Levy Regulations (2019 Amendment) Regulation 121A Schedule 2 Section 4

In respect to Highways Agreements, under Section 278 of the Highways Act 1980, it should be noted that:

Education provisions will not be included in this report as, in this two-tier authority area, Gloucestershire County Council will be publishing its own Infrastructure Funding Statement. The County Council will include details of planning obligations it has secured by way of S106, as well as S278 in its areas of competence. The County Council's Infrastructure Funding Statements can be found by following this link: [Infrastructure Funding Statement \(IFS\) - Gloucestershire County Council](#)

Community Infrastructure Levy (CIL)

3. Infrastructure List



121A.— Annual infrastructure funding statements (1) Subject to paragraph (2), no later than 31st December in each calendar year a contribution receiving authority must publish a document ("the annual infrastructure funding statement") which comprises the following— (a) a statement of the infrastructure projects or types of infrastructure which the charging authority intends will be, or may be, wholly or partly funded by CIL (other than CIL to which regulation 59E or 59F applies) ("the infrastructure list");

Background

The Joint Core Strategy (JCS) partners of Gloucester City Council, Cheltenham Borough Council and Tewkesbury Borough Council are each both Community Infrastructure Levy (CIL) Charging and Collecting Authorities in their own right.

Regulation 121A of the Community Infrastructure Levy Regulations 2010 (as amended) requires CIL Charging Authorities to produce an annual "Infrastructure Funding Statement". This must include a list of schemes or types of infrastructure (the "Infrastructure List") that the Council intends "may be wholly or partly funded from CIL".

The Allocation of CIL

All CIL income must be allocated as follows:

Administration Fund: Up to 5% of CIL can be applied towards its implementation and ongoing administration of the Charging/Collection Authority(ies).

Neighbourhood Fund: 15% (subject to a cap based on number of existing dwellings in the Parish) rising to 25% in areas that have a 'made' Neighbourhood Development Plan (NDP also called neighbourhood Plans) in place, of each CIL charge payment received, is either:

- Passed to the Parish Council in whose boundary the development that made the payment is located;
- Held by the Charging Authority on behalf of a Designated Neighbourhood Forum, as once they have a made NDP they are entitled to direct the spending of their 25%, or
- 15% is held by the Charging Authority to be spent in the same way as all other Neighbourhood CIL.

Infrastructure Fund: The remaining 70 to 80% must be spent on infrastructure that supports the growth of the CIL Charging Authority's area.

The 'Infrastructure List' relates solely to schemes or infrastructure types that the Charging Authority intends may be wholly or partly funded from the 'Infrastructure' Fund.

The Partnership Approach

The Joint Core Strategy (JCS) partners of Gloucester City Council, Cheltenham Borough Council and Tewkesbury Borough Council has led to the development of a shared Infrastructure list.

Previous Infrastructure Lists

The Infrastructure List is not a comprehensive audit of all infrastructure requirements associated with the facilitation and mitigation of the impacts of development during the plan period. The Infrastructure Delivery Plans (IDP) of Development Plans are prepared for this purpose and seek to identify not only infrastructure needs but also potential sources of funding and delivery including funding from: Central Government; Local Government; and Developer Contributions and Provision by way of agreements permitted under Section 106 of the Town and Country Planning Act 1990 and Section 278 of the Highways Act 1980, for example.

The removal of the Regulation 123 'pooling restriction', by the 2019 CIL Amendment Regulation, was intended to make it easier to deliver major infrastructure projects. It allows local authorities to combine CIL and Section 106 revenues towards the same infrastructure project or item.

As set out in CIL Regulation 122, planning obligations such as a section 106 agreements will continue to be sought alongside the CIL to secure all infrastructure which is “necessary to make the development acceptable in planning terms, “is directly related to the development and is “fairly and reasonably related in scale and kind to the development”.

The IDP, prepared to support the JCS, provided an evidenced source of projects for the first JCS Partner’s Infrastructure List, published in December 2020.

The IDP identified a significant potential shortfall in funding, and CIL income forecasts predicted only a small amount of the shortfall could be raised within the plan period. As we have prepared our IFS statements our Infrastructure List has been updated:

- Year 1: The Infrastructure identified as ‘critical’ in the JCS IDP was selected to form the first list;
- Year 2: Reviewed progress of each of the projects and identified a number that were either completed or had secured sufficient funding from other sources to no longer envisage needing CIL funding;
- Year 3: Removed schemes identified as no longer requiring CIL funding and provided updates to scheme names and cost estimates for the remaining schemes;
- Year 4: 2023 interim Infrastructure List as summarised below; and
- Future Years: Will be informed by a full review of the IDP.

The 2023 Infrastructure List

Further to the publication of the 2022 IFS report which highlighted that the agreed Infrastructure list was not representative of current priorities, work has taken place with our partners Gloucester, Tewkesbury and Gloucestershire County Council to prepare an interim Infrastructure List. This recognises that the IDP prepared to support the JCS was a point in time, since then the councils have declared a climate emergency, there have been key changes in national policy, and it is important that CIL investment is targeted to infrastructure priorities that are relevant, deliverable and meet the demands of the current position of the three partners, individually and jointly.

The 'Infrastructure List'

The inclusion of a project on the Infrastructure List does not represent a commitment that the Partners will necessarily spend CIL monies on that item and for clarity, there is no priority implied by the order in which the projects appear in the list itself.

The JCS Partners will continue to review this list and provide updates on at least an annual basis, alongside the preparation of their Infrastructure Funding Statement(s).

Projects Requesting CIL Funding

Local

1. Cheltenham Petersfield Community & Sports Hub (£300k to £617k)
2. Cheltenham Spa Railway Station Enhancements (Honeybourne Line cycle path extension) (£1.3m) – S106/County Council Funding Potential
3. Cheltenham Parks and Green Space Landscape and Recreation: maintenance & investment (£600k) – Section 106 Commuted Sums for long term maintenance and Borough Council funding Potential.
4. Cheltenham central safe cycle hub pilot project (£25k) – Neighbourhood Funding Potential
5. Cheltenham Town Centre Interchange study (£70k) – S106/County Council Funding Potential
6. Cheltenham cycle spine phase 1 Construction Work (£1.3m) - – S106/County Council Funding Potential
7. Cheltenham Cycle Spine Phase 2 (Station to Pittville Park) Design Work (£600k) – S106/County Council Funding Potential
8. Tewkesbury Town Centre and Riverside Public Realm Enhancements (£1.5m) – S106 Funding Potential

9. Tewkesbury Town Centre children's play facilities (£75k) (part of Tewkesbury Borough enhanced play facilities project) - S106/Neighbourhood Funding Potential
10. Hampton Place, Churchdown footpath (£20k) (part of Tewkesbury Borough Active Travel network improvements) - S106/Neighbourhood/County Council Funding Potential
11. Melrose Walk, Mitton footpath (£10k) (part of Tewkesbury Borough Active Travel network improvements) - S106/Neighbourhood/County Council Funding Potential
12. Wheatpieces Woodland Walk footpath (£10k) (part of Tewkesbury Borough Active Travel network improvements) - S106/Neighbourhood/County Council Funding Potential
13. Gloucester to Haresfield Cycle Spine Design Work (£850k) – S106 / County Council / Challenge Funding Potential
14. Gloucester Strategic Transport Interchange connectivity (£2m - £5m) – S106/County Council/Challenge Funding Potential

Shared

15. Recycling services depot (£28.5m split 60/40 between CBC and TBC respectively) – Section 106 Potential
16. Mass Rapid Transit, next business case stage (£2m divided by 3) – S106/County Council Funding Potential

The Pipeline

Projects Requiring More Work to identify Costs:

Local

17. Cheltenham High Street public realm improvements – Section 106 / Neighbourhood / County Council / Challenge Funding Potential
18. Tewkesbury Borough Crematoria / Cemeteries – Section 106 Potential
19. Tewkesbury Borough Bishops Cleeve Leisure Centre - Section 106 /Neighbourhood Funding Potential
20. Tewkesbury Ashchurch Rail Station/Infrastructure Enhancements - Section 106 / Challenge Funding Potential
21. Tewkesbury Garden Town enabling infrastructure - Section 106 / County Council / Challenge Funding Potential
22. Tewkesbury Town Centre enhanced cultural offer – Section 106 Potential
23. Tewkesbury Traffic management in historic core – Section 106 and County Council Potential
24. Tewkesbury Town Centre Business incubator units – Section 106 Potential

25. Tewkesbury Borough EV induction charging infrastructure – Section 106 / Challenge Funding Potential
26. Tewkesbury Borough Active Travel network improvements – Section 106 / Neighbourhood / County Council / Challenge Funding Potential
27. Tewkesbury Borough Community Places creation and improvement - Section 106 /Neighbourhood Funding Potential
28. Tewkesbury Borough Youth Facilities project creation and improvement - Section 106 /Neighbourhood Funding Potential
29. Tewkesbury Borough enhanced play facilities project - Section 106 /Neighbourhood Funding Potential
30. Tewkesbury Borough enhanced sports facilities project - Section 106 /Neighbourhood Funding Potential
31. Gloucester City GL1 Leisure Centre - Section 106 Potential/Neighbourhood Funding Potential
32. Gloucester City Oxstalls Sports Park - Section 106 Potential/Neighbourhood Funding Potential
33. Blackbridge Community and Sports Hub - Section 106 Potential
34. Gloucester Nature Park - Section 106 Potential/Neighbourhood Funding Potential
35. Gloucester Crematoria / Cemeteries - Section 106 Potential
36. Gloucester Strategic Green Infrastructure - Section 106 Potential/Neighbourhood Funding Potential

Shared

37. NHS GP Surgeries - Section 106 Potential
38. Expressbus Corridors – Section 106 and County Council Potential
39. Brockworth to Cheltenham cycle link (via Shurdington) – Section 106 and County Council Potential
40. Brockworth to Gloucester cycle link – Section 106 and County Council Potential
41. Gloucester to Hartpury College cycle link – Section 106 and County Council Potential
42. M5 J10 Scheme - Section 106 and County Council Potential
43. M5 J9 & A46 Improvement Scheme - Section 106 and County Council Potential
44. All Education requirements - Section 106 and County Council Potential

Format:

The partner councils at the time of drafting this IFS are progressing proposals to set up a CIL Joint Committee. It should be noted that the Joint Committee proposal relates **only** to the strategic element of CIL, the Infrastructure Fund, responsibility for the neighbourhood element of CIL sits wholly with the individual councils. The Joint Committee would be responsible for the allocation of CIL monies using the interim Infrastructure List.

For information, the Infrastructure List has been compared to the funding available in the three council's Infrastructure Funds, both as is reported in this Infrastructure Funding Statement (December 2023) and in the first 6 months of this financial year 2023/24.

Funding Available

CIL Authority	Regulation 59i Strategic 'Infrastructure Fund'	
	Date	Amount
Cheltenham Borough Council	31/03/2023	£1,199,537.68
	25/10/2023	£2,564,105.08
Tewkesbury Borough Council	31/03/2023	£7,053,286.54
	25/10/2023	£8,058,663.30
Gloucester City Council	31/03/2023	£825,367.24
	25/10/2023	£1,274,784.90
	31/03/2023	£9,078,191.46
	25/10/2023	£11,897,553.28

V

Costed Requests for Funding

CIL Authority	Projects seeking funding		
	List	Project	Amount
Cheltenham Borough Council	Local	1.	£617,000.00
	Local	2	£1,310,000.00
	Local	3.	£600,000.00
	Local	4.	£25,000.00
	Local	5.	£70,000.00
	Local	6.	£1,300,000.00

	Local	7.	£600,000.00
CBC Local Sub-total			£4,522,000.00
	Shared	15.	£17,100,000.00
	Shared	16.	£666,666.67
CBC Shared Sub-total			£17,766,666.67
CBC Joint Sub-total			£22,288,666.67
Tewkesbury Borough Council	Local	8.	£1,500,000.00
		9.	£75,000.00
		10.	£20,000.00
		11.	£10,000.00
		12.	£10,000.00
TBC Local Sub-total			£1,615,000.00
	Shared	15.	£11,400,000.00
	Shared	16.	£666,666.67
TBC Shared Sub-total			£12,066,666.67
TBC Joint Sub-total			£13,681,666.67
Gloucester City Council	Local	13.	£850,000.00
	Local	14.	£5,000,000.00
GCC Local Sub-total			£5,850,000.00
	Shared	16.	£666,666.67
GCC Shared Sub-total			£666,666.67
GCC Joint Sub-total			£6,516,666.67
All Councils Local Total			£11,987,000.00
All Councils Shared Total			£32,115,000.00
All Councils Joint Total			£44,102,000.00

Cheltenham Borough Council's 'Annual CIL Rate Summary Statement'

December 2023

Introduction

The Community Infrastructure Levy (CIL) Regulations 2010 (as amended) require CIL Charging Authorities to:

"Each calendar year, no earlier than 2nd December and no later than 31st December ... publish a statement ("Annual CIL Rate Summary") in relation to the next calendar year".

Regulation 121C(1)

This 'Annual CIL Rate Summary' Statement sets out how 'indexation' will affect CIL charges within Cheltenham Borough from 1st January 2024 to 31st December 2024.

Indexation

Indexation allows the rates we charge to be adjusted to take account of inflation.

Whilst the most common index is the Retail Prices Index (RPI), published by the Office for National Statistics, the CIL Regulations require us to use an index published by the Royal Institute of Chartered Surveyors (RICS).

The CIL Regulations require RICS to publish the CIL Index for 1st November each year, starting in 2019 and updated annually thereafter and for all Charging Authorities to apply this index.

Calculating CIL

CIL is calculated by multiplying the net increase in gross internal area (GIA)¹ by the relevant CIL rate (£/m²). The CIL rates must be index linked from the year that CIL was introduced to the year that a planning permission is granted.

¹ The definition of gross internal area is not specified in the regulations; however, the generally accepted method of calculation is the RICS Code of Measuring Practice (6th edition, 2015)

Background

Prior to changes in the CIL Regulations in 2019 we were required to use the national 'All-In Tender Price Index', published by RICS' Build Cost Information Service (BCIS). Changes to the CIL Regulations that came into force on the 1st September 2019 now require us, from the Calendar year 2020, to use a new RICS 'CIL Index'.

Along with the other JCS Authorities Cheltenham Borough Council began charging CIL on planning permissions granted after the 1st January 2019. As required at the time the Authorities applied the 'All-In Tender Price Index' published on the 1st November 2018 for the first calendar year of charging.

The index is now applied annually on the 1st January each year based on the RICS 'CIL Index' published on the 1st November in the previous year.

New Charges

From the 1st January 2024 to the 31st December 2024 rates have been adjusted in line with the RICS CIL Index published for the 1st November 2023.

The table below shows the original charges set for 2019 along with this years (2023) charges and the charges applying the index published on the 1st November 2023 as they will apply in the calendar year of 2024:

- The original charges in Year 1 (2019) when we began charging and the index was 322;
- the increased charges in Year 2 (2020) as the index rose by 3.73% to 334;
- the reduced charges in Year 3 (2021) as the index fell by 0.3% to 333;
- the reduced charges in Year 4 (2022) as the index fell by 0.3% to 332;
- the increased charges in Year 5 (2023) as the index rose by 6.9% to 355; and
- the increased charges in Year 6 (2024) as the index rose by 7.3% to 381.

Charging Schedule

Development Category	All-in TPI 01/11/18	Year 1 (2019)	CIL Index 01/11/22	Year 5 (2023)	CIL Index 01/11/23	Year 6 (2024)
10 dwellings and under ²	322	£148 per m ²	355	£163.17 per m ²	381	£175.12 per m ²
Between 11 and 449 dwellings	322	£200 per m ²	355	£220.50 per m ²	381	£236.65 per m ²
450 dwellings and over	322	£35 per m ²	355	£38.59 per m ²	381	£41.41 per m ²
JCS Strategic Allocations A5 and B1	322	£35 per m ²	355	£38.59 per m ²	381	£41.41 per m ²
Retirement Homes	322	£200 per m ²	355	£220.50 per m ²	381	£236.65 per m ²
Extra Care Homes	322	£100 per m ²	355	£110.25 per m ²	381	£118.32 per m ²

² For clarity this includes individual dwellings, irrespective of size (Regulation 42(2)), and extensions and annexes greater than 100 m² (Regulation 42(1)).

Publication

Regulation 121C(3) requires us to “publish each annual CIL rate summary” on our “website”. This statement will therefore be published on-line, alongside Cheltenham Borough Council’s Infrastructure Funding Statement (IFS) no later than the 31st December 2023.

Contingency

If the RICS CIL Index is discontinued, we will revert to using the BCIS Index and, in the event that both are discontinued, we will use the Retail Price Index.

Further information and all CIL forms are available on the Planning Portal website at: www.planningportal.gov.uk/planning/applications/howtoapply/whattosubmit/cil

If you have any questions regarding CIL please contact us at:
Cheltenham – cil@cheltenham.gov.uk

IFS SUMMARY

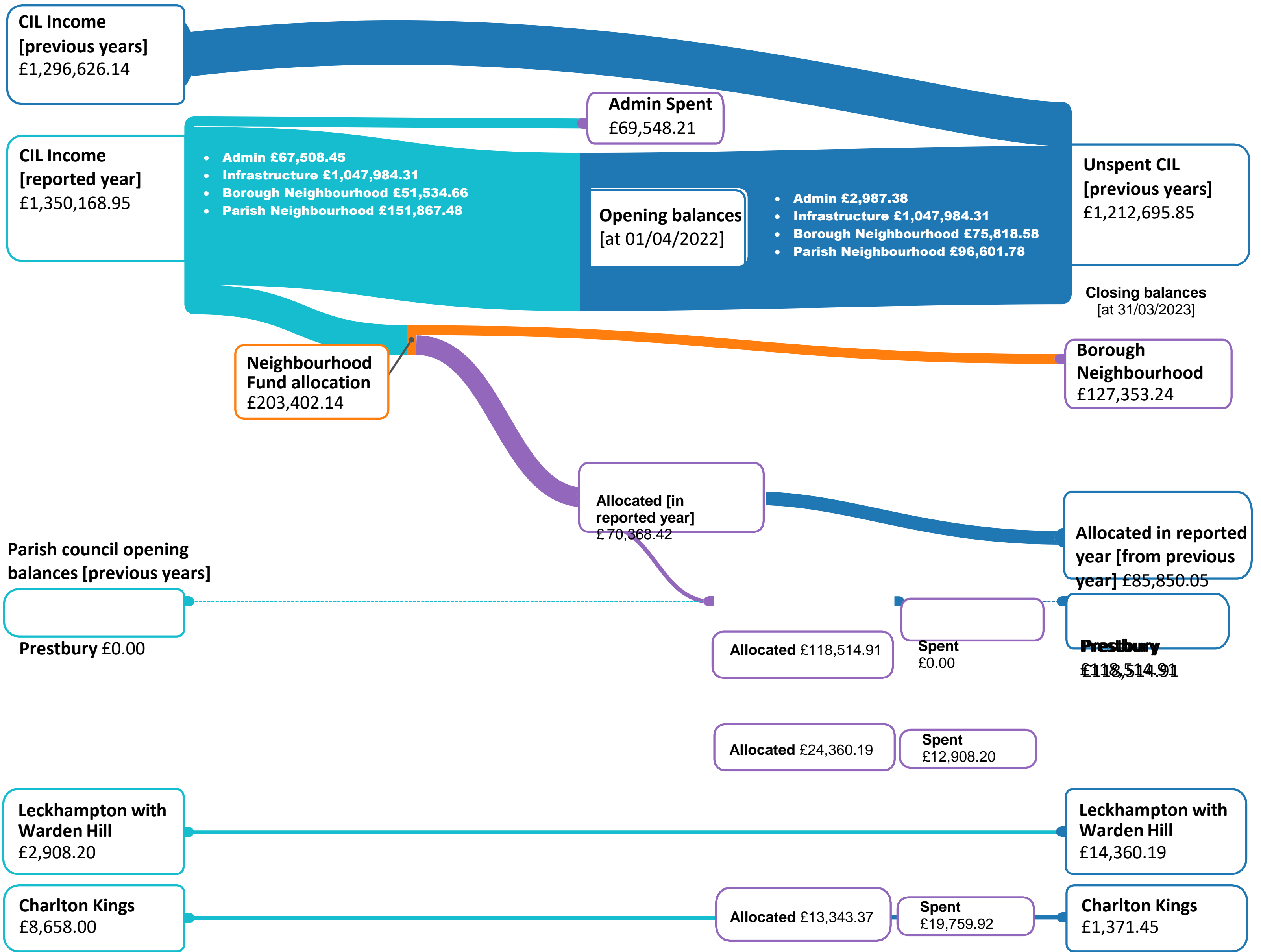
CIL REPORT – 1st April 2022 to 31st March 2023

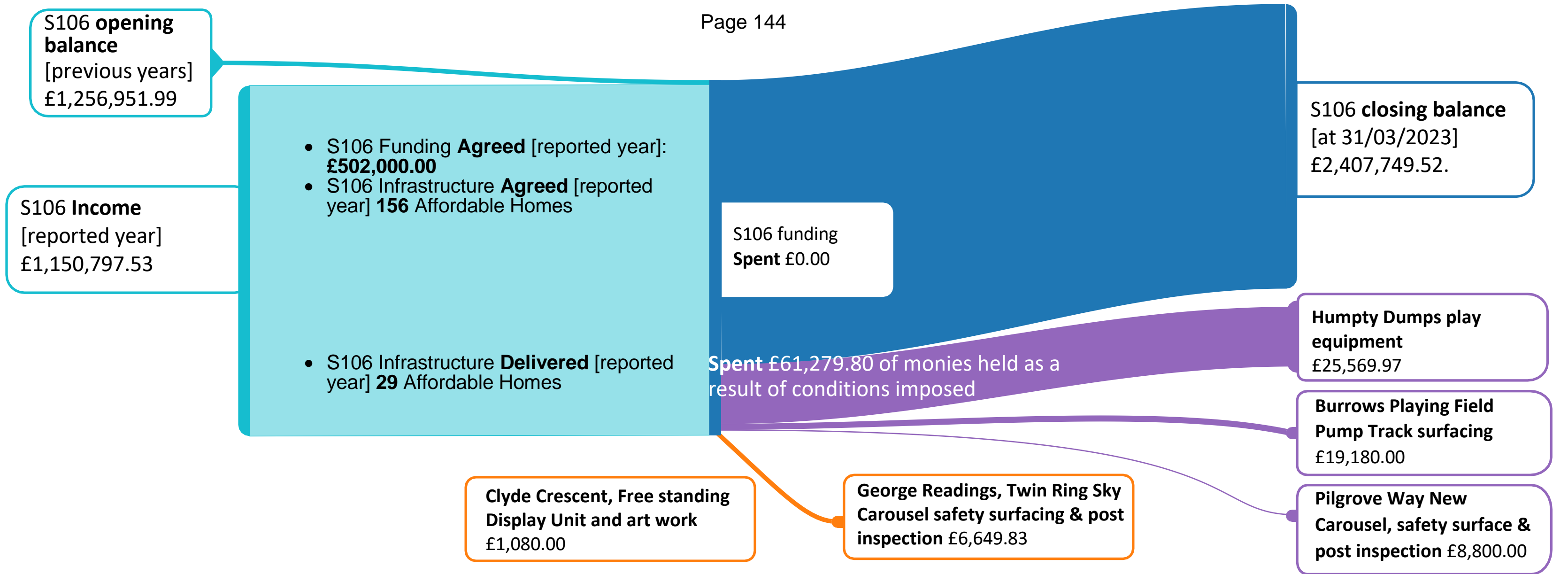
ADMIN (5% of All)				BOROUGH NEIGHBOURHOOD (15% of CIL Charge)				PARISH NEIGHBOURHOOD (15% - 25% of CIL Charge) BOROUGH ACCOUNT				STRATEGIC INFRASTRUCTURE (Remaining % of All)				
01/04/2022	REC	SPENT	31/03/2023	01/04/2022	REC	SPENT	31/03/2023	01/04/2022	RECEIVED	SENT	31/03/2023	01/04/2022	REC	SPENT	31/03/2023	
£2,987.38	£67,508.45	£69,548.21	£947.62	£75,818.58	£51,534.66	£0.00	£127,353.24	Borough Council held	£85,905.58	£151,867.48	£156,218.47	£81,554.59	£1,047,984.31	£1,079,258.36	£0.00	£2,127,242.67
PARISH NEIGHBOURHOOD (15% - 25% of CIL Charge) PARISH ACCOUNT																
				01/04/2022	RECEIVED	SPENT	31/03/2023									
				Charlton Kings held	£7,788.00	£13,343.37	£19,759.92				£1,371.45					
				Leckhampton with Warden Hill held	£2,908.20	£24,360.19	£12,908.20				£14,360.19					
				Prestbury held	£0.00	£118,514.91	£0.00				£118,514.91					

S106 REPORT - 1st April 2022 to 31st March 2023

AGREED IN YEAR				FINANCIAL ACTIVITY IN YEAR										NON-FINANCIAL ACTIVITY IN YEAR			
Planning Reference	Site Address	Amount / Number	Description	01/04/2022	RECEIVED			SPENT				31/03/2023	Planning Reference	Site Address	Number	Description	
20/02054/FUL	Hunting Butts Farm	£502,000.00 (in lieu of on-site provision)	AFFORDABLE HOUSING	£1,256,951.99	£663,917.53	£481,880.00	£5,000.00	£19,180.00	£8,800.00	£6,649.83	£25,569.97	£1,080.00	£2,407,749.52	20/00780/FUL	Premier Products, Bouncers Lane	29 dw	AFFORDABLE HOUSING
					Planning Reference	15/01448/FUL	20/01703/FUL	22/00474/FUL	Condition	Condition	Condition	Condition					
					Spent / Received Date	06.02.2023	01.02.2023	2022/23	10.05.2022	12.12.2022	12.12.2022	14.10.2022					
22/00474/FUL	Douglas Equipment, Village Road	71 dw	AFFORDABLE HOUSING		Site Address	Pate Court, St Margarets Road	Starvehall Farm	Douglas Equipment, Village Road	Construction costs at Burrows Playing Field- Pump Track surfacing	Pilgrove Way New Carousel, safety surface and post inspection	George Readings, Twin Ring Sky Carousel safety surfacing and post inspection	Humpty Dumps Play equipment, installation and post inspection	Clyde Crescent, Free standing Display Unit and art work	18/01527/REM	Phase 1 Land, Old Gloucester Road	18	AFFORDABLE HOUSING
21/00872/REM	Phase 1 Land, Old Gloucester Road	85 dw	AFFORDABLE HOUSING														
	Total	156 dw			Notes	AFFORDABLE HOUSING	AFFORDABLE HOUSING	MONITORING	SPORT	PLAY	PLAY	PLAY	ART				

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Cheltenham Borough Council

Cabinet 19 December 2023

Publica Review

Accountable members:

Cllr Rowena Hay, Leader of the Council

Accountable officers:

Gareth Edmundson, Chief Executive

Ward(s) affected:

All

Key Decision: No

Executive summary:

Since 2017, Cotswold District Council, along with Forest of Dean District Council, West Oxfordshire District Council and Cheltenham Borough Council (CBC) have worked in partnership with Publica, a teckal company owned by the Councils and created to deliver a range of services. Since 2017, Publica has delivered a number of efficiencies and savings but due to the pressures and the local aspirations that the councils are focussed on, an independent review was undertaken by an external provider Human Engine to look at whether Publica's company model was still able to meet the current and future needs of its council owners.

Despite having an equal shareholding in the company, CBC has a reduced number of services provided by Publica compared to the other three council shareholders. However, this does include key services such as ICT which supports and underpins a number of council services.

While none of the services identified within the independent review are those currently received by Cheltenham, as a shareholder, CBC will be involved in future shareholder decisions. In addition, the service changes proposed and recommended within the Human Engine report may result in significant alterations to Publica which may result in CBC having to review and take decisions on the future provision of existing services provided by Publica. This report recommends that an

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appropriate review of the remaining services provided by Publica is undertaken to ensure risks are mitigated and that current and future services are both maintained, improved and meet the needs of CBC.

Recommendations:

1. Cabinet notes report by Human Engine in **Appendix 2**. Cabinet also notes that the recommendations within the report do not immediately impact the current services provided by Publica to CBC within the scope of the proposed changes.
 2. Cabinet agrees that the Chief Executive and Corporate Director (Monitoring Officer) will undertake appropriate due diligence and risk mitigation on the proposed changes to Publica to support the Leader as shareholder to take the necessary shareholder decisions in partnership with Cotswold District Council, Forest of Dean District Council and West Oxfordshire District Council in implementing the recommendations of the report.
 3. In recognition of the fact that the Human Engine report (Appendix 2) proposes significant changes to Publica and the services it provides to predominantly Cotswold District Council (CDC), Forest of Dean District Council (FoDDC) and West Oxfordshire District Council (WODC), to mitigate risks and ensure that service provision is improved and maintained, Cabinet delegates responsibility to the Chief Executive and the Director for Finance, Assets and Regeneration to undertake appropriate service reviews of the remaining Publica services provided to CBC with a view to making recommendations to the Leader and Cabinet where necessary on the future delivery of those services.
-

Implications

1.1 Financial, Property and Asset Implications

None directly as a result of this report, however, as changes to Publica are made going forward this may result in financial implications for the council to consider. The current shareholders agreement between councils allows for costs to be appropriately apportioned between councils according to services received. If significant changes are made to Publica this may affect the future calculations on cost apportionment and may increase Cheltenham Borough Council's share of the corporate overhead costs.

If recommendations were brought forward to remove services from Publica into a different service model (as detailed in the examples in 3.7) an assessment of financial implications would have to be completed for each option. Any financial assessment would likely include, transformation costs, HR and TUPE costs, pension liability, financial model and cost apportionment of any future service model.

Signed off by: Gemma Bell, Director of Finance and Assets (Deputy Section 151 Officer),
gemma.bell@cheltenham.gov.uk

1.2 Legal Implications

None directly as a result of this report as Publica services provided to CBC are not currently in scope of the proposed recommendations within the Human Engine report but legal implications will be provided where appropriate for any decisions required as detailed in the report.

Signed off by: Claire Hughes Corporate Director and Monitoring Officer,
claire.hughes@cheltenham.gov.uk

1.3 Environmental and Climate Change Implications

Environmental and climate change implications, including necessary climate impact assessments will be conducted where needed throughout the implementation of any changes to CBC services that require Cabinet decision.

Signed off by: Paul Jones, Executive Director for Finance, Assets and Regeneration.

paul.jones@cheltenham.gov.uk

1.4 Corporate Plan Priorities

Publica currently provide key support services such as ICT that help to underpin all departments and services within the council. To that end they fundamentally support the delivery of the Council's Corporate Plan 2023-2027 Key Priorities:

- Enhance Cheltenham's reputation as the cyber capital of the UK
- Working with residents, communities and businesses to help make Cheltenham net zero by 2030
- Increasing the number of affordable homes through our £180m housing investment plan
- Ensuring residents, communities and businesses benefit from Cheltenham's future growth and prosperity
- Being a more modern, efficient and financially sustainable council

Signed off by: Ann Wolstencroft, Head of Corporate Services, ann.wolstencroft@cheltenham.gov.uk

1.5 Equality, Diversity and Inclusion Implications

Equality impact assessments will be completed will be conducted where needed throughout the implementation of any changes to CBC services that require Cabinet decision.

Signed off by: Claire Hughes, Corporate Director and Monitoring Officer,

claire.hughes@cheltenham.gov.uk

1.6 Performance Management – Monitoring and Review

The council's updated performance and risk framework will provide oversight and monitoring of the performance of Publica's services, this will support officers to undertake the appropriate review of the existing Publica services to ensure they remain fit for purpose and meet CBC's needs.

Signed off by: Ann Wolstencroft, Head of Corporate Services, ann.wolstencroft@cheltenham.gov.uk

2 Background

2.1 Since 2017, Cotswold District Council, along with Forest of Dean District Council, West Oxfordshire District Council and Cheltenham Borough Council have worked in partnership with Publica, a teckal company owned by the Councils and created to deliver a range of services. Since 2017, Publica has delivered a number of efficiencies and savings, but due to the pressures and the local aspirations that the councils are focussed on, an independent review was undertaken to look at whether Publica's company model was still able to meet the current and future needs of its council owners.

2.2 A Local Government Association Peer Review at Cotswold District Council in 2022 highlighted the need to ensure the council was best placed to maximise opportunities associated with its Corporate

Plan. It recommended that an options appraisal be undertaken, considering the appropriateness of some services remaining within Publica.

- 2.3 While CBC is an equal shareholder of Publica, it receives significantly fewer services than the other three shareholding councils. These include, ICT, transactional financial support - accounts payable and receivable, payroll, procurement and health and safety advice.

3 Human Engine Report

- 3.1 Following their peer review, CDC, in partnership with the other three shareholding councils sought an external company to undertake the review of Publica. Following submissions by two organisations, Human Engine were appointed.
- 3.2 Human Engine's methodology included reviews of relevant documents, one to one and group interviews (including interviews with key Council and Publica senior staff, the Leaders of each Council, the senior management teams of each Council and the Chair of the Publica Board) and then triangulation and assessment of this information. The Human Engine report and recommendations are set out at **Appendix 2**.
- 3.3 The key recommendation is that the majority of services are returned to the Councils. The report sets out the proposed service area groupings. However, none of the services currently provided to CBC from Publica have been included within the scope for transformation at this time. However, such is the significance of the changes proposed, it is likely that future large-scale changes to Publica will have an impact both on the existing company and potentially have an impact on the remaining services delivered by Publica to its shareholding councillors.
- 3.4 Ultimately, this represents a fundamentally different future for the councils and for Publica. If Publica is to continue to exist as a Teckal company with far fewer services, then it will result in significantly reduced turnover – which in turn will limit the extent to which Publica can trade commercially under Teckal rules (20% of turnover). In addition, the corporate overhead for a smaller company to manage and operate the company could increase as a proportion of turnover, making the company and the services it provides less cost-efficient.
- 3.5 Since 2020, CBC has already reduced the number of services provided by Publica successfully repatriating both strategic finance and HR back in-house.
- 3.6 While services such as ICT continue to be a high performing service, the proposed changes to Publica, if implemented, will increase the risk that services provided are indirectly impacted. In addition, it is expected that the transformation process may take some time and this may increase the extent to which there is prolonged instability within the company.
- 3.7 To mitigate these risks and to ensure that services currently provided by Publica to CBC are maintained, improved and continue to meet need, it is recommended that officers undertake appropriate reviews of Publica services and bring forward decisions where needed to ensure risks are mitigated and services are fit for purpose. Potential options for existing Publica services provided to CBC could include:
- a) Remain within Publica.
 - b) Bring services back in-house. The recent decision regarding housing services may increase the viability of bringing services fully in-house if CBC and CBH become one larger organisation with greater potential for economies of scale.

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- c) Move services to an alternative council-owned Teckal arrangement. The Council is also a joint shareholder of Ubico and this could be an option to explore to maintain economies of scale.
 - d) Move services to a council shared service arrangement. Across Gloucestershire successful shared service arrangements is a proven and tested model that could be replicated.
 - e) Outsource to an external provider. A market test could be explored to assess cost viability.
- 3.8 If CBC takes a future decision to withdraw remaining services from Publica then this may prompt a review of CBC's position as a shareholder in the company.

4 Next Steps

- 4.1 Reference is made within the Human Engine report to options for the process of returning services within scope back to the Councils. It is proposed that Council officers will work with Council Leaders as shareholders, the Publica Executives and Board, if necessary, to prepare transition plans. However, it should be noted that these will largely not impact CBC services in the first instance.
- 4.2 A transition team will be established first to oversee the entire process. Channels for clear communications with the staff who might be impacted by the transition will be put in place. Transition governance arrangements will be established to provide structure and oversight and will set out the relevant staff consultation process that will be followed where applicable. Agreement on phased services will be made to determine the scope and timeline of the transition.
- 4.3 As the transition progresses, CBC officers will assess and undertake service reviews where needed. Service reviews will be undertaken in consultation with the Leader and relevant Cabinet Members with recommendations being brought forward where needed.

5 Key risks

- 5.1 These are shown in **Appendix 1**.

Report authors:

Gareth Edmundson, Chief Executive

Appendices:

- 1. Risk Assessment
- 2. Human Engine Report

Appendix 1: Risk Assessment

Risk ref	Risk description	Risk owner	Impact score (1-5)	Likelihood score (1-5)	Score (1 - 25)	Risk response	Controls / Mitigating actions	Control / Action owner	Deadline for controls/ actions
PR1.	If the Councils do not effectively manage the changes to Publica then as a shareholder we may suffer reputational damage.	Gareth Edmundson	4	4	16	Reduce	<p>Presentation completed with all staff.</p> <p>Leadership team engaged in outcomes.</p> <p>Member support for the actions.</p>	Gareth Edmundson	<p>November 23</p> <p>Ongoing</p> <p>Ongoing</p>
PR2.	If CBC do not retain oversight to the changes to Publica then as a shareholder we may incur unnecessary costs.	Gareth Edmundson	3	3	9	Reduce	<p>Ongoing discussions with shareholders</p> <p>Leadership team engaged in outcomes.</p>	Gareth Edmundson	<p>Ongoing</p> <p>Ongoing</p>
397	If the Councils do not effectively manage the changes to Publica then we may lose key members of staff putting the council's IT systems and services at risk.	Gareth Edmundson	5	5	25	Reduce	<p>Ongoing discussions with Shareholders.</p> <p>Discussions with other Publica CEO's.</p>	Gareth Edmundson	<p>Ongoing</p> <p>Ongoing</p>

Strategic Review of Publica Services

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4. Options for Future Delivery	6
5. Preferred Option	9
6. Transition Plan.....	16

1. Context and Background

- 1.1. Publica, a not-for-profit Teckal company was established in 2017. The company delivers the majority of public services on behalf of Cotswold District Council (CDC), Forest of Dean Council (FoDC) and West Oxfordshire District Council (WODC) and delivers some services on behalf of Cheltenham Borough Council (CBC). The company is owned by the four councils listed above as equal shareholders.
- 1.2. Since Publica was formed the context for the shareholder authorities has changed at both Member level with changes in political control and officer level with all of the shareholder councils now having reinstated Chief Executive positions.
- 1.3. A recent LGA peer review at CDC recommended that the council review the future delivery options for some services (including whether they should remain with Publica) and revisit the relationship between the council and Publica, particularly around effective commissioner/provider roles. CDC has accepted the recommendations of the peer review and incorporated these into an action plan which has been agreed by Full Council.
- 1.4. Off the back of the LGA peer review, the councils commissioned a more detailed review that considers the future of a number of specific services; Democratic Services, Elections, Planning, Strategic Finance, Commissioning and Procurement.
- 1.5. The review has set out to add depth to the lines of enquiry opened by the LGA peer review and provide an options appraisal for the future of service delivery.

2. Review Methodology

2.1 Engagement throughout the review was thorough, with stakeholders from across each council and Publica engaged as part of the process. This included:

- i. Council chief executives
- ii. Retained officer teams at all four councils
- iii. Political leadership, including 1:1s with each council Leader
- iv. Publica leadership, including Managing Director, Finance Director and Board Chair
- v. Assistant Directors and Business Managers for services considered in scope

2.2 In addition to stakeholder engagement the review undertook analysis of service data provided by Publica and councils.

3. Summary of Findings

- 3.1 Findings from stakeholder engagement provided some areas of agreement and disparity of thought in others.
- 3.2 Stakeholders within Publica and the shareholder councils agreed that staff have done a remarkable job over a period of many challenging years for the local government sector. These efforts are recognised and greatly appreciated.
- 3.3 Chief among the areas of disagreement is a fundamental difference in perspective about the sovereignty and control that shareholder councils experience. Publica sees this an essential feature and benefit of the model, whereas some of the councils feel they have very little control at all.
- 3.4 Local Authority Trading Companies provide a compliant mechanism to undertake commercial trading activities that councils themselves may not lawfully do, and this is their primary purpose. At some point in time, councils became aware that they also create an opportunity to employ staff on alternative terms and conditions. Several councils have used this to reduce their employment costs, typically for specific sections of their workforces, particularly by reducing membership over time in the Local Government Pension Scheme (LGPS). This appears to be the main driver for the transition from the GO Shared Services model to the council-owned company, Publica.
- 3.5 The company was set up as a vehicle for cost savings – to provide an acceptable level of service at the lowest possible cost. It is now being asked to be a ‘turn-key’ operation – flexible, adaptable and responsive to changing priorities, providing more project management expertise and not just traditional back office services.
- 3.6 Improvement plans have been developed since the Peer Review and stakeholders have noted improvements in some aspects of service delivery. Transformation plans and projects have also been developed but these are not always agreed by shareholders.
- 3.7 Governance was routinely raised by stakeholders. Significant improvements have been made since the Campbell-Tickell Board Effectiveness Review in 2020, with the introduction of the Shareholder Forum.
- 3.8 No officers, in Publica or the councils, or Elected Members expressed any strong desire for the company to trade commercially. This means that the company is under-utilising the potential it has as a trading company. The only reason to retain Publica as a separate company (rather than some other shared service arrangement) is because around 50% of staff are now on a cost-saving pension scheme.
- 3.9 Stakeholders have provided anecdotal evidence that that not offering LGPS is a challenge for recruitment to public sector-specific professions, e.g., Electoral Services and Planning. There is also evidence of a failure to recruit to certain positions and the need to repeat recruitment processes, although there are different accounts of the reasons for this.

3.10 Future Publica sets out an ambitious but achievable target operating model for service delivery in common with many councils across the country. However, there is not a need for a trading company to deliver the savings attributed to the Future Publica plan.

3.11 For these reasons, repatriating the services in scope of the CDC Peer Review will not address the underlying issue(s). The purpose of Publica needs to be fundamentally reconsidered in the context of the councils' priorities.

4. Options for Future Delivery

4.1 Having set out the need to fundamentally reconsider what Publica should deliver, and how it should be configured, the full range of options were presented to the shareholder councils. This included the option proposed by the Publica Board to ‘double down’ on the current model (Option 1), a complete dismantling of the company and any shared service arrangements (Option 7) and a spectrum of options in between.



4.2 Benefits and disbenefits for each options were considered by the councils as part of workshops with the retained officer teams. The conclusions can be summarised as:

	Option	Benefits	Disbenefits
1	Double Down	Potential opportunities for income generation, although there is no serious appetite among partners to do this in the near future and lack of consensus over whether Publica is the right vehicle.	This will not address the underlying issue of a perceived lack of control. Confidence among councils in the model has eroded to the point where it is not feasible to commit further.
2	Do Nothing	This would cause minimal disruption in the short term but will almost certainly lead to a breakdown of stakeholder relationships in the long term.	Current arrangements are not working for any party; the councils are frustrated by a lack of control but Publica considers itself “shackled”.

3	Do Minimum	A change in governance arrangements may resolve some of the issues around perceived lack of control. Governance should be reformed in the short term, regardless of which option is pursued in the long term.	This will not address the recruitment issues that have been identified, nor the question of why the councils would continue to operate a trading company with no intention that it will trade.
4	Intelligent Client	This may resolve some of the issues around perceived lack of control and restore the 'strategic thinking' capability of the councils. CBC has indicated that this has been crucial to making the model work for them.	This risks creating a complex commissioner / provider split that could create additional cost and bureaucracy. It is likely that management costs will be duplicated rather than shared.
5	Remove Selected Services	This would address the issue of lack of control and allow the councils to test the putative barriers to recruitment for certain services.	This risks creating a smaller Publica with broadly the same overheads, impairing value for taxpayers. The underlying perceived lack of control of other services would not be resolved.
6	Retain Selected Services	This would address the issue of lack of control and allow the councils to test the putative barriers to recruitment. Services can be shared, via Publica or some other model, on a case by case basis.	The costs of this model will be higher than the current model, including pensions and the cost of future transformation. This option will be disruptive for staff and the change will need to be carefully managed.
7	Complete Dismantling	This would address the issue of lack of control and allow the councils to test the putative barriers to recruitment.	There is no obvious advantage to unpicking services that are working well. Economies of scale would be lost. This option would be maximally disruptive for all parties.

4.3 The conclusion of the options appraisal is that, while the Publica model may have been right for a certain point in time, the needs of the councils have fundamentally changed and a different model is required to deliver their future priorities. Specific consideration was given to the following points:

- i. The Publica model was set up to provide an acceptable level of service at the lowest possible cost. Since then, there have been a number of changes in the leadership of the shareholder councils and a more 'turn key' style of operation is required to deliver their objectives.
- ii. It was anticipated at the time that the company might undertake a level of trading, subject to the limitations of the Teckal exemption. Since there is no current desire among partners that the company should seek out trading opportunities, there is no need to operate a trading company with the associated overheads.
- iii. The main financial driver for continuing to operate a company structure is the saving in pension contributions, but evidence was offered that this is leading to recruitment difficulties (accepting a measure of disagreement about this).
- iv. There are fundamental differences in opinion over the level of influence councils have; whatever the rights and wrongs of this, it must be resolved in order to move forward productively and it is unlikely to be resolved in the current model.
- v. Moving away from a company model will allow the councils to lead and shape services with the autonomy they feel is needed, while still being minimising the overheads involved in delivering public services by sharing some management costs.

4.4 For this reason, the preferred option is Option 6. **The councils are recommended to return the majority of services to be managed directly by the councils, with selected services to be retained within the Publica model on a case by case basis.**

4.5 This represents a fundamentally different future for the councils and for Publica. The Publica of the future will be smaller, leaner and principally a vehicle for sharing services rather than an entity with its own management, cultural identity and high profile brand.

4.6 It is important to note that this recommendation is not a commentary on the performance of Publica staff. Staff in Publica have worked diligently and professionally to deliver services on behalf of the shareholder councils during a time of unprecedented challenge for local government. They are passionate about public service and there is every reason to believe they would be equally passionate in direct employment by the councils.

4.7 The recommended option reflects a view that, on balance of a complex set of considerations, returning services to direct management by the councils will achieve the desired balance of cost effectiveness and control.

5. Preferred Option

5.1 Benefits and Risks

- 5.1.1 Benefits of Option 6 are diverse and broad but must be balanced against the risks associated with the model.
- 5.1.2 Benefits can be summarised as:
- i. Provide flexibility for councils in their approach to delivering individual strategic objectives and greater responsibility in doing so.
 - ii. Return a critical mass of strategic oversight to councils, enabling councils to better manage the strategic direction of the organisation.
 - iii. Increasing capacity within each council’s core operating team(s).
 - iv. Greater ownership to deliver own savings plans, through a range of different service arrangements that best align to each council’s priorities.
 - v. Provides individual council identity for services where this is not currently the case and ensuring council identity where services are delivered through Publica hosted but council specific teams (for example, Planning Services).
 - vi. Maintain services within the current model where there is agreement that the service is working well – and therefore removing risk of performance reduction during transition.
 - vii. Maintain economies of scale and resilience in back-office services where there is less need for a council-specific USP.
 - viii. Reduce the risk of recruitment challenges for local government specific roles.
 - ix. Minimising risk disruption to large stakeholder groups (staff, residents, businesses) through the ability to prioritise (or deprioritise) services to be retained.
 - x. Reduction in corporate overheads of services retained in the Publica model.
- 5.1.3 Risks are demonstrated below with scores and initial mitigations. Risks are scores on a likelihood / impact matrix, both scored out of five and multiplied to give overall risk score.

Impact	5					
	4					
	3					
	2					
	1					
			1	2	3	4
		Likelihood				

	Risk (IF/THEN Statement)	Risk Score			Mitigation(s)
		Likelihood	Impact	Score	
1	IF some services are retained within Publica, THEN there will be a two-tier staffing model	5	1	5	Two tier of staffing already in play as part of current model
2	IF some services are retained within Publica, THEN existing challenges with accountability and oversight remain	3	3	9	Implementing governance quick-win changes Improved reporting Increasing role of shareholder forum
3	IF some services are repatriated, THEN there is likely to be increased costs to councils	4	4	16	Ownership of transformation agenda and accountability of savings delivery See section 5.3
4	IF number of services remaining in Publica is significantly reduced THEN costs of leadership may be too high	4	1	4	Suitable restructuring to support remaining services Ensuring best use of staff maintained in Publica
5	IF repatriation of services requires high resource change management requirements, THEN this could distract from political priorities	2	2	4	Phased approach to minimise impact on stakeholders Prioritisation of services based on effort and impact
6	IF change process is complex, THEN key staff could be lost	2	4	8	Strong change management and leadership Transparency and engagement with staff throughout any change
7	IF councils chose to repatriate different services, THEN cost of change needs to be agreed	2	5	10	High level transition plan completed with detailed service-by-service transition plan to be completed

5.2 Proposed Structures

5.2.1 Services should be returned to the councils in a phased way. A transition plan showing this phasing is provided in Section 6. When services are returned, the councils will have a choice over whether to keep them wholly sovereign or to share them with other councils. This could include councils in the existing partnership and/or others. Below is an indication of how services could operate.

Retained in Publica	Sovereign	Opportunities to Share
<ul style="list-style-type: none"> • Customer Services • Complaints • Revenues and Benefits • Housing Services • ICT • Data Protection • Freedom of Information • Subject Access Requests • Procurement • Transactional Finance • Transactional HR including Payroll 	<ul style="list-style-type: none"> • Strategic Finance • Accountancy • Insurance • Economic Development • Tourism • Parking • Property and Estates • Communications • Community Safety and Engagement • Business Intelligence • Corporate Performance • Organisational Development • Electoral Services • Democratic Services • Members Services • Waste • Grounds Maintenance • Leisure 	<ul style="list-style-type: none"> • Strategic Housing • Development Management • Building Control • Land Charges • Risk Management • Health and Safety • Emergency Planning and BCP • Flood Risk • HR Policy and Employee Relations • Legal Services • Commercial Contract Management (could include Waste, Grounds and Leisure) • Environmental Health • Food Safety & Licensing

- 5.2.2 The following shows an indicative to-be structure for the councils, for the purpose of assessing the cost of change and planning for the transition. Further work will need to be considered to refine structures within each service grouping.
- 5.2.3 Councils do not have to agree to adopt the same organisational structures and Forest of Dean Council has indicated it may adopt a different version of the below. However, the councils will benefit from sharing as many senior posts as possible and this will necessarily produce a level of standardisation across structures.
- 5.2.4 The below structure aims to show the majority of services and where they will sit but it is possible that not every team and activity is shown. Where an area of activity does not explicitly appear on the chart, it can be assumed that will sit with the councils.



5.3 Cost considerations

- 5.3.1 The exact costs associated with the proposed change are difficult to isolate at this stage, because they depend on a complex set of considerations particularly concerning pensions. The figures in this section should therefore be read as estimates in order to give a broad indication of cost. Figures could change significantly, although the estimates given err on the side of a higher cost of change in order that councils can plan accordingly.
- 5.3.2 The following shows the difference between the costs of the current model and the proposed model:

Cost / Saving Item	£Value	Notes
Additional pension costs	1,000,000	High level estimate – see paragraph 5.3.3 below
Management savings	- 500,000	Based on the proposed structure shown above
Corporate overheads	- 50,000	Reduction in some (but not all) company costs
Net additional cost	450,000	
Per authority	150,000	

- 5.3.3 Pension costs are both the single biggest line item and the biggest variable in the cost considerations. An approximate figure of £1m has been used based on a figure provided by Publica for the annual saving from moving some staff to the Royal London Pension Scheme. However, there are a complex set of additional considerations. This figure represents savings across the whole company whereas in the proposed model, a number of services will remain within the limited company structure. There are some legacy arrangements from which councils hosted which posts under the former GO Shared Service. Some councils are paying more in pension contributions than the payroll data indicates they should at face value, because of the difference in the actuary estimate of the contributions required to fund the scheme. The pensions cost figure will need to be refined with an actuary estimate based on the final list of staff that will transfer to the councils.
- 5.3.4 With these very important points of clarification noted, the net additional cost to the councils of the proposed model is approximately £150k per year. This does not yet factor in any savings that can be made from changes to how teams operate as only the proposed senior management structures have been modelled at this stage. All of the councils have savings targets over the next three years so will need to undergo significant transformation, in any case.
- 5.3.5 In addition to the ongoing difference in cost between the operating models, there are one-off costs associated with the transition. These are made up of:
- i. One-off staffing related costs
 - ii. The cost of managing the transition

- 5.3.6 One-off staffing related costs include possible redundancy and pension costs. It is not yet known whether there will be any redundancies or how many people may be affected. The councils have a duty to avoid any compulsory redundancies if at all possible and they will comply with this duty – to protect both the welfare of staff and the public purse. This does not mean that there will be no redundancies, but that all reasonable steps will be taken to avoid redundancies where suitable alternative employment can be found for staff. In this first instance, the possible risk of redundancy or redeployment will apply only to senior managers, who will be consulted on proposals that affect them.
- 5.3.7 The councils do not have the internal capacity to project management a change of this scale and complexity, the key activities for which are set out in Section 6 – Transition Plan. There are three viable options for managing the transition:
- i. Appoint an Interim Programme Manager or Director. One of the councils would employ this post on behalf of all, who would lead and manage the transition over an 18 month period.
 - ii. Appoint an Interim Programme Director and an external consultancy or project management organisation.
 - iii. Appoint only an external consultancy or project management organisation.
- 5.3.8 The recommended option is (ii), the blended delivery model. The benefit of this option is a single accountable lead employed by the councils to lead the transition, with hands-on support for project management. Having an external partner on board will also provide cover and resilience in case of absence. Costs associated with this option will be obtained through market research once CEOs have taken advice on procurement options.
- 5.3.9 Whichever option is ultimately preferred, the councils are recommended to choose the same model in order to share costs and effectively manage the transition in a single, joined up way.
- 5.3.10 The councils should also set aside funds to commission specialist HR and Legal advice, working alongside the HR team in Publica.
- 5.3.11 This does not overlook work that will need to take place by individual councils to determine council specific requirements on a service by service basis, and to give thought to what the future transformation requirements of those services might be.

5.4 Contractual implications

- 5.4.1 Services are provided through three contracts which are of different lengths and have different end dates. The structure of each contract is set in the table below.

5.4.2 There is a clause within each contract that enables councils to remove a service from Publica at any point throughout the period of the contract with an agreed notice period.

5.4.3 This means that shareholder councils can take a service-by-service decision and use a phased approach to any repatriation of services. This will reduce disruption to service delivery, staff and residents throughout any change.

	Commissioning	General	Support
Length of contract	10 years	7 years	5 years
Next Renewal Date	1 st November 2027	1 st November 2024	1 st November 2027
Services	<ul style="list-style-type: none"> • Democratic Services • Electoral Services • Post/Print Room • Communities and Community Engagement • Leisure • Tourism • Waste and Recycling • Parking • Communications • Corporate Functions 	<ul style="list-style-type: none"> • Customer Services • Building Control • Public Protection • Revs & Bens • Housing Services • Development Management • Regeneration, Business and Economy • Planning Policy & Local Plan • Ecology, Heritage & Design • Strategic Housing • Community Alarms • Pest Control 	<ul style="list-style-type: none"> • ICT • Finance • HR & Payroll • Procurement • Property Services • Land Charges • Flood Engineering

6. Transition Plan

Phase and Activity	2023/24						2024/25											
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
1.0 Mobilisation and Preparation																		
Decision making process at each council (Cabinet, Executive and Scrutiny (TBC))																		
Creation of transition team; programme director, programme manager, HR, OD, Finance, Communication, Legal																		
Communication with impacted staff of agreed timelines																		
Agreement of future service arrangements (shared vs sovereign)																		
Agreement of phased approach																		
Liaise with Publica leadership																		
Staff consultation							M											
Assessment of company governance and introduction of transition governance arrangements								M										
Development of detailed transition plan for Round I and Round II								M										
1.0 Transition Round I (first wave of services)																		
Creation of full structure charts based on consultation outcomes																		
Ringfencing and job matching for existing staff																		
Recruitment to vacant leadership roles																		
Implement interim management for transition																		
Go live Round I services													M					
3.0 Transition Round II (second wave of services)																		

Creation of full structure charts based on consultation outcomes																					
Ringfencing and job matching for existing staff																					
Recruitment to vacant leadership roles																					
Implement interim management for transition																					
Go live Round II services																					
4.0 Review of Services																					
Three-month review of transition round I																					
Six-month review of transition round I																					
Three-month review of transition round II																					
Undertake target operating assessment for remaining Publica services																					

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Cheltenham Borough Council

Cabinet 19th December 2023

Safeguarding Policy

Accountable member:

Councillor Flo Clucas, Cabinet Member for Safety and Communities

Accountable officer:

Tracy Brown, Safeguarding and Partnerships Manager

Ward(s) affected:

All

Key Decision: Yes

Executive summary:

The Council's safeguarding policy is due for revision having last been fully revised and agreed by Cabinet in 2017.

Taking input from the lead cabinet member, elected member champions, leadership team and service managers, the new policy reflects the aspirations of the Council to effectively embed safeguarding practice across the council.

As with previous versions the policy incorporates both safeguarding children and vulnerable adults into one policy.

Recommendations: That Cabinet:

- 1. adopts the revised safeguarding policy;**
 - 2. delegates authority to the Director of Communities and Economic Development in consultation with Cabinet Member for Communities and Safety to agree updates to the policy as we transition our housing services.**
-

1. Implications

1.1 Financial, Property and Asset implications

The recommendations have no direct finance, property or asset implications.

Signed off by: Gemma Bell, Head of Finance, gemma.bell@cheltenham.gov.uk

1.2 Legal implications

The relevant legal provisions are contained within the policy. The authority has various legal duties in respect of safeguarding and the policy seeks to provide guidance on how the authority will exercise those duties and functions.

Signed off by: One Legal – legalservices@onelegal.org.uk

1.3 Environmental and climate change implications

None arising directly a result of this report.

Signed off by: Maizy McCann, Climate Emergency Officer, Maizy.McCann@cheltenham.gov.uk

1.4 Corporate Plan Priorities

This report contributes to the following Corporate Plan Priorities:

- Being a more modern, efficient, and financially sustainable council

1.5 Equality, Diversity and Inclusion Implications

The Council's safeguarding policy and training associated with it follows good practice guidance from Gloucestershire Safeguarding Children Partnership and Gloucestershire Safeguarding Adult Boards. This training and guidance addresses issues including race, culture, disability, sexuality, gender, and age ensuring the Council applies the policy without prejudice or discrimination. By its nature the policy supports the Council in its public sector equalities duty by ensuring Council services are safe for all its communities.

2 Background

2.1 Cheltenham Borough Council's staff and elected members have a strong commitment to safeguarding children, vulnerable adults, and the wider community. The current safeguarding policy, adopted in 2017, reflects this and has been a valuable framework to support the Council's delivery of its statutory safeguarding duties.

2.2 With the adoption of the council's new corporate strategy 2023-2027, it is right to review and update the policy. As we transition our housing service, further amendments may be required. We expect that any proposed changes would be minimal and therefore seek delegation through this report to facilitate further amendments.

2.3 The District Safeguarding Network (a subgroup of the Gloucestershire Safeguarding Children Partnership and the Gloucestershire Safeguarding Adults Board) met in September to review district safeguarding policies. The network looked at good practice across the districts. Although it was agreed it wasn't appropriate for all districts to follow the same policy, it was agreed that some basic elements should be included in district policies. These elements have been incorporated within the updated policy.

3 Updates to the policy

3.1 The main structure of the policy is still consistent with current best practice so has remained the same however the following changes have been made.

3.2 With Human Resources (HR) coming back in house there have been some changes to embed their role within the policy. It is proposed that there will be a nominated safeguarding lead in human resources who will also act as a deputy designated safeguarding officer. This is important as areas of safeguarding such as safer recruitment, allegations management and wellbeing support to staff are part of the role of HR. It also gives greater resilience to the Council's safeguarding response. Human Resources have also audited the policies they have related to safeguarding to ensure they are up to date and that they are appropriately referenced in the safeguarding policy.

3.3 Although the majority of categories of abuse have stayed the same, how some of these are reported has changed and this is now reflected in the policy. However child exploitation, domestic abuse and harassment have been added.

3.4 Domestic abuse is contained within the policy in terms of how the council will respond to incidents within the community. The Council will bring a separate domestic abuse policy to cover its staff and elected members to cabinet early in 2024.

3.5 Under the responsibilities section the role of elected member safeguarding champion has been added. Previously the lead cabinet member undertook this role however this is now a separate role and is appointed by full council and held by back-bench councillor. It is therefore necessary to define it separately to the cabinet lead role.

3.6 As mentioned above the role of deputy designated safeguarding officer has also been created. In addition to a member of human resources becoming a deputy designated officer, front facing services across the organisation will be asked to nominate a deputy designated officer. This will allow greater resilience and help embed the policy across the Council. The names of additional deputy designated officers will be published internally once they have received appropriate training.

3.7 In regard to training the policy now sets out that all Cheltenham Borough Council staff and elected members must undertake safeguarding training covering both children and adults as a minimum. Other training will be offered dependent on job roles and current issues of significance within the borough.

3.8 The Council's safeguarding responsibilities link with a variety of Council areas and legislation. Legislation that covers the council's responsibilities around domestic homicide

reviews and its new serious violence duty have been added. There is also a section that highlights the links to the Council's responsibilities around events on Council land, Council owned buildings and its statutory licensing responsibilities.

4 Reasons for recommendations

4.1 It is recommended that the policy is adopted at this time to increase the resilience of the Council's safeguarding response as well as update it to current best practice. While it should be acknowledged that the policy will need to be updated as housing services are re integrated into the Council, their integration should not mean that the policy needs substantial revision. Delegating authority for updating the policy as recommended will allow for implementation of the good practice changes in the policy in a timely manner and give flexibility to incorporate changes at the appropriate time.

5 Alternative options considered

5.1 The option of waiting to update the policy until housing services are fully reintegrated was considered. As the policy is already overdue for a full update this option is not recommended because it this would cause a delay to making some necessary changes to safeguarding practices at the Council.

6 Consultation and feedback

6.1 Consultation on the policy has taken place with the Council's human resources team, licensing team, procurement team, One Legal and leadership team. It has also taken place with the elected member champions. Their feedback has been incorporated in the sections on how safeguarding links to specific service areas, the role of deputy designated officers and training.

7 Key risks

7.1 Safeguarding is a statutory duty of Cheltenham Borough Council failure to have an up-to-date safeguarding policy would mean that the Council was not fulfilling its statutory duties. If the policy is not fully implemented across the Council it could also put children, vulnerable adults and the wider community who use Council services at risk of harm.

Report author:

Tracy Brown Safeguarding and Partnerships Manager

Appendices:

- i. Risk Assessment
- ii. Safeguarding Policy

Background information:

Not applicable.

Appendix 1: Risk Assessment

Risk ref	Risk description	Risk owner	Impact score (1-5)	Likelihood score (1-5)	Initial raw risk score (1 - 25)	Risk response	Controls / Mitigating actions	Control / Action owner	Deadline for controls/ actions
	If the Council fails to engage fully with the safeguarding agenda the council may not meet its statutory duties.	Tracey Birkinshaw	4	2	8	Reduce	Adoption and roll out of new policy	Tracy Brown	December 2023
	If service areas fail to engage with the safeguarding agenda fully there may be a failure to safeguard a child or vulnerable adult in our care	Tracey Birkinshaw	4	2	8	Reduce	Roll out of training to all staff and elected members, deputy designated officers identified and trained. Communications plan	Tracy Brown	January 2024
	If services commissioned by the council do not meet the safeguarding standards required the council may not meet its statutory duties and a child or vulnerable adult may not be effectively safeguarded	Tracey Birkinshaw	4	2	8	Reduce	Adoption of the policy and training for relevant staff Continue to seek confirmation that commissioned services have safeguarding policies in place via the annual	Tracy Brown	January 2024

Risk ref	Risk description	Risk owner	Impact score (1-5)	Likelihood score (1-5)	Initial raw risk score (1 - 25)	Risk response	Controls / Mitigating actions	Control / Action owner	Deadline for controls/ actions
							assurance certificate		

Cheltenham Borough Council

Safeguarding Policy

Draft December 2023

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1. Introduction

Safeguarding is primarily about protecting vulnerable adults, young people or children from harm, abuse, or neglect. However, it also has a wider remit around early prevention, health, wellbeing, and human rights.

2. Background and Aims

The council has a longstanding commitment to reducing inequalities within the borough and therefore has a strong commitment to safeguarding. It also has a statutory responsibility and a duty of care, to cooperate and report issues relating to safeguarding to the appropriate authorities and partner agencies.

Safeguarding is not a practice that operates in isolation; its importance cuts across every service and function that the council undertakes and as such, needs to be embedded within the organisation.

The policy has therefore been produced to ensure there is a consistent and thorough approach to safeguarding across the organisation and that all employees, elected members, volunteers, contractors and commissioned providers delivering services on the Council's behalf are aware of their obligations to safeguard children, young people, and vulnerable adults.

The safeguarding of children and young people and the safeguarding of vulnerable adults encompasses the following types of harm:

- Child Abuse (physical, sexual, emotional and neglect)
- Vulnerable adult abuse (physical, sexual abuse, psychological, financial, neglect and acts of omission, discriminatory, institutional abuse)
- Domestic Abuse (including coercive control)
- Stalking
- Sexual Violence
- Child Exploitation (sexual and criminal)
- Modern Slavery
- Honour Based Violence
- Forced Marriage
- Female Genital Mutilation
- Cybercrime including cyber bullying
- Radicalisation
- Self-neglect (including hoarding)

The **aims** of the policy are to:

- Raise overall awareness of safeguarding, the signs of abuse and information on what to do if any form of abuse is identified or suspected.
- Protect children and vulnerable adults from harm while using services that the Council is responsible for (both directly provided and commissioned) by ensuring services have safe working practices in place.
- Ensure that employees, casual workers, volunteers, and elected members associated with Cheltenham Borough Council are able to report any safeguarding concerns appropriately.

- Ensure employees, casual workers, volunteers, and elected members have effective training and support to allow them to safeguard children and vulnerable adults.

Safeguarding Children

Local Authorities have a duty under the Children Act 2004 to ensure that they consider the need to safeguard and promote the welfare of children when carrying out their functions.

Safeguarding Vulnerable Adults

The council's role for safeguarding vulnerable adults is governed by the Care Act 2014 and the responsibilities apply to adults who:

- Have care and support needs.
- Are experiencing or are at risk of abuse or neglect.
- Are unable to protect themselves from either the risk of, or the experience of abuse or neglect.

Wider community safeguarding responsibilities

The Council is a member of various countywide partnerships that support the safeguarding of children, vulnerable adults, and the prevention of crime. Crime and Disorder Act 1998 including Safer Gloucestershire and its subgroups.

The Domestic Abuse Act 2021 makes the Council along with other named organisations responsible for Domestic Homicide Reviews. This covers both the commissioning, publication, and implementation of the reviews.

Under the Police, Crime, Sentencing, and Courts Act 2022 the Council is a specified authority with a duty to prevent and reduce serious violence. This includes youth violence and criminal exploitation.

3. Definitions and Types of Abuse

Children and Young People

In accordance with guidance provided by *Working Together to Safeguard Children 2018* and based on the *Children Act (1989) and (2004)* the terms children, child, young person or young people shall for the purposes of this policy be deemed to mean:

“Anyone who has not yet reached their 18th birthday. The fact that they have reached 16 years of age; are living independently or in further education; are a member of the armed forces; in hospital or in custody in the secure estate for children and young people, does not change his or her status or entitlement to services or protection under the Acts and this policy”.

A child may be at risk of abuse in many ways:

TYPE	DEFINITION	SOME POTENTIAL INDICATORS
Emotional	The persistent emotional maltreatment of a child such as to cause severe and persistent effects on the child’s emotional development.	Conveying to children that they are worthless or inadequate; imposing age or developmentally inappropriate expectations, serious bullying, exploitation, isolation, segregation
Sexual	Forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware what is happening, including use of images through social media or other IT.	Inappropriate sexual behaviour, use of language, fear of adults, recoiling from physical contact.
Neglect	The persistent failure to meet a child’s basic physical and/or psychological needs, likely to result in the serious impairment of the child’s health or development.	Inadequate food, clothing, or shelter. Inadequate access to appropriate medical care or treatment, isolation, truancy, lateness
Physical	May involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child.	Unexplained bruising, burns, fractures, weight gain or loss, repeat illness.

Exploitation of Children

Child exploitation is the act of using a child for profit, labour, sexual gratification, or some other personal or financial advantage. In all cases, those exploiting the child/young person have power over them by virtue of their age, gender, intellect, physical strength and/or economic or other resources. Violence, coercion, and intimidation are common, involvement in exploitative relationships being characterised in the main by the child's limited availability of choice resulting from their social/economic and/or emotional vulnerability.

It is important to always treat children who are being exploited as victims of abuse even though their behaviour may be challenging, or they appear to be making choices. Children often do not understand they are being exploited due to the manipulation of the abuser.

Exploitation takes two main forms criminal exploitation and sexual exploitation although there is often overlap between the types.

Criminal Exploitation

There is now a growing understanding of the issue of criminal exploitation of children, and it is defined in the Governments Serious Violence Strategy as:

“Where an individual or group takes advantage of an imbalance of power to coerce, control, manipulate or deceive a child or young person under the age of 18 into any criminal activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial or other advantage of the perpetrator or facilitator and/or (c) through violence or the threat of violence. The victim may have been criminally exploited even if the activity appears consensual. Child criminal exploitation does not always involve physical contact; it can also occur through the use of technology.”

Criminal exploitation is one of the main methods used by County Lines gangs.

Sexual Exploitation

‘Sexual exploitation of children and young people under 18 involves exploitative situations, contexts, and relationships where young people (or a third person or persons) receive ‘something’ (e.g., food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money) as a result of them performing, and/or another or others performing on them, sexual activities.

Child sexual exploitation can occur through the use of technology without the child's immediate recognition; for example, being persuaded to post sexual images on the Internet/mobile phones without immediate payment or gain.

Vulnerable Adults

A vulnerable adult is any person aged 18 or over, who:

- Has needs for care and support (whether or not the local authority is meeting any of those needs **and**:
- Is experiencing or at risk of abuse or neglect **and**
- As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect A vulnerable adult may be at risk of abuse in many ways:

TYPE	DEFINITION	POTENTIAL INDICATORS
Physical	The non-accidental use of physical force that results (or could result) in bodily injury, pain or impairment including assault, hitting, slapping, pushing, misuse of medication and restraint.	Unexplained bruising, cowering or flinching, bruising consistent with being hit, unexplained burns, unexplained fractures.
Sexual	Direct or indirect involvement in sexual activity without consent.	Incontinence, difficulty/discomfort in walking, excessive washing, sexually transmitted diseases, bruising/bleeding in genital areas, bruising, urinary infections
Emotional/ Psychological	Acts or behaviour which impinge on the emotional health of, or which causes distress or anguish to individuals.	Disturbed sleep, anxiety, confusion, extreme submissiveness or dependency, sharp changes in behaviour, loss of confidence or appetite.
Neglect & Acts of Omission	Ignoring or withholding physical or medical care needs which result in a situation or environment detrimental to the individual.	Ignoring medical, emotional or physical care needs (incl. dressing), failure to provide access to appropriate health care, withholding medication, adequate nutrition and heating.

Financial & Material Abuse	Unauthorised, fraudulent obtaining and improper use of funds, property or any resources of an adult at risk. Scamming and coercion in relation to an adult's financial affairs.	Unexplained or sudden inability to pay bills, unexplained withdrawals of money from accounts, personal possessions going missing, unusual interest by a friend/relative/neighbour in financial matters.
Discriminatory	When values, beliefs or culture result in a misuse of power that denies mainstream opportunities to some groups or individuals. This includes discrimination on the grounds of race, faith or religion, age, disability, gender, sexual orientation and political views, along with racist, sexist, homophobic or ageist comments or jokes, or comments and jokes based on a person's disability or any other form of harassment, slur or similar treatment.	Inciting others to commit abusive acts, lack of effective communication, bullying.
Institutional/ Organisational	Where the culture of the organisations places the emphasis on the running of the establishment above the needs and care of the person.	Lack of care plans, contact with the outside world not encouraged, no flexibility or lack of choice.
Self-neglect	Neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.	A deterioration in physical appearance, lack of grooming, rapid weight gain/loss.

There are a number of specific acts that constitute abuse which could affect both adults and children;

Female Genital Mutilation (FGM)

FGM is a collective term used for illegal procedures, such as female circumcision, which include the partial or total removal of the external female genital organs, or injury to the female genital organs for a cultural or non-therapeutic reason.

Honour Based Violence (HBV)

HBV is abuse, covering a variety of behaviours (including crimes), mainly but not exclusively against females, where the person is being punished by their family and/or community for a perceived transgression against the 'honour' of the family or community, or is required to undergo certain activities or procedures in 'honour' of the family.

It is a form of domestic abuse which relates to a victim who does not abide by the 'rules' of an honour code. This will have been set at the discretion of relatives or community; the victims are punished for bringing shame on the family or community.

Forced Marriage

In a forced marriage a person is coerced into marrying someone against their will. They may be physically threatened or emotionally blackmailed to do so. It is an abuse of human rights and cannot be justified on any religious or cultural basis.

It is not the same as an arranged marriage where they have a choice as to whether to accept the arrangement or not. The tradition of arranged marriages has operated successfully within many communities and countries for a very long time.

Stalking

The Protection of Freedoms Act 2012 defines "stalking" as an offence. However, there is no legal definition, but examples include: following or spying on a person or forcing contact with the victim through any means including social media. Any of these examples carried out repeatedly or persistently can cause significant alarm or distress.

Radicalisation

Prevent is a government strategy which aims to raise awareness and resilience to radicalisation. It recognises that children and vulnerable adults can be susceptible to extremist views and coerced into criminal behaviour.

Modern Slavery

There are many different characteristics that distinguish slavery from other human rights violations, however only one needs to be present for slavery to exist. It involves people being forced to work through mental or physical threat, owned or controlled by an 'employer' usually through mental or physical abuse or the threat of abuse, dehumanised and being treated as a commodity or bought and sold as 'property'.

Human Trafficking

Takes place when a victim is moved from one place to another for the purpose of exploitation, this could be through sexual exploitation, domestic servitude, forced labour, forced criminality or organ harvesting. The trafficker is able to control and exploit through violence, coercion or deception.

Cyber Crime

Cyber-crime is defined as criminal activity carried out by means of computers or the internet. Criminals are increasingly exploiting the speed, convenience, and anonymity of the internet to commit a diverse range of criminal activities without physical or virtual borders. These crimes can cause serious harm and pose significant threats to vulnerable adults and children. Cyber-crime may take the form of cyber bullying. Cyber-bullying is the process of using the internet, mobile phones or other devices to send or post text or images intended to hurt or embarrass another person. Victims of cyberbullying may not know the identity of their bully, or why the bully is targeting them. The harassment can have wide-reaching effects on the victim, as the content used to harass the victim can be spread and shared easily among many people and often remains accessible for a long time after the initial incident.

Domestic Abuse

Domestic abuse is unfortunately very common with an estimated 1 in 4 women and 1 in 6 men experiencing domestic abuse in their lifetime. It is defined as an incident or pattern of incidents of controlling, coercive or threatening behaviour, violence, or abuse between people over 16 who are or have been an intimate partner or family member regardless of gender or sexuality. Some of the signs of domestic abuse may include; unexplained bruising, cowering, or flinching, isolation from friends and family, emotional abuse, with holding finances. Domestic Abuse can result in serious injury or death so should always be treated serious and appropriate advice sort.

Harassment

On occasions staff or elected members may experience harassment that does not fall into the category of either stalking or domestic abuse. If a member of staff or elected member experiences harassment, they should report the issue to the Designated Safeguarding Officer or Deputy Designated Safeguarding Officer who will support them to create a safety plan in partnership with the Public Health and Safety Advisor and any external partners deemed appropriate.

4. Responsibilities

All staff and elected members must ensure that they are aware of the safeguarding procedures in place within the authority and those staff and members who have a specific responsibility for safeguarding issues. All staff and elected members will receive safeguarding information at induction.

Designated Senior Leaders

Cheltenham Borough Council has two Senior Leaders (one officer and one cabinet member) responsible for safeguarding.

They are overall responsible for ensuring that the Council fulfils its safeguarding responsibilities:

Senior Officer Lead – Tracey Birkinshaw, Director of Communities & Economic Development

Cabinet Member Lead – Councillor Flo Clucas, Cabinet Member for Communities and Safety

Designated Safeguarding Officer

Their role is to support staff & elected members and provide guidance and advice to aid implementation of this policy and in making a referral. They will also support the Safeguarding Champions and Leadership team to fulfil their roles.

Designated Safeguarding Officer – Tracy Brown, Safeguarding and Partnerships Manager

Deputy Designated Safeguarding Officer – Shona Corbett, HR Business Partner

Elected Member Safeguarding Champions

Elected member safeguarding champions are responsible for championing the importance of safeguarding and promoting the welfare of children, young people and vulnerable adults. They are nominated by full council and are normally cross-party.

Safeguarding Champions – Councillor Chelin and Councillor Harman

Leadership Team

Cheltenham Borough Council's Leadership Team will ensure that:

1. The Council meets its legal obligations.
2. Where applicable, the safeguarding of children, young people and vulnerable adults is considered in strategies, plans and services.

3. The best safeguarding practices are embedded and maintained across all services to ensure continuous improvement and compliance with national and local policies.
4. All safeguarding matters relating to safeguarding are expedited in a timely manner and treated seriously.
5. Support staff and members on all aspects of safeguarding and ensure procedures are adhered to.
6. Appropriate training is facilitated, in particular for frontline employees

Service Managers

Cheltenham Borough Council's service managers will ensure that:

1. The safeguarding policy is adhered to across the organisation.
2. They and their staff complete and implement the appropriate safeguarding training and that this is reinforced through team meetings 121s etc.
3. Staff handling safeguarding issues are fully supported.
4. They take responsibility for the quality of safeguarding children, young people, and vulnerable adults in their service area.
5. All staff and volunteers working with children, young people and vulnerable adults are subject to the Disclosure and Barring checks appropriate to their role and legislative requirements.
6. Report any concerns as per the policy.

Human Resources

Human Resources will ensure that:

1. The relevant policies are in place e.g., Safer Recruitment and Disciplinary Procedures
2. Managers are supported in the use of these policies directly and indirectly associated with safeguarding
3. Provide support with the pre-employment checks (including through the Disclosure and Barring Service).
4. All staff are issued with safeguarding information at induction and support ongoing safeguarding training for all staff.
5. When the safeguarding policy is updated, ensure this is communicated to all staff

Staff

Cheltenham Borough Council's Staff will:

1. Treat all safeguarding matters seriously.
2. Report any concerns as per the policy.
3. Be aware of and adhere to the safeguarding policy and referenced policies
4. Complete safeguarding training relevant to their role covering children, adults and domestic abuse.

Elected Members

Elected members are uniquely placed to support the safeguarding of children and vulnerable adults within their community. They can also provide effective leadership to ensure that the council is fulfilling its corporate responsibility. Elected members should always:

1. Report their concerns about a child or vulnerable adult's welfare or someone else's behaviour regarding a child or vulnerable adult as outlined in this policy.
2. Adopt good practice in terms of safeguarding at all times when carrying out their council duties.
3. Seek support or raise concerns with the Designated Safeguarding Officer when necessary.
4. Undertake safeguarding awareness training covering children, adults and domestic abuse.

5. Who Does the Safeguarding Policy Affect?

In addition to employees and elected Members of the Council, this policy shall also apply to the following areas:

Contractors

The Council will ensure that:

1. All contractors providing services directly related to children, young people and vulnerable adults have a safeguarding policy and practices which complement the council's requirements related to safeguarding.
2. Contractors providing a service to the council (such as maintenance work at a council property) will be made aware of the council's procedures and policies.
3. Council staff will ensure that relevant safeguarding practices are adopted by the contractor.

Commissioned Services

When the Council commissions services to be delivered on its behalf it still retains a duty to ensure that those services comply with relevant statutory safeguarding responsibilities. The Cheltenham Borough Council lead commissioner for the individual contract will be responsible with the support of the designated safeguarding officer and One Legal to ensure compliance with safeguarding regulations at all stages of the commissioning process. Leadership Team will keep an overview of all contracts to ensure that the aims of this safeguarding policy are embedded at all times.

Procurement

Any relevant contracts awarded with external agencies for the provision of goods and services must make specific reference to safeguarding and the duties imposed on staff. Steps must be taken to ensure the safeguarding of children, young people and vulnerable adults is commensurate with the type of service being provided on behalf of, or in partnership with the Council. It is the responsibility of the Cheltenham Borough Council officer responsible for the contract to ensure this is included.

Partners

All partners working with the council must have regard to safeguarding. For joint projects, where involving members of the public it would be good practice for partner agencies to pass a copy of their safeguarding policy to the council to ensure it aligns with the council's safeguarding requirements or alternatively, where no such policy exists, the partner will be required to adopt this policy for the duration of the project.

Volunteers

All supervisors must ensure that volunteers are aware of, and have received appropriate training in the Council's Safeguarding Policy.

Disclosure and Barring Service (DBS) checks will be carried out on any volunteer who in the course of their activity has regular, unsupervised, contact with the same group of children or young people. A DBS check will also need to be carried out on volunteers who care for or deal with the personal affairs of any adult. Further guidance can be found in the Council's Safeguarding Policy.

Apprentices, Work Experience and Workers under the age of 18

Staff will need to be aware that the above child safeguarding duty will apply to their interaction with work experience and modern apprentice workers under the age of 18. Such workers would still be deemed as children under this policy, whilst also themselves being responsible under the duty imposed by Section 11 of the Children Act (2004). It will be necessary to consider the impact of this in all risk assessments carried out in relation to this member of staff.

If a work experience placement involves working with a member of staff off site or working with a member of staff on their own for longer than half a day, the student's parents or guardians should be informed prior to the work experience placement. In addition, when the student goes off-site the employee must advise a manager where they are going, the reason for the visit and how long the visit will take.

Licensing

Safeguarding is central to everything done in licensing. The council's policies, procedures and regulation across the board seeks to safeguard children and vulnerable people from the potential harms caused by gambling, alcohol, unsafe transport services, criminal activities associated licensable activities and restricting access to adult only services and products within the powers attributed to the council.

The council has a wide range of powers and discretion to refuse, revoke and/or suspend licences where, for example, safeguarding concerns arise. More proactively, we impose a mandatory safeguarding training regime for taxi and private hire licence holders.

More information can be found [here](#).

Safety Advisory Group

The Safety Advisory Group's purpose is to bring together statutory partners to review event safety including safeguarding people attending events and those impacted by events taking place in the vicinity of where they live, work or travel. Specific aspects the SAGs responsibility include an overview of security and counter-terrorism arrangements, policies, and procedures for safeguarding children and those considered vulnerable and other arrangements to ensure public safety standards are maintained. The SAG's terms of reference can be found on the council's [website](#).

Council owned buildings

A number of Council assets are/may be occupied by organisations who will provide services or activities for children, young people or vulnerable adults. To ensure due diligence on the Council's behalf in these circumstances, the organisation will be expected to demonstrate as a condition of use that it has a safeguarding policy in place that adheres to the principles of the GSCP and GSAB. The Council will also make clear in all occupancy agreements both the terms of use for the property and seek assurances that the organisations have robust protocols in place to mitigate any specific safeguarding concerns i.e. how they would mitigate the risk of other users if they do not have sole use of a building

6. Safeguarding Practices

Safer Recruitment

Safer recruitment is a set of practices to help make sure staff and volunteers are suitable to work with children, young people and vulnerable adults. Cheltenham Borough Council operates safer recruitment processes which are followed for all staff appointments during the recruitment process, including:

- Advertising job vacancies
- Job descriptions and person specifications
- Submitting an application
- Shortlisting
- Disability
- Selection process
- Offer of employment and pre-employment checks

Training

Service managers are responsible for identifying that members of staff in relevant posts have the appropriate level of training for their role. All staff and volunteers working with children, young people and vulnerable adults must attend safeguarding training appropriate to their role. However, as a minimum all staff must undertake the following online safeguarding modules: safeguarding children, safeguarding adults under the care act. All staff will also receive information about safeguarding during induction.

Safeguarding Allegations against a Member of Staff, Volunteer or Elected Member

The Council takes seriously any allegations or complaints about the conduct of staff and volunteers in respect of their contact with children, young people, and vulnerable adults. All allegations or complaints received by the Council will be discussed with appropriate safeguarding agencies for advice before action is taken. At the appropriate time all allegations will be investigated fully by the Council, and where applicable action will be taken against the member of staff via the disciplinary procedure. If deemed necessary, the member of staff will be suspended whilst the investigation takes place.

[Full procedure](#)

Support for Staff/Volunteers

Support will be provided for any member of staff or volunteer subject to an allegation as indicated in the Council's disciplinary procedure.

The Council assures all staff and volunteers that it will fully support and protect anyone who in good faith (without malicious intent) reports his or her concerns about a colleague's practice or the possibility that a child or vulnerable adults may be being abused or bullied.

The person who receives information concerning a suspected case of abuse by another member of staff or volunteer should make a full record of what has been said as soon as possible and pass the information on to their Line Manager or Service Manager or Director.

Information Sharing

The Council takes its data protection responsibilities seriously and ensures that personal data is always dealt with in accordance with the Data Protection Principles. Practitioners must have due regard to the relevant data protection principles that allow them to share personal information.

The GDPR and Data Protection Act 2018 place greater significance on the need for organisations to be transparent and accountable in relation to their use of data. All organisations handling personal data must ensure that they have in place comprehensive and proportionate arrangements for collecting, storing and sharing information. This also includes arrangements on informing service users about the information that they will collect and how this may be shared.

The GDPR and Data Protection Act 2018 does not prevent, or limit, the sharing of information for the purposes of keeping children and young people safe.

To effectively share information:

- All practitioners should be confident of the processing conditions that allow them to store and share the information that they need to carry out their safeguarding role. Information that is relevant to safeguarding will often be data which is considered to be "special category personal data", meaning that it is sensitive and personal.
- Where practitioners need to share special category personal data, they should be aware that the Data Protection Act 2018 includes 'safeguarding of children and individuals at risk' as one of conditions that allows practitioners to share information with others without consent.
- Information can be shared legally without consent, if a practitioner is unable to, or cannot be reasonably expected to gain consent from the individual, or if to gain consent could place a child at risk.
- Relevant personal information can also be shared lawfully if it is to keep a child or individual at risk safe from neglect or physical, emotional, or mental harm, or if it is protecting their physical, mental, or emotional wellbeing.

Practitioners looking to share information without consent should consider which processing condition in the Data Protection Act 2018 is most appropriate in the particular circumstances of the case. This may be the safeguarding processing condition or another relevant provision.

The Borough Council will use personal data for a limited number of purposes and always within the rules set out in the GDPR and Data Protection Act 2018. The Authority will process data to protect individuals from harm or injury. Further information is available in our privacy notice:

https://www.cheltenham.gov.uk/info/81/how_we_use_your_data/1371/environment_and_communities_privacy_data/17

7. Safeguarding Procedure

This section outlines the key protocols for how we will deal with safeguarding issues.

Listening to Children and Vulnerable Adults

As adults with trust and influence, council staff and elected members are in a powerful position to recognise and receive information about abuse. However, it is not their responsibility to decide if a child or vulnerable adult is being abused; their role is to act on their concerns.

If a member of staff or elected member is told about potential or alleged abuse:

- Stay calm.
- Listen carefully to what they have to say, without making any judgement.
- Try not to ask questions, but if you have to, make sure they are open-ended questions to clarify understanding and not to probe or investigate.
- Do encourage them to talk.
- Do not give an opinion or offer advice.
- Be honest with them about what you can and cannot do.
- In the case of children or other times when you have a duty to report make sure to tell them that you are not able to keep what they have told you secret.
- Tell them that you will try to find them the help they need.
- When they have finished, make a detailed note of what they have said, using their words where possible, and date the record.
- Do not contact or confront the individual who is alleged to be responsible.
- Re-assure the child / young person / vulnerable adult that they have done the right thing.
- Maintain confidentiality, only discuss with relevant people as outlined in this policy.

What to do if you have concerns

It is not the responsibility of an employee to take individual responsibility for deciding whether abuse is taking place. However, there is a responsibility to protect children and vulnerable adults in order that appropriate agencies (e.g., local social services or the police) can then make enquiries and take any necessary action.

The council recognises that the decision to report a concern can be a difficult one to make, not least because of the fear of reprisal from those responsible for the potential malpractice.

In being vigilant of child and vulnerable adult protection it is crucial that all employees with responsibility for care are aware of the steps used to recognise signs of abuse. In these situations, or where concerns still exist, any suspicion, allegation or incident of abuse must be reported using the appropriate procedures as soon as possible.

Once the incident/allegation has been reported following the procedure in section 8 the Council's Designated Officer should be informed so that they can offer the member of staff advice as appropriate and ensure necessary action is taken.

Dealing with Allegations Against Staff

Should an individual member of staff become aware of an allegation (against a colleague) of an incident of child abuse taking place, or having taken place, they should follow the procedure below:

- Take the allegation seriously. It is your duty to consider any allegation to be potentially dangerous to the child and therefore report it.
- As part of your report, make a written record of any details of which you are aware.
- Report the allegation to the Designated Safeguarding Officer giving details of the allegation, how you became aware of it and any other relevant details. Try not to cloud your report with your opinions or judgements.
- Do not judge or investigate. As an employee, it is important not to lose focus of your role. By reporting an allegation quickly, any necessary investigations and/or judgement can be made by trained professionals, i.e., social services and/or the police.

Maintain Confidentiality

It is extremely important that any allegations are not discussed (unless absolutely necessary) as any breaches could be damaging to the child or vulnerable adult or the alleged perpetrator and to any investigation which may follow. Any requests for information from members of the public (including parents, guardians, or carers) or the media should be directed to the customer relations or the communications team as appropriate.

Support

Consideration should be given to the kind of support that children, parents, and members of staff may need. Use of help lines, support groups and open meetings will maintain an open culture and help the healing process.

Allegations of historic abuse

Allegations of abuse may be made some time after the event (e.g., by an adult who was abused as a child or by a member of staff who is still currently working with children).

Where such an allegation is made, the person should follow the procedure as detailed above contacting the designated safeguarding officer who would then notify the police.

8. How do I report a safeguarding concern?

If a child or vulnerable adult is in immediate danger you should always ring 999 in the first instance.

In all other cases as soon as possible share your concerns with the designated safeguarding officer (or deputy in their absence) to clarify your thinking. Keep a written record of the facts and any actions you take.

Children

If you think a child is at immediate risk of significant harm, contact the Children's Helpdesk on 01452 426565 (Monday – Friday 9am-5pm) or when out of hours 01452 614194.

If you are not sure if you should make a formal referral, you can discuss your concern in principle by contacting the helpdesk.

[Full procedure](#)

Vulnerable Adults

If you think a vulnerable adult is at risk of harm Adult Helpdesk 01452 426868 or when out of hours, the Emergency Duty Team 01452 614758.

If you have a concern but are not sure if you should make a formal referral, you can have an in principal discussion with a social work practitioner.

[Full procedure](#)

Information for social services or the police about suspected abuse:

To ensure that this information is as helpful as possible, a detailed record should always be made at the time of the disclosure/concern or as soon as practically possible afterwards.

Stalking

To report a stalking concern please use the Gloucestershire Constabulary procedure found [here](#)

Radicalisation

To report a concern about radicalisation please contact the prevent team at Gloucestershire Constabulary [here](#)

Modern Slavery/Human Trafficking

To report a concern about modern slavery or human trafficking use the Gloucestershire Constabulary online form that is found [here](#).

Domestic Abuse

Disclosure

It is understandably difficult to disclose domestic abuse. When you receive a disclosure of domestic abuse always try to

- Be sensitive and non-judgmental
- Find a private space and allow time
- Discuss safety
- Offer specialist support

However, it is important that you:

- Do not seek proof of the abuse
- Do not contact the abuser
- Do not adopt the role of support worker yourself
- Do not compel the person to accept specialist support

Safety

It is vital to consider the safety of the person who has disclosed. Staff and elected members should take any actions necessary to ensure the person's immediate safety if necessary. GDASS is the local support service for domestic abuse and can offer guidance on safety planning in the longer term.

Staff and elected members should always consider their own safety as well as that of other people associated with the Council or the public. Any concerns about safety can be raised with the designated safeguarding officer or the HR safeguarding lead.

Risk

Domestic abuse results in the death of around two women per week and 30 men per year. It is therefore vital in case of domestic abuse to establish the risk posed so that necessary action can be taken.

Staff and elected members should complete a [DASH form](#) to help them clarify the risk. This should wherever possible be completed with the person making the disclosure. This can help support safety planning and determine what the next steps are. As depending on the risk, it may be necessary to involve other agencies. Support with the DASH form can be given by the designated safeguarding officer or via the GDASS helpline.

Consent

Any disclosure must be treated with strict confidentiality and only shared with consent of the individual. The only exceptions to this are:

- In the case of high-risk domestic abuse
- If there is a risk to children
- If there is risk to a vulnerable adult
- If a crime has been committed

Children and domestic abuse

Although domestic abuse is defined as between people over 16 it is important to remember that children can be affected by domestic abuse as well. This can be because they are witnessing the abuse between adults which can have long term effects on their development. Or it could be because they are experiencing the same abusive behaviour in their own intimate relationships. Concerns related to children should be reported and dealt with under the safeguarding children guidance with a mind to the risk associated with domestic abuse even in younger teenage relationships.

Once you have reported the concern

Once a member of staff or elected member has reported a safeguarding concern to an external agency, they must send a notification to safeguarding@cheltenham.gov.uk. The email should include a summary of the concern, who it was reported to, and any actions necessary. This will ensure that necessary support can be given as well as allow the Council to monitor reporting of safeguarding concerns to ensure it is fulfilling its statutory duties.

9. Escalation of professional disagreements

Sometimes situations will arise when staff from the Council, feel that the safeguarding decision made by a worker from another agency is not a safe decision. The safety of individual children or vulnerable adults is the paramount consideration in any professional disagreement and any unresolved issues should be addressed with due consideration to the risks that might exist for the child or vulnerable adult.

All staff should feel able to challenge decision-making and to see this as their right and responsibility in order to promote the best multi-agency safeguarding practice. Resolution should be sought within the shortest timescale possible to ensure the child or vulnerable adult is protected.

If a member of staff is concerned about a safeguarding decision, they should discuss it with the Designated Safeguarding Officer or a Deputy Designated Officer and agree how they will address it directly with the worker or their immediate supervisor in the other agency. The concern and actions taken to resolve it should be recorded.

If the concern is not resolved the member of staff should contact the Designated Safeguarding Officer who will follow the appropriate stage of the [Gloucestershire Safeguarding Partnership's escalation policy](#) or the [Gloucestershire Safeguarding Adult Protocol](#).

10. Useful Numbers

CBC Safeguarding and Partnership Manager (designated officer)	01242 264142
Gloucestershire County Council Children's Helpdesk	01452 426565
Gloucestershire County Council Adults Helpdesk	01452 426868
Gloucestershire Domestic Abuse Support Service	01452 726 570
Gloucestershire Rape and Sexual Abuse Centre	01452 526770
Family Information Service	0800 542 0202
Police Non Emergency	101
NSPCC	0808 800 5000
Childline	0800 1111
Crimestoppers	0800 555 111
Victim Support	01452 317444
Age UK	01452 422660
Samaritans	01452 306333
Modern Slavery National Helpline	0800 121 7000
P3	01242 576002
Change Grow Live	01452 223014

Safeguarding Procedures and Forms

Allegation against Page 202 reporting procedure

Concern about an employee, casual worker, volunteer, or elected member working with children or vulnerable adults

If you receive an allegation or have a concern about the behaviour of a member of staff working or volunteering with children or vulnerable adult and that concern could amount to:

- a. a member of staff or volunteer has behaved in a way that has harmed a child or vulnerable adult, or may have harmed a child or vulnerable adult; or
- b. possibly committed a criminal offence against or related to a child or vulnerable adult; or
- c. behaved towards a child or vulnerable adult in a way that indicates s/he is unsuitable to work with children or vulnerable adults.

then you should: -



Report the concerns

Report your concerns to the Designated Safeguarding Officer:

Tracy Brown, Safeguarding and Partnership Manager : 01242 264142 or [email](#)

or

HR Safeguarding Lead Shona Corbett : 01242264233 or [email](#)



Completion of written record

Complete a written record of the nature and circumstances surrounding the concern including any previous concerns held. Include where the concern came from and brief details only.



Seek advice before proceeding – Initial Discussion

The Designated Safeguarding Officer, will liaise with the below before any CBC investigation takes place:

For allegation regarding working with children –

Local Authority Designated officer (LADO) Tel: 01452 426 994

For allegations regarding working with vulnerable adults –

Police or Adult Social Care Helpdesk Tel: 01452 426868

This is because it might meet the criminal threshold and so your investigation could interfere with a police or Social Care investigation. They will offer advice on any immediate action required and will assist with employment and safeguarding issues.



Allegations Management Process

If following advice, a multi-agency meeting is convened, the Designated Safeguarding Officer and/or another appropriate manager will attend on behalf of the Council. This might result in a criminal investigation, a Social Care investigation and/or an investigation to inform whether disciplinary action is required. It may also result in no further action.

If it does not meet the criteria for multi-agency investigation or once this is concluded any further action will be taken using the Council disciplinary procedures.

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Concern about a child reporting procedure

An employee, casual worker, volunteer, or elected member at Cheltenham Borough Council has concerns about a vulnerable child

If you have a concern about the wellbeing of a child (or unborn baby), then you should: -



Consultation with the Designated Safeguarding Officer or Deputy Designated Safeguarding Officer

Share your concerns with the appropriate officer to help clarify the nature of your concern and what to do next.



Completion of written record

complete a written record of the nature and circumstances surrounding the concern including any previous concerns held. If no further action is necessary at this time this, it is still important to keep a secure record of your concern.



Contact social care for advice if necessary

in those cases where you have a concern but are unsure about how to proceed contact the Children's helpdesk to discuss.

Children's Help Desk Tel: 01452 426565



Contact the children's helpdesk

in those cases where you are clear an immediate social work assessment is required make a referral using

Telephone: 01452 426565

or

If the concern is less urgent, please make the referral using the [online multi agency request for service portal](#)

The social care team will then take responsibility for managing any subsequent enquiries.



Inform the Designated Safeguarding Officer

whenever you make a referral to social care, please make the Designated Safeguarding Officer aware via [email](#). They then have a record and can support if further action is necessary.



Resolving professional Difference

Remember to use the escalate concerns if you believe an unsafe decision has been made

Vulnerable adult reporting procedure

An employee, casual worker, volunteer, or elected member at Cheltenham Borough Council has concerns about a vulnerable adult

If you have a concern about the wellbeing of a vulnerable adult, then you should: -



Consultation with the Designated Safeguarding Officer or tra Designated Safeguarding Officer

share their concerns with the appropriate officer to help clarify the nature of your concern and what to do next.



Completion of written record

complete a written record of the nature and circumstances surrounding the concern including any previous concerns held. If no further action is necessary at this time this, it is still important to keep a secure record of your concern.



Contact social workers for advice if necessary

in those cases where you have a concern but are unsure about how to proceed contact the Adult Helpdesk: (01452) 426868 and have an in principal discussion



Contact the adult's helpdesk

In those cases where you are clear a social work assessment is required make a referral to the:

[Via the Gloucestershire Adult Social Care Portal](#)



Inform the Designated Safeguarding Officer

whenever you make a referral to social care, please make the designated safeguarding officer aware via [email](#). They have a record and can support if further action is necessary.



Escalation

Remember to use the escalate concerns if you believe an unsafe decision has been made