

Agenda

Cabinet

Thursday 8 February 2024
at 7.00 pm

The Guildhall
St Peter's Place
Canterbury
CT1 2DB

Private Document Pack

Membership of the Cabinet

Councillor Alan Baldock (Chair)
Councillor Michael Dixey (Vice Chair)
Councillor Charlotte Cornell
Councillor Chris Cornell
Councillor Mel Dawkins
Councillor Pip Hazelton
Councillor Connie Nolan
Councillor Alex Ricketts
Councillor Mike Sole

Quorum: 5 councillors

NOTES

1. Members of the public may speak at meetings of the Committee so long as they contact Democratic Services by 12.30pm the working day before the meeting.

2. Everyone is welcome to record meetings of the Council and its Committees using whatever non-disruptive methods you think are suitable. If you are intending to do this please mention it to the Democratic Services Officer and do not use flash photograph unless you have previously asked whether you may do so. If you have any questions about this please contact Democratic Services (members of the press please contact the Press Office).

Please note that the Chair of the meeting has the discretion to withdraw permission and halt any recording if in the Chair's opinion continuing to do so would prejudice proceedings at the meeting. Reasons may include disruption caused by the filming or recording or the nature of the business being conducted.

Anyone filming a meeting is asked to only focus on those actively participating but please also be aware that you may be filmed or recorded whilst attending a council meeting and that attendance at the meeting signifies your agreement to this if it occurs. You are also reminded that the laws of defamation apply and all participants whether speaking, filming or recording are reminded that respect should be shown to all those included in the democratic process.

Persons making recordings are requested not to put undue restrictions on the material produced so that it can be reused and edited by all local people and organisations on a non-commercial basis.

If a meeting passes a motion to exclude the press and public then, in conjunction with this, all rights to record the meeting are removed.

3. The information contained within this agenda is available in other formats, including Braille, large print, audio cassettes and other languages.

4. Contact:

Democratic Services, 01227 862 009, democracy@canterbury.gov.uk
Contact Officer: Vanessa Montgomery, 01227 862 009, democracy@canterbury.gov.uk

1. Apologies for absence

2. Substitute members

3. Declaration of Interests by Members or Officers

TO RECEIVE any declarations for the following in so far as they relate to the business for the meeting:-

- a. Disclosable Pecuniary Interests
- b. Other Significant Interests (what were previously thought of as non-pecuniary Prejudicial interests)
- c. Voluntary Announcements of Other Interests

Voluntary Announcements of Other Interests not required to be disclosed as DPI's or OSI's, ie announcements made for transparency reasons alone, such as:

- Membership of outside bodies that have made representations on agenda items, or
- Where a Councillor knows a person involved, but does not have a close association with that person, or
- Where an item would affect the well-being of a Councillor, relative, close associate, employer, etc but not his/her financial position.

[Note: an effect on the financial position of a Councillor, relative, close associate, employer, etc; OR an application made by a Councillor, relative, close associate, employer, etc, would both probably constitute either an OSI or in some cases a DPI].

3. Announcements

To receive any announcement from the Leader or Cabinet Members.

4. Public Participation

Provided that notification has been given to Democratic Services by **12.30pm on the working day before the meeting**, members of the public may speak on any item on the agenda for a maximum of three minutes.

5 Minutes of the meeting held on 4 December 2023

TO CONFIRM as a true record.

6 References from Committees

TO NOTE the minutes of the Overview and Scrutiny Committee on 25 January 2024.
(To follow after publication)

Part A - Items to be considered with public participation

7. EKS Transition Business Case

TO CONSIDER the report from Tricia Marshall Director of Corporate Services
(To follow after publication)

8. Non domestic rates (business rates) discretionary relief policy (pages 16 - 134)

TO CONSIDER the report from Nicci Mills the Service Director for Finance
and Procurement.

9. Pay Policy Statement 2024/25 (pages 135 to 145)

TO CONSIDER the report from Tricia Marshall, Director of Corporate Services and Charlie
Greenway, Head of Human Resources.

10. Council Tax 2024/25 To approve the council tax for the District including KCC, KMFRA, Kent Police and parish council precepts (pages 146 to 153)

TO CONSIDER the report from Tricia Marshall, Director of Corporate Services and Head of
Paid Service and Nicci Mills, Service Director Finance and Procurement and s151 officer.

11. Household Waste & Recycling Centre Lease (pages 154 to 159)

TO CONSIDER the report William Hicks - Service Director, Place and Richard Hall - Head of
Property & Regeneration.

(Please note to exempt appendix in Part C of the agenda)

Part B - Items for consideration with no public participation

These items have already been considered at the Overview and Scrutiny Committee with
public participation. Therefore, there is no further public participation for the items listed in
Part A of the agenda.

12. LUF Highway projects : decision to implement (pages 160 to 201)

TO CONSIDER the report from Bill Hicks, Service Director, Place and Richard Moore, Head of
Transport and Environment.

13. Proposed changes to charges and conditions in council car parks (pages 202 to 258)

TO CONSIDER the report from Bill Hicks, Service Director, Place and Richard Moore, Head of
Transport and Environment

14. General Fund revenue and capital budgets 2024/25 (pages 259 to 390)

TO CONSIDER the report from Tricia Marshall, Director of Corporate Services and Head of Paid
Service and Nicci Mills, Service Director Finance and Procurement and s151 officer.

15. Draft Housing Revenue Account revenue and capital budgets 2024/25 (pages 391 to 418)
TO CONSIDER the report from Marie Royle, Service Director People and Nicci Mills, Service Director Finance and Procurement and s151 officer.

16. Opportunity to purchase affordable housing near Canterbury (pages 419 to 428)
TO CONSIDER the report from Suzi Wakeham, Director of People and Place and Marie Royle, Service Director People
(Please note to exempt appendix in Part C of the agenda)

17. Date of next meeting
Monday, 11 March 2024 (Special Meeting)

18 Any other urgent business to be dealt with in public

19. Exclusion of the press and public
TO RESOLVE – That under Section 100(A)(4) of the Local Government Act 1972, the press and public be excluded from the meeting during consideration of the following items of business on the grounds that there would be disclosure of exempt information as defined in Part 1 of Schedule 12A of the Act or the Freedom of Information Act or both.

Part C - Items likely to be considered in Private

20. Household Waste & Recycling Centre Lease - annex exempt from Publication

The information is exempt from publication as it relates to the financial affairs of the council. This means paragraph 3 of Part 1, schedule 12a, the Local Government Act 1972 applies, as does paragraph 2 of section 43 of the Freedom of Information Act 2000. The Council believes that at present the benefit of maintaining these exemptions outweighs the benefits of disclosing the information

21. Opportunity to purchase affordable housing near Canterbury - Annex exempt from publication

The information is exempt from publication as it relates to the financial affairs of the council. This means paragraph 3 of Part 1, schedule 12a, the Local Government Act 1972 applies, as does paragraph 2 of section 43 of the Freedom of Information Act 2000. The Council believes that at present the benefit of maintaining these exemptions outweighs the benefits of disclosing the information

22. Any other urgent business which falls under the exempt provisions of the Local Government Act 1972 or the Freedom of Information Act 2000 or both

Date Published: 13 December 2023

Any decision in the minutes below will come into force, and may be implemented, on the expiry of three clear working days after the publication of the decision, unless a valid request has been received by the Head of Paid Service objecting to the decision and asking for it to be called in.

CANTERBURY CITY COUNCIL

CABINET

Minutes of a meeting held on Monday, 4th December, 2023
at 7.00 pm in The Guildhall, St Peter's Place, Westgate, Canterbury

Present: Councillor Alan Baldock (Chair)
Councillor Michael Dixey
Councillor Charlotte Cornell
Councillor Chris Cornell
Councillor Pip Hazelton
Councillor Connie Nolan
Councillor Alex Ricketts
Councillor Mike Sole

In attendance Councillor David Thomas*
Officers: Vanessa Montgomery - Senior Democratic Services Manager
Peter Davies - Director of Strategy and Improvement
Tricia Marshall - Director of Corporate Services
Suzi Wakeham - Director of People and Place
Jan Guylar - Head of Legal & Monitoring Officer
Marie Royle - Service Director for People
Nicci Mills - Service Director for Finance and Procurement

(*present for part of the meeting)

387 APOLOGIES FOR ABSENCE

There were apologies from Councillor Dawkins.

388 DECLARATION OF ANY INTERESTS

Suzi Wakeham and Marie Royle declared they were Board Members of Canenco.

389 ANNOUNCEMENTS

Councillor Charlotte Cornell announced that as we run our recycling initiative a reminder that the public can purchase a red bin at a lower price and in the spring we will be looking further at contamination. She clarified cardboard should not be mixed in the blue bin but should be in the red container alongside the blue bin or red bin.

Councillor Chris Cornell flagged that in the autumn statement it was confirmed that

funding would be awarded only to those unsuccessful in round two of the bid, so our bid for Herne Bay was successful but we are exploring other options to offer investment to Herne Bay

The Leader announced that the cabinet were shocked and upset by the way Kent County Council had dealt down to us on their budget, especially regarding young people leaving care. The Cabinet has noted this and will do their best to be responsible to improve the situation in our district.

390 PUBLIC PARTICIPATION

There were two public speakers for the meeting under item 8 of the agenda.

391 MINUTES OF THE MEETING HELD ON 6 NOVEMBER 2023

The minutes of the meeting on 6 November were agreed as a true record by general Assent.

392 REFERENCES FROM COMMITTEES

The minutes of the Overview and Scrutiny Committee held on 21 November 2023 and the Scrutiny Sub Committee held on 22 November 2023 were noted.

393 REQUEST TO ALTER THE ORDER OF THE AGENDA

It was agreed by general assent that the order of the agenda be amended. Part B (Items 14 and 15) of the agenda would be taken after item 8. Items 9- 13 will then be taken after Part B items have concluded.

394 PARISH COUNCIL CAPITAL GRANTS: ALLOCATION OF FUNDS

The Cabinet Member for Tourism, Movement and Rural Development introduced the report that detailed the Parish Council Capital Grant applications for 2024/25 and set out options for the allocation of the available budget.

There were four option for the Cabinet to consider:

Option 1 - To fully fund highest scoring projects at 100%

Option 2 To fund all Parishes for only one project each In this round two parishes (Littlebourne & Wickhambreaux) submitted two project proposals each to the programme.

Option 3 - Cabinet to agree an alternative distribution of funding

Option 4 - To undertake a review of the current programme of support available and consult with the Parish Councils in line with the Parish Charter.

The Cabinet discussed the report and the Cabinet Member gave clarification where needed the following points were raised:

It was proposed, seconded and when put to vote RESOLVED:

1. To fully fund highest scoring projects at 100%

2. To undertake a review of the current programme of support available and consult with the Parish Councils in line with the Parish Charter.

Record of the vote:

For (8): Baldock, Charlotte Cornell, Chris Cornell, Dixey, Hazelton, Nolan, Ricketts

and Sole
Against: None
Abstained: None

Reason for the decision: This decision is in line with our External Development policy and the pre-application advice offered to the parishes in advance of the programme and therefore ensures the process is fair and transparent. It acknowledges changes in the external environment that both the City and Parish Councils are currently dealing with and offers the opportunity to update programmes of support to ensure they are responsive to areas of need.

395 CORPORATE PLAN - PERMISSION TO CONSULT

(Two speakers were heard at the commencement of the item Councillor Clare Turnbull and Richard Norman)

Councillor Alan Baldock the Leader introduced the report that sought the approval to consult on the draft plan and its principles, as required within the constitution. There were three options in the report for Cabinet to consider:

Option 1 - That the draft Corporate Plan is put out to consultation for 12 weeks starting on Monday 11 December 2023 and finishing on Monday 4 March 2024. That the consultation seeks the views of residents and businesses on the use of the UN Sustainable Development Goals as the basis for the new Plan and that the consultation seeks the views of residents and businesses on the four themes of the new Plan.

Option 2 - That the draft Corporate Plan is not consulted on If resolved this will mean the current Corporate Plan will remain adopted until such time as a new Corporate Plan is consulted on and adopted by Council. Page 28

Option 3 - Councillors resolve to consult for a different Corporate Plan that is proposed by councillors at Cabinet. This is not recommended as it would require further work by officers, including a new consultation timetable. The current Corporate Plan would remain adopted until such time as the revised Corporate Plan is consulted on and adopted by C.

The following points were discussed and the Leader and Director of Strategy and Improvement gave clarification where required:

Thanks was given to Peter Davies and the team for the work on the report
There was a need to ensure the proposals made sense to the public
A request was made to ensure that the consultation exercise was thorough and offered a variety of options and differentiation between groups.

- There was a request for the consultation to ask not only their personal priorities and their priorities for the district but also their priorities for their nearest town
- The public may not fully understand the area the whole district covers so a

map will be helpful

- The corporate plan was a decision making tool to set priorities and scope what can and can't be achieved.
- Every petal in appendix 1 was linked to a SDG which will be further explained in the consultation.
- A request was made for a question to be included for organisations and how many people they represent.

It was proposed, seconded and when put to vote RESOLVED

A. That the draft Corporate Plan is put out to consultation for 12 weeks starting on Monday 11 December 2023 and finishing on Monday 4 March 2024.

B. That the consultation seeks the views of residents and businesses on the use of the UN Sustainable Development Goals as the basis for the new Plan

C. That the consultation seeks the views of residents and businesses on the four themes of the new plan

Record of the vote:

For (8): Baldock, Charlotte Cornell, Chris Cornell, Dixey, Hazelton, Nolan, Ricketts and Sole

Against: None

Abstained: None

Reason for the decision: The council is required to develop and adopt a new Corporate Plan. As a new strategic policy document for the council, there is a duty to consult to ensure that the new Plan meets the needs of residents, businesses and Stakeholders.

396 REVIEW OF FIXED PENALTY NOTICES FOR ENVIRONMENTAL CRIMES

The Cabinet Member for community, culture, safety and engagement introduced the report that proposed an increase in the maximum fine level of Fixed Penalty Notices (FPNs) that is applied locally.

The Cabinet noted the recommendations from the Overview and Scrutiny Committee.

The following options were considered:

Option 1: Do not implement any increase to the current FPN fine levels.

Option 2: To increase the level of the FPNs as follows:

2a) Litter and graffiti to increase to £200 with an early payment reduction to £100 if paid within 14 days.

2b) Fly tipping - increase to £1000, with no early payment reduction

2c) Household Waste Duty of Care - £500 early payment reduction level of £300 if paid within 14 days. The increases provide an opportunity for greater cost recovery in the removal of waste and investigative time by officers, while at the same time providing a deterrent to potential offenders.

Option 3 - To vary the increase in the level of FPNs

The following points were made and the Cabinet Member gave clarification where

necessary:

- The issues raised at the Overview and Scrutiny committee regarding the actions of the enforcement team have been discussed with officers and taken into account
- Fly tipping also occurs in our district from out of district and the FPNs may therefore act a deterrent but also an increase offers greater funding for enforcement
- The NES contract is not currently being amended. NES also carries out additional social value education work in the community such as at schools.
- NES Enforcement officers are not on a pay by result wage but they are on a fixed salary, they do however get a retention bonus and classroom training from an independent body.
- Need to be very clear in how the public can contest any fines.
- Communication is required of when and how to put waste out if you are on holiday to prevent inadvertent duty of care fines.
- There was a difference in litter during term time and school holidays so more engagement may be needed in schools and educational establishments, we do already have links with the universities and student landlords.
- A request was made for a report to come back in early summer to look at the geographical location of incidents to allow us to pick out hotspots.

It was proposed, seconded and when put to vote RESOLVED:

That increases are made to FPN fines with effect from the 1 January 2024 as set out in Option 2:

2a. Litter and graffiti to increase to £200 with an early payment reduction to £100 if paid within 14 days.

2b. Fly tipping - £1,000 no early payment reduction

2.c. Household Waste Duty of Care - £500 early payment reduction level of £300 if paid within 14 days

Record of the vote:

For (8): Baldock, Chris Cornell, Charlotte Cornell, Dixey, Hazelton, Nolan, Ricketts and Sole

Against: None

Abstained: None

Reason for decision: The increases provide an opportunity for greater cost recovery in the removal of waste and investigative time by officers, while at the same time providing a deterrent to potential offenders.

397 CREATION OF A NEW CITY PUBLIC SPACE PROTECTION ORDER - TO AGREE FOLLOWING CONSULTATION

The Cabinet Member for community, culture, safety and engagement introduced the report that explained public consultation had been carried out to inform the

requirements proposed in the PSPO. This helped address identified issues of anti-social behaviour in public spaces in the Canterbury City area. This report included the results of that exercise and feedback from the Overview & Scrutiny Committee, to inform Cabinet's consideration of what is proposed.

The recommendations from the Overview and Scrutiny committee were noted. Items 1-5 were discussed first, then item six from the proposals listed. The following points were raised and the Cabinet Member for community, culture, safety and engagement and Service Director for People gave clarification where necessary:

- Public responses received are in favour of enforcement for these areas.
- Concerns were raised regarding the no begging item, but it was clarified there have been issues with gangs dropping people in the town to beg but this involves trafficking and other issues so including this in the PSPO may act as deterrent to the organised begging.
- Consultation had been a good exercise and had been listened to which resulted in changes to the PSPO.
- There was a lack of alternative options to address the issues other than a PSPO at this time.
- Some areas such as graffiti, flytipping, harassment are covered by other areas of the law and are enforced by the police.
- Begging had been requested by officers who work with the homelessness so addresses an identified issue.
- You can vary or discharge a PSPO at any time but you must go to consultation and it is a long decision making process.
- Need a clear idea if PSPOs have the desired effect prior to any future PSPOs
- Request to see guidance given to enforcement of the PSPO's
- This PSPO will form part of a city centre management plan.
- As part of the wider city management plan there are options being explored for designated stopping points for delivery riders to stop within the city
- Extending the description from delivery riders to all riders would require fresh consultation as you are broadening the order and there was a feeling delivery riders would be clearly identifiable due to 'hot boxes' on their bikes.
- Concerns were raised regarding the wording 'risk' of damage to property as it was an action that had not occurred however it was confirmed it related to bikes being propped against windows, walls and street furniture and would firstly be dealt with by a conversation.
- It was confirmed a rider was not defined in law
- Focus would be on engagement and education rather than immediately issuing tickets
- The option of adding identification numbers to delivery riders was discussed and had been examined previously but there were a number of barriers to this and would likely need to come from central government and require consultation with the delivery companies.
- A bylaw to cover this was discussed but it was confirmed it can take up to 12 months requiring Secretary of State approval, is a long and tricky process and the police felt it would be a disproportionate response.
- A map for delivery riders was being explored to highlight best routes, stopping

points and could include spots with wifi links in the area

- It was agreed to write to the government Minister to ask if they are considering a licensing scheme for delivery drivers alongside a letter to delivery companies to explain the issues and how we were planning on tackling them to ask for their support.

It was proposed, seconded and when put to vote
RECOMMENDED to Full Council

The adoption of a new PSPO, which includes the following activities:

1. Someone drinking in public areas causing alarm harassment or distress
2. Shouting, swearing or causing other alarm, distress or harassment to others - whether in the area or living nearby
3. No Begging
4. Urinating or defecating in any public place
5. Grafting, fly posting and affixing notices, pictures or signs to property without the owner's permission

Record of the vote:

For (6): Baldock, Dixey, Hazelton, Nolan, Ricketts and Sole

Against: None

Abstained (2): Councillors Charlotte Cornell and Chris Cornell

It was then proposed, seconded and put to vote that the anti social behaviour of delivery drivers include the following activities:

- Aggressive driving/riding
- Dangerous manoeuvres
- Excessive noise
- Danger to other road users (including pedestrians)
- Damage or risk of damage to private property
- Harassment of individuals from vehicles

Record of the vote:

For (7): Baldock, Chris Cornell, Dixey, Hazelton, Nolan, Ricketts and Sole

Against: None

Abstained (1): Councillor Charlotte Cornell

398 CONTRACTS SIX-MONTHLY PERFORMANCE REPORT - AUTUMN 23

The Cabinet Member for Heritage, Open Space, Waste and Recycling introduced the report that the six-monthly performance report for April 2023 to September 2023 on the following contracts: Waste Collection and Street Cleansing, Grounds Maintenance and Associated Works, Public Conveniences Cleansing and Maintenance, and Building Cleaning. The comments from Scrutiny Sub Committee were noted
The following points were made:

- There was now a reducing lag time when ordering bins but if it did take a long time the public were asked to contact their ward councillor to chase it.
- Missed bins have reduced but there were issues where they are missed due

to road closure which are not included in the figures so require clarity on what missed bin figures are included.

- The next round of performance monitoring would give an indication of how the new rounds and staffing levels are working.

Cabinet NOTED the report.

399 ANALYSIS OF THE COUNCIL'S HALF YEAR PERFORMANCE

The Cabinet Member for Property, performance and oversight introduced the report that provided an analysis of the Council's performance for the period 1st April 2023 – 30th September 2023, against its Key Performance Indicators (KPIs). It also provides a progress report in relation to the aims and principles of the Corporate Plan.

The comments from Scrutiny Sub Committee were noted

The following points were made:

- Currently going through an procurement process for new repairs contract all issues have been factored into the new specification.
- Prices for the contract were based on targets being met and built in penalty clauses.
- There will be new void KPIs from April 2024.

Cabinet NOTED the report.

400 HOUSING PERFORMANCE HALF-YEARLY REPORT

The Cabinet Member for Housing introduced the report that summarised the performance for the Housing (tenancy and facilities management) services for Quarters 1 and 2 of 2023-24

The comments from the Scrutiny Sub Committee were noted.

It was proposed, seconded and when put to vote RESOLVED:

That Cabinet notes the report and the new void targets for 23/24 and to delegate authority to the Service Director, People, to change the KPIs to align with the targets in the new responsive repair and void contract due to start on 1 April 2024.

Record of the vote:

For (8): Baldock, Charlotte Cornell, Chris Cornell, Dixey, Hazelton, Nolan, Ricketts and Sole

Against: None

Abstained: None

Reason for the decision: The new targets take into account the previous EKAP Audit on voids which recommended a change to performance targets, also additional time needed for asbestos survey and works, the time delays linked to obtaining some of the materials needed, and timescales built into new contracts.

401 REVENUE AND CAPITAL QUARTER 2 BUDGET MONITORING FORECAST

REPORT

The Cabinet Member for Finance introduced the report that sets out the forecasts for revenue and capital, general fund and HRA as at quarter 2.

The Cabinet noted the comments from Scrutiny Sub Committee

Cabinet NOTED the report.

402 CLIMATE CHANGE ACTION PLAN MONITORING

The leader introduced the report in the absence of the Cabinet member for Climate Change and Biodiversity. The report detailed the operations and responsibilities and to help the district in carbon emissions reduction while adapting to the changing Climate.

While the work has proceeded with some limited success, the report highlights areas of good progress, and provided a detailed update for each action contained in the plan and how a review of the plan and its timescales could better enable successful delivery of the climate change emergency ambitions of the council.

The Cabinet noted the comments from the Scrutiny Sub Committee.

The following points were made:

- It was confirmed following comments at Scrutiny Sub that no housing data had yet been removed yet, the next stage will be to look at new targets for 2030 and 2050 so we are measured alongside other councils in the area.
- Annual reporting framework contained in the report helps highlight to teams the role they can play to help to achieve the targets
- Commuting patterns were discussed and where we will get information from elsewhere or our own workforce, this would be a discussion for councillors in the future.
- Evidence from other councils said it had a significant positive impact so may not be worth us doing it in such detail.

It was proposed, seconded and when put to vote RESOLVED:

TO NOTE the report and to review the council's Climate Change Action Plan as detailed in the report.

Record of the vote:

For (8): Baldock, Charlotte Cornell, Chris Cornell, Dixey, Hazelton, Nolan, Ricketts and Sole

Against: None

Abstained: None

Reason for the decision:

The council has committed to reducing the causes and effects of climate change for the organisation and district in accordance with the regional Kent and Medway

Energy and Low Emissions Strategy and the UK Climate Change Act 2008.

403 DATE OF NEXT MEETING

7pm, Thursday 8 February 2023

404 ANY OTHER URGENT BUSINESS TO BE DEALT WITH IN PUBLIC

There was none.

405 EXCLUSION OF THE PRESS AND PUBLIC

Not required

406 ANY OTHER URGENT BUSINESS WHICH FALLS UNDER THE EXEMPT PROVISIONS OF THE LOCAL GOVERNMENT ACT 1972 OR THE FREEDOM OF INFORMATION ACT 2000 OR BOTH

None notified

There being no other business the meeting closed at 10.04 pm

Cabinet
8 February 2024

Subject: NON-DOMESTIC RATES (BUSINESS RATES) DISCRETIONARY RELIEF POLICY

Director and Head of Service:

Nicci Mills - Service Director Finance & Procurement s151

Rob May - Head of Finance

Officer:

Mark Gillmore, Revenues & Benefits Manager (Civica),

Sadie Furner, Business Rates Team Manager (Civica)

Cabinet Member:

Cllr Mike Sole, Cabinet Member for Finance

Key or Non Key decision: Non Key

Decision Issues:

These matters are within the authority of the Committee

Is any of the information exempt from publication:

This report is open to the public.

CCC ward(s): ALL

Summary and purpose of the report:

Businesses are currently able to apply for discretionary relief (including hardship relief) to alleviate the burden of business rates in certain circumstances. There are currently two policies covering the decision-making process on such applications. One policy dates from 2016, and another from 2018 (which covers additional reliefs introduced in 2017). The 2016 policy also includes discretionary relief for council tax, which should not be included in a business rates policy. This is a legacy issue from EK Services. The current decision-making process is not transparent to applicants.

In addition, the government has introduced various new reliefs which local authorities were, in essence, obliged to give businesses meeting the relevant criteria as set out in government guidance. The proposal in this report is to create two 'volumes' for the overall Discretionary Relief policy;

Volume 1 containing the discretionary reliefs that local authorities are effectively obliged to award to businesses, and

Volume 2 covering what is referred to as 'true 'discretionary' relief.

This will make the overall policy clearer, more transparent to applicants, and easier to update when government either removes a relief or announces a new relief scheme.

Awards made under Volume 2 will include the granting of automatic relief to businesses in certain categories. All other applications will go through a scoring process, whereby relief may be awarded based on the business contribution towards the council's corporate priorities.

Lastly, all reference to discretionary relief for council tax is removed in the draft revised policy, as a standalone policy for awarding discretionary relief for council tax was approved and published in April 2021.

To Recommend of Council:

- a) Approve a revised business rates discretionary relief policy, in two volumes
- b) Approve the automatic award of relief to certain business types
- c) Approve a revised process for making decisions on relief applications in non-automatic award cases, on a case-by-case basis, via a scoring matrix procedure

Next stage in process:**1. Introduction**

- 1.1 The Local Government Finance Act 1988 provides, under Sections 44A, 47, and 49, for relief from business rates to be granted to businesses in certain circumstances. The number of reliefs has increased since 2017. Section 69 of the Localism Act 2011 allows local councils to create their own discretionary relief schemes outside of the confines of the Local Government Finance Act 1988.
- 1.2 The local policy from 2016 (attached as Appendix 1) covered the following reliefs: discretionary relief, Hardship relief, Section 44A (partly occupied) relief, Enterprise Zone relief, Retail relief, Reoccupation relief. This policy also includes reference to Council Tax discretionary relief, as originally a single policy covered both council tax and business rates discretionary reliefs.

In 2017, as a result of the business rates revaluation exercise, more reliefs were introduced by government as follows; supporting small business relief (Government guidance on issue), pub relief (Government guidance on issue) and local discretionary relief scheme (local scheme).
- 1.3 As a result of those additional reliefs a supplementary policy for the consideration and granting of those reliefs was created and approved, this is the 2018 policy attached at Appendix 2.
- 1.4 As more reliefs were included for businesses, having two separate policies in place became unwieldy and not immediately transparent for business customers. It was also confusing for council tax payers to see discretionary relief for council tax 'mixed in' with a policy covering businesses.
- 1.5 So, to start the rationalisation of policies process, in April 2021 a standalone council tax discretionary relief policy was approved. However, the process for commensurately revising the business rates side of this was not dealt with at the same time. A draft set of revised policy guidelines, including a proposal to implement a transparent 'scoring matrix' for applications was put forward and approved in October 2019, but the implementation was postponed due to the COVID-19 pandemic, and the associated heavy increase in workload supporting local businesses via various business grant schemes and new reliefs. Now that the business rates function has reverted to normal workloads this is now being addressed.

2. Detail

Proposed changes to current policies

2.1

1. Remove all references to council tax, as there is now a separate policy covering council tax discretionary awards.
2. Consolidate the two current business rate relief policies into one discretionary relief policy, shown in Appendix 5. But separate the policy into two volumes covering reliefs that the government obliges local authorities to award (Volume 1), and awards where the local authority has true discretion over the decision (Volume 2)
3. Introduce an automatic award for certain types of organisation (see para 4.6.2 of policy Volume 2), and also introduce a more objective decision-making approach in relation to reliefs where full guidance is not provided by Government on the awards (see a, b, and c below). This will enable workload to be spread more evenly and create resilience in the decision-making process:
 - a. Discretionary rate relief Top-Up of up to 20% (recipients of mandatory relief inc. Charities and Community Amateur Sports Clubs [CASCs])
 - b. Up to 100% discretionary rate relief (not for profit organisations, Community Interest Companies [CICs])
 - c. Discretionary rural rate relief

2.2

Other changes to the policy:

- Section added for Subsidy Control (formerly State Aid)
- Section added for discretionary relief awarded under the Localism Act 2011
- Inclusion of provision for any new reliefs introduced by Central Government under Section 47 to be awarded, where full guidance on qualification and funding is provided by DLUHC, BEIS or other relevant departments.
- Outline of the approval route for decision making
- Outline backdating rules to apply from 1 April 2024 once the NDR Rating Bill removes the current complicated compulsory backdating rules.

2.3 A number of changes are proposed to relief qualification, within Volume 2:

- Creation of classification for clusters / groups such as Cubs, Girl Guides, Trustees of village halls or playing fields, Community Projects etc where they would be automatically considered for relief (para 4.6.2 of policy Volume 2 refers)
- Additional qualification guidance / criteria used for decision making. A scoring matrix introduced, which informs the decision on the amount of relief to be awarded based on how the organisation aligns to the council's priorities and Corporate Objectives.

Practical impacts

2.4

Currently all decisions on 100% discretionary relief, 20% discretionary 'top-up' relief, Section 44A relief and hardship relief are made via a recommendation, by the Business Rates Manager or the Senior Business Rates Officer, to the Head of Shared Service, as the officer with delegated authority for discharging the business Rates function. The implementation of a scoring matrix will allow for the workload to be shared amongst Business Rates Officers, whilst still allowing for review by senior officers, and final decision-making by the Head of Shared Service or relevant Section

151 officer using the existing approval process.

- 2.5 How decisions are reached will be more transparent for ratepayers. When a decision is reached the outcome can be clearly communicated to the ratepayer, and the decision-making process can be seen to be more objective when set against the revised policy and the scoring matrix.
- 2.6 The new policy and scoring matrix will allow for a complete review of all current discretionary reliefs to be undertaken. This review will allow for total consistency across all businesses and will remove any extant anomalies that may be present since 2016.

Ratepayer impacts

- 2.7 Overall, the majority of ratepayers in receipt of discretionary relief will continue to receive it, post review. The proposed scoring methodology aims to provide a more transparent view of how a decision on a relief application is arrived at. As there are now 'automatically included' groups, all others will be assessed in line with the new methodology.
- 2.8 No changes will be felt by ratepayers immediately. They have received notice of at least 1 year that their existing relief is to be removed. As part of the review, they will be invited to re-apply to receive relief from 1 April 2024, and their application will be assessed using the new scoring criteria.

Proposed review process

- 2.9
- Letters were issued, on 28 and 29 March 2023 to all ratepayers in receipt of top-up relief or discretionary relief, advising them that the discretionary relief scheme was under review and that they would potentially need to re-apply for relief once a new policy was approved. The letter advised them that their existing relief will end on 31 March 2024.
 - If the revised policy is approved, a further letter will be issued inviting the ratepayer to re-apply for relief if they want to receive it from 1 April 2024 onwards. The letter will give the ratepayer the appropriate period of time within which to apply, and advise them that if no application is made then an adverse inference will be taken.
 - For any ratepayers who re-apply; Business Rates Officers will review applications using the new qualification guidelines and put forward proposals for decisions to the council.
 - An officer of the council then reviews the proposed decision and informs the Business Rates team of the outcome
 - A Business Rates Officer then advises the ratepayer of the council's decision, and administers the award of relief in line with that decision

Any new applications for relief received, following approval of new policy and operating guidelines, would be considered under the new procedure and therefore not require inclusion in the first review.

Periodic reviews of the relief caseload would be conducted. Any ratepayers considered 'automatic qualifiers' (as set out in Volume 2) would be excluded from

review.

Proposed scoring matrix

- 2.10 Essentially a number of points are allocated according to how the business performs against 5 measures: alignment to the council's corporate priorities, access to services and affordability, service provision and availability of alternatives, resident participation, and finally financial status and funding.
- 2.11 Each measure is scored up to a total of 8 points, and then the total score allows for a percentage award of relief. The details for this can be seen at Appendix 4.
- 2.12 There will be a small number of categories where those businesses are automatically awarded discretionary relief – these are described at para 4.6.2 of Volume 2.

3. Relevant Council policy, strategies or budgetary documents

Corporate Plan 2021-2024

4. Consultation planned or undertaken

None planned.

5. Options available with reasons for suitability

- 5.1 Option 1 - Do nothing - leave current policies as they are. Does nothing to correct the current position of having two policies when there should be just one, and does nothing to remove the rogue council tax elements contained in the 2016 policy. Also does nothing to make the overall policy clearer, and does not make any future policy updates simpler. Not recommended.
- 5.2 Option 2 - Revise policies as per the proposals
- 5.3 Option 3 – Revise the policy but use a different methodology for assessing and awarding discretionary relief. This would need to be developed from scratch. Timescale for implementing the review of existing cases (i.e before 1 April 2024) would not be met. Not recommended.

6. Reasons for supporting option recommended, with risk assessment

- 6.1 Option 2 – provides for the implementation of a single policy and the removal of any council tax elements. Allows for a fully transparent decision-making process and also allows for the workload to be shared amongst officers on a wider scale than currently. Having the overall policy in two volumes allows for simpler amendments in light of future government announcements. This is the recommended option.

7. Implications

(a) Financial

Operation of the revised policy can be contained within the existing service contract provision with Civica. There are no additional budget implications.

It is important to note that all reliefs contained within Volume 1 are fully funded by central government. Those reliefs contained within Volume 2 are funded on a 50/40/9/1 percentage basis (Central government/ District council/ County council/Fire

authority. Therefore Canterbury will fund 40% of all Volume 2 reliefs awarded.

(b) Legal

None

(c) Equalities

This report is recommending an amendment to an existing policy which offers financial support to businesses, not individuals, or groups of individuals. As such, a business cannot have a 'protected characteristic', and also therefore no unlawful discrimination, harassment, victimisation, or other conduct prohibited by the Act can take place.

(d) Environmental including carbon emissions and biodiversity

None identified

Other implications

(e) Staffing resource

Operation of the revised policy can be contained within the existing service contract provision with Civica.

Currently all decisions on 100% discretionary relief, 20% discretionary 'top-up' relief, Section 44A relief and hardship relief are made via a recommendation, by the Business Rates Manager or the Senior Business Rates Officer, to the Head of Shared Service, as the officer with delegated authority for discharging the business Rates function. The implementation of a scoring matrix will allow for the workload to be shared amongst Business Rates Officers, whilst still allowing for review by senior officers, and final decision-making by the Head of Shared Service or relevant Section 151 officer using the existing approval process.

Contact Officer: Mark Gillmore, Revenues & Benefits Manager, Civica

Sadie Furner, Business Rates Manager, Civica

Background documents and appendices

Appendix 1 – 2016 policy

Appendix 2 – 2018 supplementary policy

Appendix 3 – policy review letter issued to ratepayers on 28 and 29 March 2023.

Appendix 4 – proposed scoring methodology and tables

Appendix 5 – proposed policy document (in Volumes 1 & 2) for 2024-25

EK SERVICES POLICIES AND PROCEDURES

DISCRETIONARY AND HARDSHIP RELIEF POLICY

Canterbury City Council, Dover District Council and Thanet District Council have entered into a shared service agreement to allow joint working in the Customer Services, ICT, Benefits, Council Tax and Business Rates sections.

Where 'EK Services' and 'EKS' are mentioned this refers to the shared service between Canterbury City Council, Dover District Council and Thanet District Council

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11.0 Policy review

1.0 Introduction and purpose of policy document

- 1.1 For the purpose of clarity, any reference to 'EK Services' within this document should be taken to mean EK Services working on behalf of participating authorities to deliver the shared priorities and objectives. Any reference to 'we' refers to EK Services.
- 1.2 This power to award discretionary relief for Business Rates and Council Tax has been fully delegated to EK Services and the power is allowed under the following Regulations;
- **Business Rates** – Sections 44A, 47 and 49 of the Local Government Finance Act 1998, Section 69 of the Localism Act 2011.
 - **Council Tax** – Section 13A of the Local Government Finance Act 1992
- 1.3 This policy has been agreed by authorities participating in EK Services to ensure that all customers making application for relief are treated in a fair, consistent and equal manner.
- 1.4 This policy has been written to;
- Set guidelines for the factors that should be considered when making a decision to award or refuse relief;
 - Set out the delegated authority to award relief in appropriate circumstances;
 - Establish an appeals procedure for customers dissatisfied with EK Services decision;
 - Safeguard the interest of the local taxpayers by ensuring that funds that are allocated for the award of relief are used in the most effective and economic way.

2.0 Business Rates – Relief for Charities, Not for Profit Organisations, Community Amateur Sports Clubs (CASC) and Rural properties

2.1 Legal Requirements

- 2.1.1 Section 47 of the Local Government Finance Act 1988 provides the discretion to award relief.
- 2.1.2 Registered Charities and CASC's are entitled to Mandatory Relief of 80%. EK Services has the discretion to award further rate relief of up to 20%, which is commonly referred to as a 'top-up'.
- 2.1.3 Rural properties are entitled to Mandatory Relief of 50% providing the qualifying criteria are met. EK Services has the discretion to award a further rate relief of up to 50%.
- 2.1.4 The award of the 80% mandatory relief to charities and CASC's, and the award of 50% relief for qualifying rural properties are administered in accordance with legislation. This policy explains how the 20% and 50% top-ups are administered.
- 2.1.5 The amount of relief awarded is entirely at the discretion of EK Services.

2.2 Legal Requirements – State Aid

- 2.2.1 European Union competition rules restrict Government subsidies to businesses. Relief from taxes, including business rates, could be considered as state aid.
- 2.2.2 Rate relief for charities and non-profit making bodies is not normally considered state aid because the recipients are not in market competition with other businesses. However, if they are engaged in commercial activities, compete with commercial bodies or have a commercial partner, rate relief could constitute state aid. In such cases it would be unlikely that the customer would be considered for rate relief.

2.3 Financial Impact

- 2.3.1 The funding arrangements for relief changed when the Business Rates retention scheme was introduced in April 13.
- 2.3.4 EK Services aims to spend no more than the budgeted amount. If the budget is likely to be exceeded then EKS staff will discuss this with the clients at the affected Council. It is to be noted that awarding Discretionary Relief on a first come, first served basis i.e. refusing applications once the annual budget is used up, is not permitted. In the event that the annual budget proves to be insufficient, then each Local Authority must either increase the annual budget or re-visit this policy to amend the criteria for granting such relief. The budget will be monitored closely throughout the year and reports on successful and unsuccessful applications will be passed to the Councils monthly. EKS will report to Single Grants Gateway for CCC cases where the award is likely to take them over the annual budget.

2.4 Persons who can make application

- 2.4.1 Applications must be made by the ratepayer.
- 2.4.2 Where the ratepayer is an organisation the application must be made by a person with the authority to act on behalf of the organisation. EK Services may ask for evidence that the person making the application is entitled to act in that capacity.

2.5 The Decision Making Process

- 2.5.1 Although there is no statutory necessity to complete a formal application form, it is recommended that a form be completed, as it will form a checklist of criteria to be met or questions to be answered. This will assist in speeding up the application process.
- 2.5.2 All applications will be considered on an individual basis. Consideration for awarding Discretionary Relief is based on the organisations ability to meet its Business Rate liability. Therefore, copies of the last 3 years audited accounts are to be submitted with the application form. Where audited accounts are not available, financial statements prepared by, or approved by, an appropriate representative shall

be acceptable. For a new organisation 12 months projected cash flow forecast are required.

- 2.5.3 Where an organisation has retained funds, or built up reserves, for a purpose related to the aims and objectives of the organisation, provided that the works are realistically expected to be completed within three years of the date of application, those funds/reserves may be disregarded for the purposes of the award of relief. It is accepted that funds may have to be accrued over many years to fund major projects i.e. replacing an ageing building and consideration to this will be given on an individual basis.
- 2.5.4 Relief is likely to be awarded where it is clear that the activities of the applicant are of direct benefit to the local community and the other criteria mentioned in this policy are met.
- 2.5.5 Relief may be refused or capped if it is considered that the financial cost to each Local Authority or the local community outweighs the benefits generated through the award of relief.
- 2.5.6 Organisations with unallocated reserves or substantial assets (taken to mean 6 months or more of operating costs) will be excluded from qualification if it is determined that those reserves or assets could reasonably be used to provide financial support.
- 2.5.7 To ensure there is a fair and consistent approach to the award of Discretionary Relief, all applications will be considered within the guidelines of this policy and a written record will be kept on file of the decisions and factors considered in the process. The decision will be available free of charge to the applicant on request.
- 2.5.8 EK Services will consider applications within 21 days of the application and all supporting information being received and will notify the customer should there be a delay in processing the application.
- 2.5.9 EK Services will notify the applicant of the decision in writing and where less than the maximum amount of relief is granted or the relief is refused, an explanation of the reasons why will be given.
- 2.5.10 EK Services will not consider applications where the customer has failed to provide information within the timescales provided to them and will notify the customer in writing that the application has been refused.

2.5.11 Where an application has been refused either initially or through an appeal, further applications will not be considered within the same financial year unless;

- The use of the property changes; or
- The objectives of the organisation change; or
- There have been other changes that may affect EK Services' decision i.e. where an organisation has taken action to address an issue which had previously precluded an award of relief

2.5.12 There is no time limit for an organisation to make application for Discretionary Relief. EK Services must determine applications within six months after the end of the financial year (between 1 April and 30 September) for which the application for relief is made, after this time applications are invalid.

2.6 Period of Rate Relief

2.6.1 Discretionary Rate Relief will be awarded for one financial year (From 1 April to 31 March) except in circumstances where consideration is being given to awarding relief for a previous financial year within the qualifying timescales outlined in paragraph 2.5.12.

2.6.2 Customers receiving relief will be contacted and invited to reapply for relief on an annual basis or as specified by EK Services.

2.7 Calculation of relief

2.7.1 Relief will be calculated as a percentage of the Business Rates bill. Should the Business Rates bill reduce within the period Discretionary Rate Relief is granted, the relief will be reduced proportionately.

2.7.2 If the Business Rates bill increase within the period Discretionary Rate Relief is granted i.e. an increase in rateable value, the amount awarded will not automatically be increased. In such cases, EK Services, upon request of the customer, will reconsider the application and may award additional relief.

2.8 Authority to process applications and award Relief

2.8.1 In the interests of efficiency, the authority to consider applications is delegated as set out below;

Thresholds – Value of relief	Position of Authority	Counter Authority
Up to £10,000	Council Tax / Business Rates Officer	Senior Council Tax Officer
£10,001 to £30,000	Council Tax / Business Rates Officer	Senior Council Tax Officer
Over £30,000	Council Tax / Business Rates Officer Revenues Officer to make recommendation & Council Tax Team Leader to approve application	Income Manager
Where relief applied will exceed annual budget	Council Tax / Business Rates Officer to make recommendation & Inc Council Tax Team Leader to approve application (for CCC the Income Manager will make a recommendation via the Client Officer to the SGG Panel)	Income Manager to approve and refer for Executive / Cabinet decision. For CCC the SGG Panel will recommend and refer to the Executive.

2.9 Special Provisions

2.9.1 The full 20% 'top up', discretionary relief may be applied to charity shops and other premises but will normally only be awarded if the charity is a local one, not a national one (a local charity is defined to be one who only operates in the particular Council area or who are part of a national Charity but whose accounts and finances are specific to a local area). If the premises are operated by a national charity that does not exist to wholly or mainly benefit the residents of the local area, then discretionary relief will not normally be awarded to 'top up' the 80% mandatory award.

- 2.9.2 EK Services will consider the contribution and benefit that the charity has to the local community.
- 2.9.3 Charity shops that sell wholly or mainly donated goods may be granted a higher amount of relief than those that sell mainly bought in (new) goods.
- 2.9.4 Discretionary Relief for clubs will not normally be granted if the organisation operates a bar. Membership must be active rather than social membership and wholly or mainly benefit the residents of the local area. Consideration to award relief will only be given if the club is able to fully demonstrate that the bar is not the primary or significant attraction for the majority of the members.
- 2.9.5 Schools with Academy status will not normally be awarded Discretionary Relief to top up the mandatory award.

2.10 Backdating Applications

- 2.10.1 The law allows claims received between 1 April and 30 September in any year to be backdated to 1 April of the previous year. Requests for a backdated award of relief i.e. for the previous year will be dealt with in the same way as applications for the current year.
- 2.10.2 Applications outside of the qualifying period in 2.9.1 will not be backdated beyond 1 April of the year in which it is awarded.

3.0 Business Rates - Relief for properties that are partially unoccupied for a temporary period (Section 44A)

3.1 Legal Requirements

- 3.1.1 Under section 44A of the Local Government Finance Act 1988 a Local Authority has the discretion to allow rate relief where a property is partly occupied for a temporary period.

- 3.1.2 The definition of a 'temporary period' is not prescribed with the law and therefore EK Services, using delegated authority, have discretion to decide the period relief should be awarded.
- 3.1.3 Partially occupied rate relief (also referred to as Section 44A Relief) is not intended to be used where part of a property is temporarily not used. The intention is aimed at situations where there are practical difficulties in occupying or vacating part of the property.

3.2 Financial Impact

- 3.2.1 Following the introduction of the Business Rates Retention scheme 2013/2014 there will be a cost to each Local Authority.
- 3.2.2 EK Services recognises that awarding this relief is beneficial to local businesses, therefore Section 44A Relief will be awarded as set out below in all cases that meet the statutory requirements. Thanet District Council and Canterbury City Council have amended their decisions to award up to £10,000, and will consider other applications in exceptional circumstances. Dover District Council has now amended their decision to award up to £10,000, and will consider other applications in exceptional circumstances.
- 3.2.3 Thanet District Council revised their decision on the 15.02.2015, that any applications received for Thanet Council, will be considered up to £10,000. Exceptional circumstances will be considered if the RV is over £10,000 by the S151 Officer and the Portfolio Holder for Finance.
- 3.2.4 Canterbury City Council revised their decision on the 24.04.2015, that any applications received for Canterbury Council, will be considered up to £10,000. Exceptional circumstances will be considered if the RV is over £10,000 by the S151 Officer and the Portfolio Holder for Finance.
- 3.2.5 Dover District Council revised their decision on the 19th October 2015, that any applications received for Dover Council, will be considered up to £10,000. Exceptional circumstances will be considered if the RV is over £10,000 by the S151 Officer and the Portfolio Holder for Finance.

3.3 Persons who can make application

- 3.3.1 Applications must be made by the ratepayer.
- 3.3.2 EK Services will require a written application and the ratepayer must supply a plan of the property, with the unoccupied portions clearly identified.

3.4 The decision making process

- 3.4.1 There are no restrictions in the provisions of a Section 44A Relief, regarding the type of property or circumstances in which relief can be awarded, except for the financial conditions that Thanet District Council and Canterbury City Council and Dover Council have now agreed locally to their authority area.
- 3.4.2 Once EK Services has received an application, providing the application meets the qualifying criteria, relief will be awarded, in respect of the above conditions.
- 3.4.3 EK Services will require accompanied access to the property during normal working hours to verify the application. Further access will be required on at least one occasion each month, during normal office hours, during the period for which relief is being awarded.
- 3.4.4 Relief will not be awarded under any circumstance where it is not possible to verify the application.
- 3.4.5 EK Services will consider applications within 21 days of the application and all supporting information being received and will notify the customer should there be a delay in processing the application.
- 3.4.6 EK Services will notify the applicant of the decision in writing and where the relief is refused, an explanation of the reasons why will be given.
- 3.4.7 EK Services will not consider applications where the customer has failed to provide information within the timescales provided to them and will notify the customer in writing that the application has been refused.

3.4.8 To ensure there is a fair and consistent approach to the award of Section 44a Relief, all applications will be considered within the guidelines of this policy and a written record will be kept on file of the decisions and factors considered in the process. The decision will be available free of charge to the applicant on request.

3.5 Period of Section 44A Relief

3.5.1 Section 44A Relief will only be applied to a property that is partly occupied for a temporary period.

3.5.2 Section 44A Relief will end under the following circumstances;

- At the end of a financial year, regardless of the date relief was applied;
- Where all or part of the unoccupied area becomes occupied;
- The person liable for Business Rates changes.

3.5.3 A new application may be submitted immediately by the customer if relief ends for any of the reasons outlined in 3.5.2.

3.6 Calculation of Section 44A Relief

3.6.1 Where EK Services agrees to award a Section 44A Relief, we will notify the Valuation Officer to seek a reduction in the rateable value.

3.6.2 The amount of relief is calculated on a statutory basis based on the rateable value of the empty portion of the property. The appropriate rateable value is provided to EK Services by the Valuation Office Agency. The amount awarded by Thanet District Council, Canterbury City Council and Dover District Council will not exceed £10,000 as detailed above.

3.7 Authority to Award Section 44A Relief

3.7.1 In the interests of efficiency, the authority to consider applications is delegated to EK Services' Business Rates Officers, other than the applications that are above £10K

for Thanet District Council, Canterbury City Council and Dover District Council which will now be considered by the S151 and the Portfolio Holder for Finance.

3.8 Backdating Section 44A Applications

- 3.8.1 Where a backdated application is received, the customer will be required to produce evidence to prove the area was unoccupied for the period the relief relates to. Acceptance of such evidence is at the discretion of EK Services.

4.0 Business Rates - Hardship Relief

4.1 Legal Requirements

- 4.1.1 Section 49 of the Local Government Finance Act 1988 provides a Local Authority with the discretion to reduce or remit payment of rates under the grounds of hardship.
- 4.1.2 EK Services, using delegated authority, can reduce or remit the payment of rates where it is satisfied that the customer would sustain hardship if we did not do so and that it is reasonable award relief, having taken into account the interests of the Council Tax payers.
- 4.1.3 There is no statutory definition of 'hardship' and it is for EK Services to decide on the facts of each case as to whether to exercise our discretion. EK Services may adopt rules for the consideration of hardship but are unable to adopt a blanket policy and each case will be considered individually.
- 4.1.4 It is the Governments guidance that remission of Business Rates on the grounds of hardship is the exception rather than the rule.

4.2 Legal Requirements – State Aid

- 4.2.1 European Union competition rules restrict Government subsidies to businesses. Relief from taxes, including business rates, could be considered as state aid.

4.2.2 Hardship Relief for customers engaged in commercial activities, which compete with commercial bodies or have a commercial partner, could constitute state aid. In such cases it would be unlikely that the customer would be considered for Hardship Relief.

4.3 Financial Impact

4.3.1 The funding arrangements for relief changed when the Business Rates retention scheme was introduced in April 13. Relief awarded is now funded by the Government, local Council and County Council.

4.4 Persons who can make application

4.4.1 Applications must be made in writing by the ratepayer or their agent.

4.4.2 Applications for hardship relief must be accompanied by the following;

- The most recent accounts and the last audited accounts; and
- An up to date trading statement showing the current financial position of the business; and
- Details of the amount of relief being requested and the period of time it is being requested for; and
- An explanation of the benefits to the community arising from an award of hardship relief.

4.5 The Decision Making Process

4.5.1 Although there is no statutory necessity to complete a formal application form, it is recommended that a form be completed, as it will form a checklist of criteria to be met or questions to be answered. This will assist in speeding up the application process.

4.5.2 All applications will be considered on an individual basis and decisions will be made in accordance with this policy. The following examples indicate circumstances where it may be appropriate to award Hardship Relief. They are included in this policy in the form of broad, general guidelines and are not intended to be prescriptive;

- The customer will suffer hardship if the relief is not granted;
- There is a direct benefit to the ratepayer or the community or no adverse impact to other ratepayers or the community as a result of awarding relief;
- The cost to local Council Tax payers is proportional to the benefits of the community;
- The ratepayer's business has been detrimentally affected by circumstances beyond the ratepayers control and that do not constitute part of the normal risks in running a business i.e. a natural disaster or an unusual or uncontrollable event in the neighbourhood of the business
- By refusing to award the relief may result in the loss of the business. The impact on local amenities must be considered if the business is the sole provider of a service in the local area i.e. the only village shop;
- By refusing to award the relief may result in the loss of the business. The impact on employment prospects in the local area must be considered i.e. if the closure results in a large number of redundancies, the social aspect of increasing unemployment and the possible negative impact in attracting further investment in the area must be considered;

4.5.3 EK Services will only grant Hardship Relief for a period where there is clear evidence of hardship for the ratepayer concerned. This will ordinarily be for short period of time and not on an ongoing basis.

4.5.4 Hardship Rate Relief may not be awarded if there are alternative facilities within the area or if the business is situated in an area with adequate public transport links to alternative businesses. The granting of relief should be in the interests of the community as a whole although the legislative "test" is that the business itself has to be suffering from "hardship". If the decision is that it is not in the interests of the community as a whole to grant Hardship Relief, then the decision will be final with no rights to appeal.

4.5.5 EK Services will also consider applications from new businesses as well as established businesses. We recognise that a new business could also be the sole provider of a service in our local area who contributes to the health and quality of life of the Council Tax payers generally.

- 4.5.6 EK Services recognises that there may be occasional circumstances in which the use of this power is beneficial to either an individual ratepayer or the community. However, in accordance with Government guidelines it accepts that this power should be used sparingly and only in the most exceptional of circumstances.
- 4.5.7 EK Services will consider applications within 21 days of the application and all supporting information being received and will notify the customer should there be a delay in processing the application.
- 4.5.8 EK Services will notify the applicant of the decision in writing and where less than the maximum amount of relief is granted or the relief is refused, an explanation of the reasons why will be given.
- 4.5.9 EK Services will not consider applications on the grounds of hardship where the customer has failed to provide information within the timescales provided to them and will notify the customer in writing that the application has been refused.
- 4.5.10 To ensure there is a fair and consistent approach to the award of Hardship Relief, all applications will be considered within the guidelines of this policy and a written record will be kept on file of the decisions and factors considered in the process. The decision will be available free of charge to the applicant on request.

4.6 Period of Hardship Relief

4.6.1 EK Services will normally only award Hardship Relief retrospectively. However, where the applicant can show that the circumstances will remain the same for a period up to the end of the current financial year, relief may be award for the remainder of the year.

4.6.2 In all cases Hardship Relief will end in the following circumstances;

- At the end of a financial year;
- A change of liable person;
- The property becomes empty or unoccupied;
- The customer enters any form of Insolvency proceedings;
- The customer's financial circumstances change. The customer must inform EK Services if their circumstances change.

4.7 Calculation of Hardship Relief

- 4.7.1 Hardship Relief will be calculated as a percentage of the Business Rates bill. Should the Business Rates bill reduce within the period Hardship Rate Relief is granted, the relief will be reduced proportionately.
- 4.7.2 If the Business Rates bill increase within the period Hardship Relief is granted, i.e. an increase in rateable value, the amount awarded will not automatically be increased. In such cases, EK Services, upon request of the customer, will reconsider the application and may award additional relief.

4.8 Authority to process applications and award relief

- 4.8.1 In the interests of efficiency, the authority to consider applications is delegated as set out below;

Thresholds – Value of award	Position of Authority	Counter Authority
Up to £10,000	Council Tax / Business Rates Officer	Senior Council Tax Officer
£10,001 to £30,000	Council Tax / Business Rates Officer	Senior Council Tax Officer
Over £30,000	Council Tax / Business Rates Officer Revenues Officer to make recommendation & Council Tax Team Leader to approve application	Income Manager
Where relief applied will exceed annual budget	Council Tax / Business Rates Officer to make recommendation & Council Tax Team Leader to approve application	Income Manager to approve and refer for Executive / Cabinet decision.

4.9 Backdating Applications

- 4.9.1 The law allows claims received between 1 April and 30 September in any year to be backdated to 1 April of the previous year. Customers requesting hardship relief to be backdated i.e. for the previous year will be dealt with in the same way as applications for the current year.
- 4.9.2 Applications outside of the qualifying period in 4.9.1 will not be backdated beyond 1 April of the year in which it is awarded.

5.0 Local Business Rates discounts

Section 69 of the Localism Act 2011 amends section 47 of the Local Government Finance Act 1988 to replace the limited circumstances in which local authorities can currently give discretionary relief with a power to grant relief in any circumstances. This is subject to the condition that, except in the limited circumstances specified, the local authority may only grant relief if it would be reasonable to do so having regard to the interests of council tax payers in its area. The amendments also require a local authority to have regard to any relevant guidance issued by the Secretary of State.

Periodically, the Government will ask local authorities to consider exercising their powers under the Localism Act for exceptional circumstances (for example the 2014 flooding which affected some businesses and is covered by a separate financial grant from Government). Where this happens EK Services will have due regard to the relevant guidance issued by the Secretary of State and award this relief as appropriate.

This new power was introduced in December 2011 and enacted from 1 April 2012. The Government has not issued guidance in respect of English local authorities but councils do have to ensure that the reliefs they allow do not transgress state aid rules. Any relief granted will have to be funded locally and the Government expects local councils to work closely with the county council on the use of the power.

5.1 Retail relief scheme

The Government announced in the Autumn Statement on 5 December 2013 that it will provide a relief of up to £1,000 to all occupied retail properties with a rateable value of £50,000 or less in each of the years 2014-15 and 2015-16.

The Government have not introduced legislation to cover these reliefs. Instead Councils are instructed to use their discretionary relief powers, introduced by the Localism Act (under section 47 of the LGFA 1988) to grant relief. Central Government will fully reimburse local authorities for the local share of the discretionary relief.

Full details of which businesses qualify for this relief for 2014/15 and 2015/16 are contained in Appendix I

EK Services will award this relief automatically to all businesses who clearly fall into one of the approved “business types” outlined in Appendix I for the financial years 2014/15 and 2015/16. Those that cannot be easily identified will be contacted for further information and the relief awarded as appropriate. EK Services reserves the right to make decisions on awards for businesses that do not readily fall into the Government categories on a “best match” basis.

5.2 Business Rates – Enterprise Zone relief

The Non-Domestic Rating Contributions (England) (Amendment) Regulations 2012 allow local authorities to fund a 100% business rates discount for up to 5 years for businesses that move into Enterprise Zones before April 2015. The discount is awarded using Section 47 Local Government Finance Act 1988 powers and is a matter for the local authority. The total level of discount awarded is subject to state aid de minimis limits.

There is only one Enterprise Zone in East Kent – the Discovery Park in Sandwich. All businesses that are situated within the official zone boundary are eligible to receive the discount regardless of the type of business and regardless of whether the accommodation is occupied or not. Relief awarded to companies that exist in name only and who do not physically occupy the relevant property will be discussed with the Council first and approval received prior to awarding the relief.

5.3 Business Rates – Re-occupation relief

50% relief awarded for 18 months to occupied property that:

- When previously in use was used for retail use.
- Had been empty for 12 months or more before re-occupation.
- Becomes re-occupied for any use between 01.04.14 to 31.03.16
- Is being used for any use except:
 - Betting shops
 - Payday loan shops
 - Pawn brokers

EK Services will always look at each application for relief individually and decide whether the property is wholly occupied and bona fide within the spirit of the guidance.

Relief will not be granted where it is believed that the occupation of the property/business is contrived so as to mitigate the impact of empty property charges. Examples of this may be where businesses have just installed Bluetooth transmitting equipment or insubstantial amounts of boxes etc. for storage purposes.

6.0 Council Tax - Reduction in Council Tax Liability (Section 13A)

6.1 Legal Requirements

6.1.1 Section 13A(1)(c) of the Local Government Finance Act 1992 inserted by Section 76 of the Local Government Act 2003 provides a local authority with the discretion to reduce Council Tax.

6.1.2 EK Services, under delegated authority, can further reduce the payment of Council Tax where it is satisfied that the customer is liable to pay Council Tax.

6.1.3 EK Services has the discretion to choose whether to reduce Council Tax on a case by case basis or to specify a class of use. A class of use is where several people who pay Council Tax fall into a group because their circumstances are similar i.e. customers who have had to leave their homes due to flooding.

- 6.1.4 Applications will only be granted in exceptional circumstances and where other eligible discounts, reliefs and exemptions have been considered. EK Services will give consideration to reducing Council Tax liability for any customer within the local area.
- 6.1.5 For taxpayers within the Canterbury City Council boundary special provision has been made under this legislation to award a local discount if the following criteria apply:
- a) A property has been empty and substantially unfurnished for 2 years or more; and is subject to the “long term empty premium”
 - b) The property itself is “sheltered” housing – the definition of which is a privately owned property which is designed and occupied exclusively by people aged over 60; and
 - c) The property is currently empty due to the long term illness or death of the taxpayer and is for sale at market value

The amount of local discount granted in these circumstances is limited to the value of the additional 50% long term empty premium which would normally apply

- 6.1.6 There is a separate policy and set of rules for Council Tax Reductions under the published Council Tax Reduction Scheme which replaced Council Tax Benefit and these are not covered by this policy.

6.2 Financial Impact

- 6.2.1 The cost of any reduction awarded under Section 13A(1)(c) must be met by each Local Authority.

6.3 Persons who can make application

- 6.3.1 Application for reduction of Council Tax liability can be made by the Council Tax payer, an appointee or an authorised third party acting on the customer’s behalf.
- 6.3.2 Applications must be made in writing and be accompanied by the following;

- The circumstances for which the reduction is being requested including any hardship or personal circumstances relating to the application;
- A full income and expenditure breakdown for the applicant and all other persons residing in the property;
- Details of the amount of reduction being requested and the period of time it is being requested for;

6.3.3 EK Services may request evidence that is relevant to the application. No costs will be borne by EK Services in the provision of this evidence.

6.4 The decision making process

6.4.1 There is no statutory necessity to complete a formal application form.

6.4.2 All applications will be considered on an individual basis and decisions will be made in accordance with this policy. EK Services will consider the following before awarding any reduction;

- The customer must demonstrate in their application that they have taken all reasonable steps to resolve their own situation prior to making application;
- Whether there is an entitlement to Council Tax Support under the Council Tax Reduction Scheme;
- All other discounts./reliefs have been awarded to the customer where there is entitlement;
- Where appropriate, any entitlement to Discretionary Housing Payments;
- The customer does not have access to other assets that could be used to pay the Council Tax;
- Where the criteria applying only to Canterbury City Council “sheltered housing” residents applies then the discount will normally be awarded.
- The financial circumstances of the customer at the time the Council Tax charge or arrears accrued;
- If the customers Council Tax account is in arrears for previous financial years, EK Services must be satisfied that non-payment was not due to refusing to make payment or not prioritising the payment of Council Tax.

- 6.4.3 There must be clear evidence of hardship or personal circumstance that justifies a reduction in Council Tax liability. This will ordinarily be for a short period of time and not on an ongoing basis.
- 6.4.4 EK Services will consider applications within 21 days of the application and all supporting information being received and will notify the customer should there be a delay in processing the application
- 6.4.5 EK Services will notify the applicant of the decision in writing and where less than the maximum reduction amount or the reduction is refused, an explanation of the reasons why will be given.
- 6.4.6 EK Services will not consider applications to reduce Council Tax liability where the customer has failed to provide information within the timescales provided to them and will notify the customer in writing that the application has been refused.
- 6.4.7 To ensure there is a fair and consistent approach to the award of Section 13A(1)(c) reduction, all applications will be considered within the guidelines of this policy and a written record will be kept on file of the decisions and factors considered in the process. The decision will be available free of charge to the applicant on request.

6.5 Period of Section 13(A)(1)(c) reduction

- 6.5.1 EK Services will normally only award Section 13A(1)(c) reduction retrospectively. However, where the applicant can show that the circumstances will remain the same for a period up to the end of the current financial year, a reduction may be awarded for the remainder of the year.
- 6.5.2 In all cases a Section 13A(1)(c) reduction will end in the following circumstances;
- At the end of a financial year;
 - A change of liable person;
 - The property becomes empty or unoccupied;
 - The customer enters any form of Insolvency proceedings;
 - The customer's financial circumstances change. The customer must inform EK Services if their circumstances change.

In the case of the discount awarded to Canterbury City Council “sheltered housing” taxpayers the reduction will continue all the time the 50% long term empty premium is still being charged and will end automatically if the premium ends.

6.6 Calculation of 13A(1)(c) Reduction

- 6.6.1 EK Services will not set percentage discounts or reductions to be applied, as each individual case will have different circumstances. The amount of remission or reduction awarded will take into account the level of arrears or Council Tax charge and the extent to which the criteria or guidelines are met.
- 6.6.2 Should the Council Tax bill reduce within the period that Section 13A(1)(c) reduction has been applied; the reduction will be reduced proportionately. If the Council Tax bill increases within the period the reduction is applied, i.e. discount is removed, the amount of relief awarded will not automatically increase. In such cases, EK Services, upon request of the customer, will reconsider the application and may award an additional reduction.

In the case of the discount awarded to Canterbury City Council “sheltered housing” taxpayers the reduction will be to the same financial value as the extra 50% premium added by the “long term empty property premium”

6.7 Authority to process applications and award Section 13A(1)(c) relief

- 6.7.1 In the interests of efficiency, the authority to consider applications is delegated as set out below;

Thresholds – Annual Cost to EK Services	Position of Authority	Counter Authority
Up to £2,000 *	Council Tax Officer	Senior Council Tax Officer
£2,001 to £6,000	Senior Council Tax Officer	Council Tax Team Leader

Over £6,000	Council Tax Team leader to make recommendation	Income Manager
Where relief applied will exceed annual budget	Council Tax Team Leader to make recommendation	Income Manager to approve and refer for Cabinet decision.

* In the case of applications from Canterbury City Council “sheltered housing” taxpayers all decisions will be made by the Council Tax Team Leader or more senior officer regardless of the financial value involved.

6.8 Backdating Applications

6.8.1 Customers requesting Section 13A(1)(c) reduction to be backdated i.e. for the previous year will be dealt with in the same way as applications for the current year.

6.9 Fraudulent claims

6.9.1 If a reduction has been made as a result of a false or fraudulent claim EK Services reserves the right to withdraw the award granted.

6.9.2 EK Services will consider prosecuting any applicant who makes a false statement or provides fraudulent evidence to support their application.

7.0 Council Tax and Business Rates Discretionary Relief - Right of Appeal

7.1 Overview

7.1.1 There is no statutory right of appeal against a decision regarding discretionary relief made by EK Service. However, EK Services recognises that customers should be entitled to have a decision reviewed objectively, if they are dissatisfied with the outcome.

- 7.1.2 EK Services will give consideration to all appeals in accordance with this policy and agrees to abide by the following appeals process. Aggrieved customers should make an appeal in accordance with the process.
- 7.1.3 Customers will be notified of the appeals process by EK Services in writing at the time that they are notified of the outcome of their request for discretionary relief.
- 7.1.4 Appeals against decisions to award discretionary relief will not be considered by the same Officers administering the application for relief and will normally be considered by a Senior Council Tax Officer or the Business Rates Team Leader.
- 7.1.5 Decisions made after the appeals process has been followed will be final. Submitting an appeal does not affect the appellant's legal rights to challenge a decision made by the Council through the Judicial Review process

7.2 Persons that can appeal

- 7.2.1 Appeals may only be made by the original applicant. An appellant may appoint a third party to act on their behalf and in such cases EK Services will require written authorisation from the appellant.
- 7.2.2 Customers may appeal against the decision to award or not award relief or against the level of relief awarded. An appeal must be made within four weeks of the issue of the letter notifying them of EK Services' decision.
- 7.2.3 Any appeals received outside of the 4 week period will only be considered if EK Services are satisfied that exceptional circumstances led to the delay in submitting the appeal.

7.3 Applications for appeal

- 7.3.1 Appeals must be in writing and include the following;
- The reasons why it is believed the decision should be amended;
 - Any new or additional information relevant to the decision making process.

7.3.2 The appellant does not have a right to appear in person but may make a request to present evidence in person. Such requests will be considered at the discretion of EK Services, as appropriate.

7.3.3 EK Services can request a meeting with the customer to hear evidence in person.

7.4 Notification of the final decision following appeal

7.4.1 EK Services will consider appeal applications within 21 days of the application and all supporting information being received and will notify the customer should there be a delay in the consideration of the appeal.

7.4.2 EK Services will notify the applicant of the final decision in writing within the 21 days period and whether an appeal is refused or accepted, a full explanation of the decision making process will be given. A written record will be kept on file of the decisions and factors considered in the process.

7.4.3 For Business Rates, both Discretionary Relief and Hardship Relief is the subject of separate applications. Should an EK Services Officer decide to reject the appeal in respect of Discretionary Relief they cannot offer Hardship Relief as an alternative. However, the applicant can be invited to make a separate application.

7.5 Discontinuation of Applications or Appeals

7.5.1 If EK Services have requested further evidence from the customer and this has not been received within the specified time given, the appeal will not be considered.

7.5.2 Customers will be advised in writing the reason why their application has been discontinued.

7.6 Cancellation of relief

7.6.1 Relief will be cancelled if;

- The applicant ceases to be the ratepayer or taxpayer;
- The property becomes empty or becomes occupied, or all or part of the unoccupied area becomes occupied;

- The use of the property changes;
- The aims or objectives of the ratepayer / taxpayer change;
- The financial circumstances for a customer changes.

7.6.2 Where relief is cancelled for any of the reasons above, a new application may be made by customers straight away.

8.0 Action to recover unpaid Business Rates or Council Tax whilst a decision is pending

- 8.1 Once an application for discretionary relief is received, no action will be taken to recover any unpaid Business Rates or Council Tax until after the decision has been notified to the customer.
- 8.2 In the case where the customer has been notified of a decision and they exercise their rights to appeal, payment cannot be withheld pending an appeal decision. In the event that an appeal is successful, any overpayment will be refunded.
- 8.3 For circumstances where an application is being discontinued, recovery action will commence after the ratepayer has been notified of the discontinuation in writing.

9.0 Promotion of the availability of relief

- 9.1 EK Services will proactively promote the availability of discretionary relief, in the following ways;
- All Business Rates and Council Tax Bills will have include accompanying information explaining the availability of relief;
 - EK Services Officers who deal with enquiries from customers will be trained in all aspects of this policy and will actively promote the availability of relief when responding to customers enquiries;
 - EK Services will work in partnership with other organisations to promote the availability of relief;
 - Information regarding the availability of relief's will be published on our web site;
 - A copy of this policy will be placed on our website and printed copies will be made available to ratepayers and other stakeholders on request.

10.0 Equalities Statement

EK Services are committed to delivering a service that is accessible and fair to all of the communities that we serve. We will ensure that all people are treated with respect and dignity.

The Equality Act 2010 sets us an “Equality Duty” to:

1. eliminate discrimination, harassment and victimisation;
2. promote equality of opportunity between different groups in the community; and
3. foster good relations within the local community

We give careful consideration to equality issues in our new and existing policies, strategies and services to see what effect they will have on different groups within our communities, including those with protected characteristics.

The protected characteristics covered by the Equality Duty are:

- age;
- disability;
- marriage and civil partnership (but only in respect of eliminating unlawful discrimination);
- pregnancy and maternity;
- gender reassignment;
- race – this includes ethnic or national origins, colour or nationality;
- religion or belief – this includes lack of belief;
- sex (gender);
- sexual orientation.

We also recognise that socio-economic status can be a significant barrier to equality of opportunity.

We identify potential consequences for these groups and ensure any negative impacts are eliminated or reduced. We also identify opportunities to eliminate discrimination and promote positive relations between groups and throughout our communities.

11.0 Policy Review

This policy will be reviewed on an annual basis, or where significant legislation changes in order to ensure it remains valid, effective and relevant.

Appendix I

Retail relief scheme – qualifying properties

Properties that will benefit from the relief will be occupied hereditaments with a rateable value of £50,000 or less, that are wholly or mainly being used as shops, restaurants, cafes and drinking establishments.

We consider shops, restaurants, cafes and drinking establishments to mean:

i. Hereditaments that are being used for the sale of goods to visiting members of the public:

- Shops (such as: florist, bakers, butchers, grocers, greengrocers, jewellers, stationers, off licence, chemists, newsagents, hardware stores, supermarkets, etc.)
- Charity shops
- Opticians
- Post offices
- Furnishing shops/ display rooms (such as: carpet shops, double glazing, garage doors)
- Car/ caravan show rooms
- Second hand car lots
- Markets
- Petrol stations
- Garden centres
- Art galleries (where art is for sale/hire)

Hereditaments that are being used for the provision of the following services to visiting members of the public:

- Hair and beauty services (such as: hair dressers, nail bars, beauty salons, tanning shops, etc.)
- Shoe repairs/ key cutting
- Travel agents
- Ticket offices e.g. for theatre
- Dry cleaners
- Launderettes
- PC/ TV/ domestic appliance repair
- Funeral directors
- Photo processing
- DVD/ video rentals
- Tool hire
- Car hire

Hereditaments that are being used for the sale of food and/ or drink to visiting members of the public:

- Restaurants
- Takeaways
- Sandwich shops
- Coffee shops
- Pubs/Bars

To qualify for the relief the hereditament should be wholly or mainly being used as a shop, restaurant, cafe or drinking establishment. In a similar way to other reliefs (such as charity relief), this is a test on use rather than occupation. Therefore, hereditaments which are occupied but not wholly or mainly used for the qualifying purpose will not qualify for the relief.

The list set out above is not intended to be exhaustive as it would be impossible to list the many and varied retail uses that exist. There will also be mixed uses. However, it is intended to be a guide for authorities as to the types of uses that government considers for this purpose to be retail. Authorities should determine for themselves whether particular properties not listed are broadly similar in nature to those above and, if so, to consider them eligible for the relief. Conversely, properties that are not broadly similar in nature to those listed above should not be eligible for the relief.

Retail relief scheme – non qualifying properties

Hereditaments that are being used for the provision of the following services to visiting members of the public:

- Financial services (e.g. banks, building societies, cash points, bureau de change, payday lenders, betting shops, pawn brokers)
- Other services (e.g. estate agents, letting agents, employment agencies)
- Medical services (e.g. vets, dentists, doctors, osteopaths, chiropractors)
- Professional services (e.g. solicitors, accountants, insurance agents/ financial advisers, tutors)
- Post office sorting office

Hereditaments that are not reasonably accessible to visiting members of the public

EK SERVICES POLICIES AND PROCEDURES

POLICY FOR THE GRANTING OF DISCRETIONARY BUSINESS RATES RELIEF, SUPPORTING SMALL BUSINESSES RELIEF AND PUB RELIEF

Canterbury City Council, Dover District Council and Thanet District Council have entered into a shared service agreement to allow joint working and make savings in the Benefits, Council Tax and Business Rates sections.

Where 'EK Services' and 'EKS' are mentioned this refers to the shared service between Canterbury City Council, Dover District Council and Thanet District Council.

Where references are made to 'EK Services Officers' these services are now being delivered by Civica UK Limited. Civica UK Limited provides benefit services, income collection services, council tax and business rates administration and collection services and customer contact services to the Council.

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1.0 Purpose of the Policy

- 1.1 The purpose of this policy is to determine the level of Discretionary Business Rates Relief to be granted to certain defined ratepayers within the Partnership Councils' area.
- 1.2 The Local Government Finance Act 1988 and subsequent legislation requires each Council to grant discretionary relief for premises occupied by Charities and similar organisations that own or occupy them wholly or mainly for charitable purposes. Likewise, certain premises situated within a rural settlement area will be eligible for relief. Powers have also been granted under the Localism Act 2011, which allow for the granting of discretionary rate relief to any premises where a Council feels the granting of such relief would be of benefit to the local community.
- 1.3 In addition to the above, Central Government is keen that in certain cases, assistance should be provided to businesses who have had increases in their rate liability due to the revaluation of premises in April 2017. In these cases, and where a Council meets Central Government guidelines, grants are available under section 31 of the Local Government Act 2003.
- 1.4 Whilst the all Councils are obliged to grant relief to premises, which fall within the mandatory category, the Partnership Councils also have powers to grant discretionary relief and reductions to ratepayers, subject to certain criteria being met.
- 1.5 This document outlines the following areas:
 - Details of the criteria for receiving an award under the Discretionary Business Rates Relief Scheme;
 - The EK Service's general policy for granting of all types of Discretionary Reliefs;
 - Guidance on granting and administering the reliefs;
 - European Union requirements including provisions for State Aid; and
 - The Partnership Councils' Scheme of Delegation.
- 1.6 This document covers all aspects of the new Discretionary Business Rates Relief scheme which is available from 1st April 2017. Where businesses apply for relief they will be granted (or not granted) relief in line with the following policy.

2.0 Discretionary Relief - Legislative Background

Introduction

- 2.1 The original purpose of discretionary relief was to provide assistance where the property does not qualify for mandatory relief, or to 'top' up cases where ratepayers already receive mandatory relief.
- 2.2 Over recent years, and particularly since 2011, the discretionary relief provisions have been amended to allow authorities the flexibility to provide more assistance to businesses and organisations.
- 2.3 The range of bodies, which are eligible for discretionary rate relief, is wide and has been developed by both the Council and Central Government to address certain issues with business rates.
- 2.4 Unlike mandatory relief, ratepayers are obliged to make a written application to EK Services. EK Services will expect all businesses to make applications in such a format as is required (which may vary from time to time) and for the business to provide such information, evidence, certificates etc. as required in order to determine whether relief should be awarded .
- 2.5 EK Services is obliged to consider carefully every application on its merits, taking into account the contribution that the organisation makes to the amenities within the authority's area. There is no statutory appeal process or Tribunal against any decision made by EK Services, although as with any decision of a public authority, decisions can be reviewed by Judicial Review. The authority will however, upon request, review decisions made. Details of the internal review process are given within this policy.
- 2.6 The granting of discretionary relief falls broadly into the following categories:
 - a. Discretionary Relief - Charities who already receive mandatory relief;
 - b. Discretionary Relief - Premises occupied by organisations not established or conducted for profit whose main objects are charitable or are otherwise philanthropic or religious or concerned with education, social welfare, science, literature or the fine arts or premises occupied by organisations not established or conducted for profit and wholly or mainly used for purposes recreation;
 - c. Discretionary Relief - Granted under the Localism Act 2011 provisions;
 - d. Local Newspaper Relief (from 1st April 2017 for a period of two years);
 - e. Local Public House Relief (from April 2017 for a one year period);
 - f. Supporting Small Businesses Relief (from 1st April 2017 for a period of five years or until business pay their full rate charge or their transitional rate charge (calculated in accordance with the Non-Domestic Rating (Chargeable Amounts) (England) Regulations 2016); and

- g. Discretionary Business Rates Relief Scheme (from 1st April 2017 for a period of up to four years).

2.7 This policy document purely covers the granting of awards under e., f., and g. above. The decision to grant or not to grant discretionary relief is a matter purely for each Council. The EK Services policy for granting other reliefs can be found on the each of the partnership Councils' websites.

EK Services' general approach to granting Discretionary Relief

2.8 In deciding which organisations should receive discretionary rate relief, EK Services has considered the following factors and priorities:

- a. That any award should support business, organisations and groups that help to retain services in any partnership Councils' area and not compete directly with existing businesses in an unfair manner;
- b. It should help and encourage business, organisations, groups and communities to become self-reliant;
- c. Awarding discretionary relief should not distort competition or significantly change the provision of services within any of EK Services' areas;
- d. Local organisations will be given priority over national organisations. Where requested, the organisation will need to supply the partnership with clear evidence of all financial affairs including, and most importantly, the amounts of monies raised, used and invested locally. This will be essential where the organisation is national in nature;
- e. To enable appropriate organisations to start, develop or continue their activities, which deliver outcomes to the community and that also relate to the priorities of each Council, which, without granting discretionary relief they would be unable to do;
- f. To assist each Council in delivering services which could not be provided otherwise;
- g. To enable each Council to determine the level of rate change in comparison with the organisation's financial situation; and
- h. To ensure that the financial impact of awarding discretionary business rate relief is justified in terms of the local outcomes achieved by the organisation receiving it.

2.9 Where any reduction or remission is granted to a ratepayer under S49 Local Government Finance Act 1988 where hardship is proven, then there will be no requirement to grant Discretionary Rate Relief for that amount.

2.10 In certain cases, the order in which relief is granted is specified. Mandatory relief shall be granted in all cases where the criteria is met irrespective of whether discretionary relief can be granted or not.

The EK Services' approach to granting Government led Discretionary Relief schemes

- 2.11 Over the past few years, a number of schemes have been led by Central Government but without specific legislative changes. These are administered under S47 of the Local Government Finance Act 1988 and guidance if often provided. EK Services are keen to support such initiatives especially where they are designed to help local businesses and will look to maximise both the reliefs given as well as maximising any grants receivable. However, EK Services reserves the right to vary its approach where thought appropriate.
- 2.12 In the case of the Discretionary Business Rate Relief scheme, Central Government is keen that individual Councils develop their own scheme to meet local needs. Government has allocated funds to each Council using a particular methodology, but it has been keen to point out that this should have no bearing on the actual scheme adopted.

3.0 Effect on the Partnership Councils' Finances

- 3.1 The granting of discretionary relief will, in the main, potentially involve a cost to each Council. Since the change to the funding for Non-Domestic Rating in April 2013, the effect of the relief is complex.
- 3.2 Any amounts granted prior to 1st April 2013 and continuing since that date will be included in the Councils' baseline within the Business Rates Retention Scheme. Any amounts granted for similar cases after 1st April 2013, the costs of the relief will be borne in accordance with the Business Rates Retention Scheme share namely 50% borne by Central Government, 40% by each Partnership Council and 10% by Kent County Council This also applies where mandatory relief is granted.
- 3.3 In March 2017, Central Government announced that it would make available a discretionary fund of £300 million over four years from 2017-18 to support those businesses that face the steepest increases in their business rates bills as a result of the revaluation. Government determined that Councils would be best placed to determine how this fund should be targeted and administered to support those businesses and locations within their area that are in the greatest need.
- 3.4 Where Central Government leads an initiative such as the Discretionary Business Rates Relief Scheme, grants are often made available. This is not automatic and Central Government will look to each Council to adopt any recommended criteria when granting in these areas to ensure that any grant is paid.
- 3.5 Every authority within England is to be provided with a share of the fund to support their local businesses. This is to be administered through billing authorities' discretionary relief powers under section 47 of the Local Government Act 1988. The full effects of the financial allocation are shown below.
- 3.6 The allocation of monies to authorities and the methodology of the funding award is completely separate to the scheme itself and Government believes that local authorities are best placed to judge the particular circumstances of local ratepayers and direct the funding where it is most needed to support local economies .
- 3.7 The funding is not provided equally over the four-year period but in the following approximate proportions:
- | | |
|------------------|-----|
| Year 1 (2017/18) | 58% |
| Year 2 (2018/19) | 28% |
| Year 3 (2019/20) | 12% |
| Year 4 (2020/21) | 2% |
- 3.8 Councils will be compensated for any relief granted under section 31 of the Local Government Act 2003. The Government has stated that any underspend cannot be 'vired' from one year to the next.

3.9 Key criteria of reimbursement will be that all Billing Authorities will consult with major precepting authorities when formulating their schemes.

3.10 The financial effects to each Council of the Discretionary Business Rates Relief Scheme are shown in the following table

Council Amount of discretionary fund awarded (£000s)

	2017-18	2018-19	2019-20	2020-21
Canterbury City Council	425	206	85	12
Dover District Council	232	113	46	7
Thanet District Council	330	160	66	9

3.11 The above is to be awarded up to the maximum level set by Central Government. It is possible for the Council to grant more relief than that allocated by grant. However, once the maximum grant level has been reached, any additional amount granted is borne 40% by each Council, 10% by Kent County Council and 50% by Central Government.

4.0 Discretionary Relief - EU State Aid requirements

- 4.1 European Union competition rules generally prohibit Government subsidies to businesses. Relief from taxes, including non-domestic rates, can constitute state aid. Any Council must bear this in mind when granting discretionary rate relief.
- 4.2 Rate relief for charities and non-profit making bodies is not generally considered to be state aid, because the recipients are not in market competition with other businesses. However, where other bodies receive relief and are engaged in commercial activities or if they are displacing an economic operator or if they have a commercial partner, rate relief could constitute state aid.
- 4.3 Relief will be State Aid compliant where it is provided in accordance with the De Minimis Regulations (1407/20 13)¹. The De Minimis Regulations allow an undertaking to receive up to €200,000 of De Minimis aid in a three-year period (consisting of the current financial year and the two previous financial years).
- 4.4 Where the relief to any one business is greater than the De Minim is level, then permission will need to be obtained from the European Commission. In such cases the matter will be referred to the Department for Communities and Local Government (DCLG) for advice and then referred back to the Council for consideration. It will be for the ratepayer to provide confirmation as to whether the State Aid provisions apply to them.
- 4.5 In all cases, where discretionary relief is to be granted or where liability is to be reduced, when making an application, ratepayers will be required to provide EK Services with sufficient information to determine whether these provisions are applicable in their case.

5.0 Administration of Discretionary Relief - General approach

- 5.1 The following section outlines the procedures followed by officers in granting, amending or cancelling discretionary relief and reduction. This is essentially laid down by legislation 2

Applications and Evidence

- 5.2 All reliefs must be applied for. Application forms are produced by EK Services both in hard copy and electronic format. The relevant application form is included within Appendix A of this policy. EK Services will specify how applications are to be received and this may vary from time to time.
- 5.3 Organisations are required to provide a completed application form plus any such evidence, documents, accounts, financial statements etc. necessary to allow EK Services to make a decision. Where insufficient information is provided, then no relief will be granted. In some cases, it may be necessary for officers to visit premises and we would expect organisations claiming relief to facilitate this where necessary.
- 5.4 Applications should initially be made to the Revenues Section and will be determined in accordance with this policy.
- 5.5 EK Services will provide this service and guidance free of charge. Ratepayers are encouraged to approach the relevant Council direct and not pay for such services through third parties.

Granting of relief

- 5.6 In all cases, EK Services will notify the ratepayer of decisions made.
- 5.7 Where an application is successful, then the following will be notified to them in writing:
- The amount of relief granted and the date from which it has been granted;
 - If relief has been granted for a specified period, the date on which it will end;
 - The new chargeable amount;
 - The details of any planned review dates and the notice that will be given in advance of a change to the level of relief granted; and
 - A requirement that the applicant should notify EK Services of any change in circumstances that may affect entitlement to relief.
- 5.8 Where relief is not granted then the following information is provided, again in writing:
- An explanation of the decision within the context of each Councils' statutory duty; and
 - An explanation of the appeal rights (see below).

The Non-Domestic Rating (Discretionary Relief) Regulations 1989

- 5.9 Discretionary relief is to be granted from the beginning of the financial year in which the decision is made. Since 1997 decisions can be made up to 6 months after the end of the financial year for which the application was made. In such cases, EK Services may backdate its decision.
- 5.10 A decision to award discretionary relief and how much relief is given is normally only applicable to the financial year for which the application is made. However, EK Services reserves the right to grant relief for any other period as appropriate. In relation to the Discretionary Business Rate Relief scheme, awards will, in the main be granted from 1st April 2017.
- 5.11 A fresh application for discretionary relief will be necessary for each financial year or at such time-period as EK Services determines.

Variation of a decision

- 5.12 Variations in any decision will be notified to ratepayers as soon as practicable and will take effect as follows:
- Where the amount is to be increased due to a change in rate charge or a change in a Council's decision which increases the award - this will apply from the date the Council as appropriate;
 - Where the amount is to increase for any other reason it will take effect at the expiry of a financial year, and so that at least one year's notice is given;
 - Where the amount is to be reduced due to a reduction in the rate charge or liability including any reduction in rateable value, awarding of another relief or exemption this will apply from the date of the decrease in rate charge; and
 - Where the amount is to be reduced for any other reason, it will take effect at the expiry of a financial year, and so that at least one year's notice is given.
- 5.13 A decision may be revoked at any time, however, a one year period of notice will be given and the change will take effect at the expiry of a financial year.

6.0 Scheme of Delegation

Granting, Varying, Reviewing and Revocation of Relief

- 6.1 All powers in relation to reliefs are given under the Local Government Finance Act 1988, the Local Government and Rating Act 1997, the Local Government Act 2003 and the Localism Act 2011. However section 223 of the Local Government Act 1992 allows for delegation of decisions by each Council to Cabinet, Committees, Sub-Committees or Officers.
- 6.2 The Partnership Councils' scheme of delegation allows for the EK Services Income Manager to award, revise or revoke any discretionary relief applications. However, any application which is considered to be of a significant nature will be subject to consultation with the S151 Officer of the Council, and/ or the relevant Executive member prior to final determination.
- 6.3 Applications that are refused will, on request, be reconsidered if additional supporting information is provided or the refusal is subsequently considered to be based on a misinterpretation of the application.

Reviews

- 6.4 The policy for granting relief will be reviewed annually or sooner where there is a substantial change to the legislation or funding rules. At such time, a revised policy will be brought before the relevant committee of the Council.

Appeals

- 6.5 Where any Council receives an appeal from the ratepayer regarding the granting, non-granting or the amount of any discretionary relief, the case will be reviewed by the EK Services Income Manager. Where a decision is revised then the ratepayer shall be informed, likewise if the original decision is upheld.
- 6.6 Where the ratepayer continues to be aggrieved by the decision, the case will be referred to the section 151 Officer for review. Where appropriate, cases of this nature may also be referred to the Executive member as appropriate.
- 6.7 Ultimately the formal appeal process for the ratepayer is Judicial Review although EK Services will endeavour to explain any decision fully and openly with the ratepayer.

7.0 Consultation

- 7.1 EK Services has consulted with the major preceptors in relation to this scheme and has taken their comments into account when determining the eligibility criteria. This is an essential part of the Discretionary Business Rates Relief Scheme and is in line with the grant determination issued by the Department of Communities and Local Government (DCLG) No.31 /3071.
- 7.2 The grant determination states that a condition of the fund is that consultation is undertaken with 'relevant authorities'. Relevant authorities for the purposes of this scheme means:
- a. Any major precepting authority; and
 - b. Any combined authority.
- 7.3 In the case of Partnership Council's only the major precepting authorities have been consulted namely:
- a. Kent County Council;
 - b. The Police and Crime Commissioner for Kent; and
 - c. The Kent Fire and Rescue Service.

8.0 Decisions by EK Services under this scheme

- 8.1 Decisions by EK Services are made directly in line with the Scheme of Delegation as outlined within section 6 of this policy. Any decision to award relief under this scheme will follow the core principles of each Council's discretionary relief policy as defined by section 2.8.
- 8.2 It should be noted that, whilst the funding from Central Government for Discretionary Business Rate Relief Scheme is limited, the decision of EK Services whether to award any relief under this scheme cannot take account of any level of funding.

Applications for relief under this scheme

- 8.3 EK Services is keen to identify ratepayers who may qualify for the relief and as such will look to encourage certain ratepayers to apply. Each Council will look to simplify the application process wherever possible, but it will expect any ratepayers to provide such information as is required by the Council to support their application.
- 8.4 Each Council has decided that relief under the scheme will be awarded using the following criteria:
- a. The scheme is designed to assist ratepayers who have suffered significant increases in rate liability due to the revaluation and the subsequent increase to their Rateable Value;
 - b. Relief will not be awarded where mandatory relief is granted;
 - c. In assessing any potential entitlement to an award under this scheme, each Council will compare the following:
 - i. The rate liability of the ratepayer at 31st March 2017 after any reliefs and reductions; and
 - ii. The rate liability of the ratepayer at 1st April 2017 taking into account any transitional relief or discretionary relief within this policy;
 - d. Relief will be awarded where the calculation above would result in an increase;
 - e. Relief will only be given to premises which are liable for occupied rates. No relief within this scheme will be granted for unoccupied premises;
 - f. Relief will only be granted to ratepayers who were in occupation at 31st March 2017 and in occupation on 1st April 2017 and for each day subsequently.
 - g. Ratepayers taking up occupation after the 1st April 2017 will not be eligible for relief on the basis that new ratepayers would not have suffered from increases due to a revaluation;

- h. Relief will be targeted to local businesses and not those businesses that are national or multi-national in nature. Local businesses are, for the purposes of this scheme, those which have premises wholly in Kent;
 - i. Relief may be awarded for more than one premises as long as all other criteria are met;
- j. Relief will not be awarded where:
 - i. the hereditament has a Rateable Value of greater than £275,000;
 - ii. the hereditament is a Prescribed Education Establishments;
 - iii. the hereditament is an excepted one (occupied by any Billing or Precepting Authority);
 - iv. mandatory relief is awarded;
 - v. where the ratepayer has applied for a reduction under S44a of the Local Government Finance Act 1988; or
 - vi. the hereditament has an increase in Rateable Value after the 1st April 2017 which increases the rate charge above the 1st April 2017 value

Amount of Relief

8.5 The amount of relief is tapered and will be calculated as follows:

2017/18

Award = the following% age of the increase:

Council	%age of increase awarded as a relief
Canterbury City Council	55%
Dover District Council	70%
Thanet District Council	85%

2018/19

Award = 2017/18 award x 50% (for clarity this will be half of the relief awarded in 2017/18)

2019/20

Award = 2018/19 award x 50% (for clarity this will be half of the relief awarded in 2018/19)

2020/21

Award = 2019/20 award x 10% (for clarity this will be 10% of the relief awarded in 2019/20)

Variation and amendment of relief under the scheme

- 8.6 As with all reliefs, the amount of relief awarded under the Discretionary Businesses Rates relief scheme will be recalculated in the event of a change of circumstances. In effect relief is calculated on a daily basis in line with the ratepayer's liability on that day. This will include, for example, a backdated change to the rateable value of the hereditament. This change of circumstances could arise during the year in question or during a later year.
- 8.7 The Non -Domestic Rating (Discretionary Relief) Regulations 1989 (S.I. 1989/1059) requires the Council to provide ratepayers with at least one year's notice in writing before any decision to revoke or vary a decision so as to increase the amount the ratepayer has to pay takes effect. Such a revocation or variation of a decision can only take effect at the end of a financial year. But within these regulations, the Council may still make decisions which are conditional upon eligibility criteria or rules for calculating relief which allow the amount of relief to be amended within the year to reflect changing circumstances.

9.0 Reporting changes in circumstances

- 9.1 Where any award is granted to a ratepayer, EK Services will require any changes in circumstances which may affect the relief to be reported as soon as possible and in any event not more than 21 days from the happening of the event. This will be important where the change would result in the amount of the award being reduced or cancelled e.g. where the premises comes unoccupied or is used for a purpose other than that determined by the Partnership as eligible for relief.
- 9.2 Where a change of circumstances is reported, the relief will, if appropriate be revised or cancelled. Where any award is to be reduced, EK Services will look to recover the amount from the date the change of circumstances occurred.

10.0 Fraud

- 10.1 Where a ratepayer falsely applies for any relief, or where the ratepayer provides false information, makes false representation, or deliberately withholds information in order to gain relief, prosecutions will be considered under the Fraud Act 2006.

11.0 Supporting Small Businesses Relief

General Explanation

- 11.1 Central Government has increased the thresholds for Small Business Rate Relief from 1 April 2017 to £12,000 for the 100% relief and £15,000 for the tapered relief. They have also allowed rural rate relief to be granted up to 100% using S47 of the Local Government Finance Act 1988 as a top up to the mandatory level of 50%, albeit that the rateable value limits have not been changes in respect of rural hereditaments. Unfortunately, despite these changes, some small businesses and businesses in rural areas may lose their entitlement to the relief due to increases in Rateable Value through the revaluation on 1st April 2017.
- 11.2 The transitional relief scheme (provided under the Non-Domestic Rating (Chargeable Amounts) (England) Regulations 2016 No. 1265) does not provide support in respect of changes in reliefs. Therefore, those ratepayers who have lost some or all of their small business or rural rate relief may face large percentage increases in bills from 1 April 2017.
- 11.3 In view of this, Central Government announced that a new scheme of relief would be made available to those ratepayers facing large increases as a result of the loss of small business or rural rate relief due to the revaluation. All authorities are encouraged to grant the relief in accordance with the guidelines laid down by Central Government and if granted strictly in accordance with guidance, each Council will be compensated by Central Government through a grant under section 31 of the Local Government Act 2003.
- 11.4 The relief is known as the 'Supporting Small Businesses Scheme'

Who is eligible for the relief and how much relief will be available?

- 11.5 The Supporting Small Businesses relief will help those ratepayers who as a result of the change in their rateable value at the revaluation are losing some or all of their small business or rural rate relief and, as a result, are facing large increases in their bills.
- 11.6 To support these ratepayers, the Supporting Small Businesses relief will ensure that the increase per year in the bills of these ratepayers is limited to the greater of:
- a. a percentage increase per annum. of 5%, 7.5%, 10%, 15% and 15% 2017/18 to 2021/22 plus inflation. (Unlike the transitional relief scheme under the Chargeable Amount regulations), for the first year of the scheme the percentage increase is taken against the bill for 31 March 2017 after small business rate relief or rural rate relief; or
 - b. a cash value off 600 per year (£50 per month).
- 11.7 This cash minimum increase ensures that those ratepayers paying nothing or very small amounts in 2016/17 after small business rate relief are brought into paying something.

- 11.8 In the first year of the scheme, this means all ratepayers losing some or all of their small business rate relief or rural rate relief will see the increase in their bill capped at £600. The cash minimum increase is £600 per year thereafter. This means that ratepayers who in 2016/17 paid nothing under small business rate relief and are losing all of their entitlement to relief (i.e. moving from £6,000 rateable value or less to more than £15,000) would under this scheme be paying £3,000 in year 5.
- 11.9 The Government has also decided that those on the Supporting Small Businesses relief scheme whose 2017 rateable values are £51,000 or more will not be liable to pay the supplement (1.3p) to fund small business rate relief while they are eligible for the Supporting Small Businesses relief scheme.
- 11.10 Ratepayers will remain in the Supporting Small Businesses relief scheme for either 5 years or until they reach the bill they would have paid without the scheme (this would be the charge payable as their true rates payable or the charge calculated under the Non-Domestic Rating (Chargeable Amounts) (England) Regulations 2016).
- 11.11 A change of ratepayer will not affect eligibility for the Supporting Small Businesses relief scheme but eligibility will be lost if the property falls vacant or becomes occupied by a charity or Community Amateur Sports Club.
- 11.12 The rules for state aid (as detailed in section 4 of this policy) shall apply when considering Supporting Small Businesses Relief.

Recalculation of relief

- 11.13 The amount of relief awarded under the Supporting Small Businesses relief scheme will be recalculated in the event of a change of circumstances including the following:
- This could include, for example, a backdated change to the rateable value or the hereditament; or
 - The awarding of another relief.
- 11.14 EK Services will, in effect, calculate the award on a daily basis taking into account the above, and the relief will be re-calculated if the rateable value changes.

Other Reliefs

- 11.15 Hereditaments eligible for charity or Community Amateur Sports Club relief or hereditaments which are unoccupied are not eligible for Supporting Small Businesses Relief. Likewise, the same principle applies to properties for which a Section 44A certificate has been granted (apportionment of rateable values for partly occupied properties). The presence of a section 44A certificate will not further reduce the bill found under the Supporting Small Business scheme.
- 11.16 In accordance with Central Government guidelines, all other discretionary reliefs, will be considered after the application of Supporting Small Businesses relief.
- 11.17 Each partnership Council has decided that EK Services can grant relief strictly in accordance with Central Government guidelines

12.0 Public House Relief

General Explanation

- 12.1 This is a temporary relief for 2017-18 and the Government is not changing the legislation around the reliefs available to premises. Central Government will reimburse local authorities that use their discretionary relief powers (under section 47(3)) of the Local Government Finance Act 1988) to grant £1000 relief in line with the eligibility criteria set out in guidance to be produced by Central Government.
- 12.2 Central Government guidelines have been issued and it has been established that any amount granted will be reimbursed by a section 31 grant.

Eligibility criteria

- 12.3 EK Service's policy, in line with Central Government requirements, will provide a relief of £1,000 relief for one year only (1st April 2017 to 31st March 2018) for all eligible public houses who have a rateable value of less than £100,000 on 1st April 2017.
- 12.4 The definition of a 'Public House' means any premises as defined in the Licensing Act 2003, which has a premises license authorising sale by retail of alcohol for consumption on the premises. In addition, the premises must be used principally for retail sales of alcohol to members of the public for consumption on the premises, and sales must not be subject to the condition that buyers reside at or consume food on the premises.
- 12.5 It will be for EK Services to decide whether any premises falls within the definition give in the above paragraph. No relief shall be given where the premises are unoccupied.

Other Reliefs

- 12.6 Pubic House relief will be granted after applying any other mandatory reliefs and reductions

Public House Relief- the Council's policy for granting discretionary relief

- 12.7 Each partnership Council has decided to allow EK Services to grant relief strictly in accordance with Central Government guidelines.

13.0 Equalities Statement

EK Services are committed to delivering a service that is accessible and fair to all of the communities that we serve. We will ensure that all people are treated with respect and dignity.

The Equality Act 2010 sets us an “Equality Duty” to:

1. eliminate discrimination, harassment and victimisation;
2. promote equality of opportunity between different groups in the community;
and
3. foster good relations within the local community

We give careful consideration to equality issues in our new and existing policies, strategies and services to see what effect they will have on different groups within our communities, including those with protected characteristics.

The protected characteristics covered by the Equality Duty are:

- age;
- disability;
- marriage and civil partnership (but only in respect of eliminating unlawful discrimination);
- pregnancy and maternity;
- gender reassignment;
- race – this includes ethnic or national origins, colour or nationality;
- religion or belief – this includes lack of belief;
- sex (gender);
- sexual orientation.

We also recognise that socio-economic status can be a significant barrier to equality of opportunity.

We identify potential consequences for these groups and ensure any negative impacts are eliminated or reduced. We also identify opportunities to eliminate discrimination and promote positive relations between groups and throughout our communities.

14.0 Policy Review

This policy will be reviewed on an annual basis and when changes dictate in order to ensure it remains valid, effective and relevant.

Appendix 3 – review notification letter to ratepayers

Dear

Discretionary Rate Relief

Business Rates account number:

Property:

I am writing to you as your organisation currently receives Discretionary Rate Relief to reduce their business rates bill. Eligibility for this relief is currently based upon the circumstances at the time of your last application and periodically these circumstances need to be reviewed.

In accordance with the Government regulations, I am giving you 12 months notice that this relief will cease from 31 March 2024.

In order to continue receiving relief from 1 April 2024, a new application for relief will be required, which will be assessed against the guidelines within the Council's Discretionary Rate Relief Policy. During the 2023/24 financial year (April 2023 to March 2024) we will write to you again to provide details on how to re-apply for the relief.

Please DO NOT reapply for relief now. Please wait until you receive the second letter, inviting you to reapply. If you complete a relief form now, this will be completed with no action and you will need to complete another form at a later date.

If you do not want relief to continue after 31 March 2024, then there is no need to do anything further and relief will automatically be removed when we send your new year bill in March 2024.

Yours sincerely,

Mrs S Furner
Business Rates Team Manager

Appendix 4 - Proposed scoring methodology for awarding business rates discretionary relief to charities and non profit-making organisations

Methodology and scoring

In the interests of transparency the following criteria and scoring matrix will be used, to determine the level of either Discretionary or Top-up Discretionary Relief. A judgment will be made against 5 different measures, as set out below, and a score given for each of those 5.

Each of the measures carries a maximum of 8 points and an application receiving a certain level of points will qualify for a fixed percentage of Discretionary rate relief, as follows:-

Scoring Values	Discretionary Relief	Top-up Discretionary Relief
More than 36 points	100% Awarded	20% Awarded
Between 30 to 34 points	75% Awarded	15% Awarded
Between 20 to 30 points	50% Awarded	10% Awarded
Between 10 to 20 points	25% Awarded	5% Awarded
Less than 10 points	0% Awarded	0% Awarded

The only exceptions to cases subject to the criteria are the 'Included' categories, as stated previously. These cases will be granted the additional "top up" of 20% discretionary relief, automatically.

Measure 1 – Alignment to relevant corporate priorities

How is it measured?

The organisation must demonstrate its alignment to the relevant corporate priorities, through the application form, its constitution, aims, objectives and physical delivery to the community.

Description	Measure	Points
How do the organisation's objectives link into the Corporate priorities.	Significantly aligned	8
	Mostly aligned	6
	Partially aligned	4
	Limited alignment	2
	No alignment	0

Measure 2 – Access to services & affordability

How is it measured?

The organisation must demonstrate its access to services, any charging policies, and concessionary rates, through the application form, its website, its constitution or any other evidence.

Description	Measure	Points
Open to all	Free service provision and / or positive discrimination to enable affordability to less well-off groups	8
Open to most	Majority of service provision is free and any charges are affordable to all groups	6
Open to some	Elements of free service provision and some concessions for less well-off groups and any membership fees are affordable.	2
Closed Members only	Annual membership with no concessions for citizens of different groups	0

Measure 3 – Service provision & availability of alternatives

How is it measured?

The organisation must demonstrate how its service provision compliments or substitutes for Council Services and whether there are any other service providers within the area that deliver the same or similar services, through the application form, its constitution, aims, objectives and physical delivery to the community.

Description	Measure	Points
Sole provider	Sole provider of services that meet the needs of the Council and its residents	8
Two providers	Two organisations providing the same services to meet the needs of the Council and its residents	6
Three Providers	Three organisations providing the same services to the Council's residents	4
Four or more Providers	Multiple providers giving the same services to the Council's residents.	2

Measure 4 – Residents Participation

How is it measured?

The organisation must demonstrate what proportion of the Council's community is benefitting from the service provision, through the application form, its website or other collateral and specific group feedback within the community.

Description	Measure	Points
Exclusive to the Council Area	90% or more of service users live within the Council area.	8
Primarily within the Council Area	Between 50% and 90% of the service users reside within the Council area.	6
Open to some	Between 25% and 50% of the service users reside within the Council area.	4
Open to few	< 25% of the service users reside within the Council area	2

Measure 5 – Financial Status & Funding

How is it measured?

The organisation must demonstrate where its funding streams come from, through the application form, accounts, Charity Commission or an initial income forecast if recently created.

Description	Measure	Points
Annual surplus is less than the Business Rates payable or making a loss	The expenditure on activities is either equal to or greater than the annual unrestricted income. All funding is received through grants or donations.	8
Annual surplus is more than the Business Rates payable but less than £10k per annum.	The expenditure on activities is less than the annual unrestricted income. All funding is received through grants or donations.	6
Annual surplus is more than the Business Rates payable and is £10k - £20k per	The expenditure on activities is less than the annual unrestricted income. Funding is received through	4

annum.	grants, donations or income generation.	
Annual Surplus is more than the Business Rates payable and greater than £20k per annum	The expenditure on activities is less than the annual unrestricted income. Funding is received through membership fees or income generation.	2
Annual Surplus is more than the Business Rates payable, greater than £20k per annum or restrictive membership practices.	The majority of funding is received through membership fees, income generation or from a bar.	0

POLICY FOR THE GRANTING OF DISCRETIONARY BUSINESS RATES RELIEF UNDER SECTION 47 OF LOCAL GOVERNMENT FINANCE ACT 1988

Canterbury City Council, Dover District Council and Thanet District Council have entered into a shared service agreement to allow joint working and make business efficiencies in the Benefits, Council Tax, Business Rates, and Customer Service teams.

Where 'EK Services', and 'EKS' are mentioned this refers to the shared service between Canterbury City Council, Dover District Council and Thanet District Council.

Where references are made to 'EK Services Officers' these services are now being delivered by Civica UK Limited. Civica UK Limited provides benefit services, income collection services, council tax and business rates administration and collection services and customer contact services to the Council.

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1.0 Purpose of the Policy

- 1.1 The purpose of this policy is to determine the level of Discretionary Business Rates Relief to be granted to certain defined ratepayers within the Councils' area.
- 1.2 The Local Government Finance Act 1988 and subsequent legislation requires each Council to grant discretionary relief for premises occupied by Charities and similar organisations that own or occupy them wholly or mainly for charitable purposes. Likewise, certain premises situated within a rural settlement area will be eligible for relief. Powers have also been granted under the Localism Act 2011, which allow for the granting of discretionary rate relief to any premises where a Council feels the granting of such relief would be of benefit to the local community.
- 1.3 In addition to the above, Central Government is keen to assist businesses in other specified cases. These reliefs are usually outlined at a fiscal event and guidance on the administration of these reliefs is provided to Local Authorities. Local Authorities are expected to award these reliefs using their powers under discretionary powers contained within Section 47 of The Local Government Finance Act 1988. In these cases, and where a Council meets Central Government guidelines, grants are available under section 31 of the Local Government Act 2003 to fund the award of these reliefs and discounts.
- 1.4 Whilst all Councils are obliged to grant relief to premises which fall within the mandatory categories, the Councils also have powers to grant discretionary relief and reductions to ratepayers, subject to certain criteria being met.
- 1.5 This document outlines the following areas:
- Details of the criteria for receiving an award under schemes introduced by Government during a fiscal event;
 - Guidance on granting and administering the reliefs;
 - Subsidy Control limitations on granting relief
 - The Partnership Councils' Scheme of Delegation.
- 1.6 This document covers all aspects of the Discretionary Business Rates Relief schemes which are available from 1st April 2023. Where businesses are eligible for or request relief they will be granted (or not granted) in line with this policy.

2.0 Discretionary Relief - Legislative Background

Introduction

- 2.1 The original purpose of discretionary relief was to provide assistance where the property does not qualify for mandatory relief, or to 'top up' cases where ratepayers already receive mandatory relief.

- 2.2 Over recent years, and particularly since 2011, the discretionary relief provisions have been amended to allow authorities the flexibility to provide more assistance to businesses and organisations.
- 2.3 The range of bodies, which are eligible for discretionary rate relief, is wide and has been developed by both the Council and Central Government to address certain issues with business rates.
- 2.4 Unlike mandatory relief, ratepayers are obliged to make an application for discretionary relief. This policy will set out scenarios where an automatic award may be made and ratepayers required to 'opt out' of relief when they do not qualify.
- 2.5 Applications are to be carefully considered under their own merits. Where Central Government provides guidelines under which to consider awards, standard criteria may be applied in line with these guidelines.
- 2.6 There is no statutory appeal process or Tribunal against any decision made by the Council, although as with any decision of a public authority, decisions can be reviewed by Judicial Review. However, the local authority will, upon request, review decisions made. Details of the internal review process are given within this policy.
- 2.7 The granting of discretionary relief broadly falls into the following categories:
- a. Discretionary Relief 'top up' - Charities and Community Amateur Sports Clubs (CASCs) who already receive mandatory relief;
 - b. Discretionary Relief - Premises occupied by organisations not established or conducted for profit, whose main objectives are charitable or are otherwise philanthropic or religious or concerned with education, social welfare, science, literature or the fine arts, or premises occupied by organisations not established or conducted for profit and wholly or mainly used for purposes of recreation;
 - c. Discretionary Relief - granted under the Localism Act 2011 provisions;
 - d. Discretionary reliefs - granted under section 47 of the LGFA 1988 following announcements made by the Government at a fiscal event.

This policy relates specifically to category d.

Approach to granting Government led Discretionary Relief schemes

- 2.8 Over the past few years, a number of schemes have been led by Central Government but without specific legislative changes. These are administered under S47 of the Local Government Finance Act 1988 and guidance is often provided. The local authority is keen to support such initiatives especially where they are designed to help local businesses and will look to maximise both the reliefs given as well as maximising any grants receivable. However, we reserve the right to vary our approach where thought appropriate.
- 2.9 In the case where there is a scheme introduced without full guidance and where there is a discretionary element, Local Councils will need to develop their own scheme to

meet local needs (for example, Local Discretionary Discount and Covid-19 Additional Relief Fund [CARF]). A separate decision will be made in addition to the guidelines in this policy on the allocation of central government funding for the operation of such schemes.

3.0 Effect on the Partnership Council's Finances

- 3.1 The granting of discretionary relief will, in the main, potentially involve a cost to each Council. Since the change to the funding for Non-Domestic Rating in April 2013, the effect of the relief is complex.
- 3.2 Any amounts granted prior to 1st April 2013 and continuing since that date will be included in the Council's baseline within the Business Rates Retention Scheme. For any amounts granted for similar cases after 1st April 2013, the costs of the relief will be borne in accordance with the Business Rates Retention Scheme share, namely 50% borne by Central Government, 40% by each Council and 10% by Kent County Council. This also applies where mandatory relief is granted.
- 3.3 Each scheme introduced by Central Government will come with its own funding mechanisms. In the main, schemes introduced where Councils are required to use their powers under section 47 of the Local Government Finance Act 1988 will be fully funded by Central Government. Compensation for relief awarded will be granted under section 31 of the Local Government Act 2003. In some cases, where local discretionary elements of a scheme are included, a separate, fixed funding pot may be provided to each Council for distribution based on local priorities.
- 3.4 Where there is a fixed funding pot for a specific discretionary scheme, the Council will distribute funding up to and not exceeding the funding provided. It is possible for the Council to grant more relief than that allocated by grant. However, once the maximum grant level has been reached, any additional amount granted is borne by each Council, County Council and Central Government, based on retention arrangements at that time.

4.0 Administration of Discretionary Relief - General Approach.

- 4.1 The following section outlines the procedures followed by officers in granting, amending or cancelling discretionary relief and reduction.
- 4.2 All reliefs must be applied for. Where specific information is required in order to assess eligibility, the Council will make an electronic application form available on the Council's website. Application may also be by 'opt out'. In some cases, officers will have sufficient information to make an assumption on eligibility for a relief. Where this happens, the Council will communicate how ratepayers are able to opt out of receiving relief based on choice or eligibility.

- 4.3 Where a relief can be carried over from one financial year to the next without reapplication, information will be made available to tell ratepayers how to decline further relief.
- 4.4 Where a formal application is required, applicants will need to ensure that all requested information is provided. If the required information is not provided within the timescales specified, the application will be marked as incomplete and an award of relief will not be considered.
- 4.5 The Council will provide advice and assistance to ratepayers applying for relief. Ratepayers are encouraged to approach the relevant council direct and not pay for such services through third parties.
- 4.5 Where an application is provided, the Council will notify the ratepayer of decisions made. This can be in writing in the form or letter or email, by telephone (with calls diary noted on the relevant business rates account) or by the issuing of a new business rates bill showing the relief award.
- 4.6 Where no application is provided and an automatic award made, details of how to opt out of relief will be made available on the Council website and where necessary, signposted by separate letter, email, secure message or on the reverse of the bill.
- 4.7 Where relief is not granted following an application, then the decision to refuse relief will be notified to the ratepayer. The ratepayer will be told:
- Why the decision has been made to refuse relief
 - What the ratepayer can do if they disagree with the decision
 - If relating to a relief where guidance has been provided by Central Government, a link to the relevant guidance on the Government website.

The Non-Domestic Rating (Discretionary Relief) Regulations 1989

- 4.8 Discretionary relief is to be granted from the beginning of the financial year in which the decision is made. Since 1997 decisions can be made up to 6 months after the end of the financial year for which the application was made. In such cases, the decision may be backdated.
- 4.9 A decision to award discretionary relief and how much relief is given is normally only applicable to the financial year for which the application is made. However, we reserve the right to grant relief for any other period as appropriate.
- 4.10 Variations in any decision will be notified to ratepayers as soon as practicable and will take effect as follows:
- Where the amount is to be increased due to a change in rate charge or a change in a Council's decision which increases the award. This will apply from the date the Council deems appropriate;
 - Where the amount is to be increased for any reason it will take effect at the expiry of a financial year (with financial year meaning 1 April in one year to 31 March of the next) and so that at least one year's notice is given;

- Where the amount is to be reduced due to a reduction in the rate charge or liability including any reduction in rateable value, awarding of another relief or exemption this will apply from the date of the decrease in rate charge; and
- Where the amount is to be reduced for any other reason, it will take effect at the expiry of a financial year, and so that at least one year's notice is given.

4.11 A decision may be revoked at any time, however, a one year period of notice will be given and the change will take effect at the expiry of a financial year.

4.12 Where a decision to award relief is in line with Central Government guidance and the relief awarded only applies in respect of a single financial year, relief will automatically end at the end of that financial year.

5.0 Retail Discount

General Explanation

5.1 This is a temporary relief for 2022/23 and the Government is not amending the primary legislation around the reliefs available to premises. Central Government will reimburse Local Authorities that use their discretionary relief powers under section 47 of the Local Government Finance Act 1988 to grant relief in line with the eligibility criteria set out in guidance produced by Central Government.

5.2 Central Government guidelines have been issued and it has been established that any amount granted in line with these guidelines will be reimbursed by a section 31 grant.

Background

5.3 In 2019/20 Government announced that eligible retailers with a rateable value below £51,000 will receive a one third discount on their business rates bills. This scheme will run in 2019/20 and 2020/21, and adopts the same definition of 'retail' following the previous retail relief scheme in 2014/15 and 2015/16.

5.4 In 2020/21, in response to the Covid-19 pandemic, Central Government expanded Retail Discount to include the Hospitality and Leisure sectors and increased the discount to 100% of the charge for all qualifying businesses. There was no cap on relief and no maximum Rateable Value (RV) and State Aid limits did not apply. A list of qualifying retail, hospitality and leisure businesses was provided by Central Government.

5.5 In 2021/22, the Expanded Retail Discount came in two parts; 100% relief for all eligible qualifiers for 1 April 2021 to 30 June 2021, with no impact on Subsidy Controls. This relief was then reduced to 66% for qualifying businesses, up to a maximum award of £105,000 per economic actor. Relief awarded from 1 July 2021 was subject to Subsidy Controls. A list of qualifying retail, hospitality and leisure businesses was provided by Central Government.

5.6 In 2022/23, Retail Discount of 50% awarded to those in the Retail, Hospitality and Leisure sectors. A list of qualifying retail, hospitality and leisure businesses was provided by Central Government. Relief was capped at £110,000 per economic actor and subject to Subsidy Controls.

2023/24 Retail Discount

5.7 The Council's policy, in line with Central Government requirements, will grant relief at 75% of the chargeable amount to qualifying businesses for the 2023/24 financial year only.

5.8 Relief will only be granted for one financial year to which the scheme relates.

5.9 Relief will be calculated on a daily basis and will be awarded up to a maximum of £110,000 per business. Ratepayers that occupy more than one property which satisfy the criteria will be entitled to relief for each of their eligible properties subject to the relevant cash cap level. No ratepayer can exceed the cash cap. A ratepayer will be treated as having a qualifying connection with another ratepayer if:

a. both ratepayers are companies, and

i. one is a subsidiary of the other, or

ii. both are subsidiaries of the same company; or

b. where only one ratepayer is a company, the other ratepayer has such an interest in that company as would, if the second ratepayer were a company, result in its being the holding company of the other.

5.10 Qualifying properties can be found in Appendix 1. Full details of businesses qualifying for this relief for 2023/24 can be found at gov.uk.

5.11 It will be up to the Council to decide if businesses fall under the qualification criteria in Appendix 1. This list is not exhaustive and it will be for the Council to decide whether or not a business operates in a similar nature to any other listed, or falls among the broader scheme criteria and therefore qualifies for relief.

5.12 Relief cannot be granted in respect of unoccupied properties.

5.13 Retail discount will place under the following hierarchy when awarding relief:

- Transitional Relief
- Mandatory reliefs
- S. 47 Discretionary reliefs in the following order:

I SSBR

II Charitable, CASC and rural relief top up, not for profit relief

III other discretionary relief, including Freeport relief

IV 2023/24 Retail, Hospitality and Leisure relief scheme

V Other locally funded schemes (such as hardship)

- 5.14 Ratepayers have the right to refuse relief. Relief must be refused by 30 April 2024. Once a ratepayer has refused relief, they are unable to opt back in and request relief for the same period. Refusal of relief places them outside of the scope of the scheme. If a ratepayer opts out, relief will immediately be removed from the account and an adjusted Demand notice will be issued, without relief.
- 5.15 Retail Discount will be automatically awarded in most cases. For 2023/24 it will automatically be awarded to those businesses previously receiving Retail Discount in 2022/23. Some effort will be made to identify businesses that will exceed the cash cap and these will not be allocated relief.
- 5.16 If a ratepayer is not automatically granted relief they are able to request relief be awarded. A contact form should be completed on the relevant Council website and their request will be considered in line with this policy and the Government guidance.
- 5.17 If a ratepayer is not eligible for relief but it has been awarded, they should tell the Council straight away. This can be done by email or by completing the relevant online form on the Council website. Relief will be removed immediately and a revised Demand issued without relief.
- 5.18 Properties that are subject to splits, mergers or other changes during the 2023/24 billing year will be considered afresh based on their new daily liability.
- 5.19 No discount will be given under this scheme to properties owned by the Council, a precepting Authority or a functional body, within the meaning of the Greater London Authority Act 1999.

Circumstances under which an award will be terminated

- 5.20 In addition to the circumstances outlined above under which no award will be made under these schemes; awards will be terminated early under the following circumstances:
- the organisation ceases from activities which the Council deems to meet the above eligibility criteria. The organisation is required to advise the Council of any such change as soon as possible in writing.
 - The organisation ceases trading

Subsidy

- 5.21 Retail discount is considered subsidy and subject to the UK's domestic and international subsidy control obligations. General subsidy information is available in section 9 of this policy.

- 5.22 To the extent that the Council is seeking to provide relief that falls below the Minimal Financial Assistance (MFA) thresholds, the Subsidy Control Act allows an economic actor (e.g. a holding company and its subsidiaries) to receive up to £315,000 in a 3-year period (consisting of the 2023/24 year and the 2 previous financial years). MFA subsidies cumulate with each other and with other subsidies that fall within the category of 'Minimal or SPEI financial assistance'.

Expanded Retail Discount granted in 2021/22 does not count towards the £315,000 allowance but BEIS COVID-19 business grants and any other subsidies claimed under the Small Amounts of Financial Assistance limit of the Trade and Cooperation Agreement will be counted.

- 5.23 In those cases where it is clear to the Council that the ratepayer is likely to breach the cash cap or the MFA limit then we will automatically withhold the relief. Otherwise, the Council will include the relief in bills and ask ratepayers on a self-assessment basis, to inform the Council if they are in breach of the cash caps or MFA limit.

- 5.24 MFA subsidies above £100,000 are subject to transparency requirements. This is not cumulated per beneficiary but applies per subsidy award. This means that for every individual subsidy provided of more than £100,000, the Council needs to include details of the subsidy on the subsidy control database.

6.0 Supporting Small Business Relief

General Explanation

- 6.1 This is a temporary relief for 2022/23, 2023/24 and 2024/25 financial years and Central Government is not amending the primary legislation around the reliefs available to premises. Central Government will reimburse Local Authorities that use their discretionary relief powers under section 47 of the Local Government Finance Act 1988 to grant relief in line with the eligibility criteria set out in guidance produced by Central Government.
- 6.2 Central Government guidelines have been issued and it has been established that any amount granted in line with these guidelines will be reimbursed by a section 31 grant.

Background

- 6.3 Central Government increased the thresholds for Small Business Rate Relief from 1 April 2017 to £12,000 for the 100% relief and £15,000 for the tapered relief. They also allowed rural rate relief to be granted up to 100% using S47 of the Local Government Finance Act 1988 as a top up to the mandatory level of 50%, albeit that the rateable value limits have not been changed in respect of rural hereditaments. Unfortunately, despite these changes, some

small businesses and businesses in rural areas lost their entitlement to the relief due to increases in Rateable Value through the revaluation on 1st April 2017.

6.4 The transitional relief scheme (provided under the Non-Domestic Rating (Chargeable Amounts) (England) Regulations 2016 No. 1265) did not provide support in respect of changes in reliefs. Therefore, those ratepayers who lost some or all of their small business or rural rate relief faced large percentage increases in bills from 1 April 2017.

6.5 In view of this, Central Government provided a new scheme of relief that would be made available to those ratepayers facing large increases as a result of the loss of small business or rural rate relief due to the 2017 revaluation. All local authorities are encouraged to grant the relief in accordance with the guidelines laid down by Central Government and if granted strictly in accordance with guidance, each Council will be compensated by Central Government through a grant under section 31 of the Local Government Act 2003.

6.6 The relief is known as the 'Supporting Small Businesses Scheme'

Supporting Small Business Relief (SSBR) 2023

6.7 The SSBR 2023 scheme will help those ratepayers who as a result of the change in their rateable value at the 2023 revaluation are losing some or all of their small business or rural rate relief and, as a result, are facing a large increase in their bills.

6.8 To support these ratepayers, the SSBR will ensure that the increase per year in the bills of these ratepayers is limited to £600.

6.9 In the first year of the scheme, this means all ratepayers losing some or all of their small business rate relief or rural rate relief will see the increase in their bill capped at £600. For each subsequent year, the increase in their bill will be capped at a further £600 per year.

6.10 Central Government has also decided that those in receipt of SSBR scheme whose 2023 rateable values are £51,000 or more will not be liable to pay the supplement (1.3 pence per £ of RV) to fund small business rate relief while they are eligible for the SSBR scheme.

6.11 Ratepayers will remain in the SSBR scheme for either 3 years or until they reach the bill they would have paid without the scheme. The following exclusions to this apply:

- Those ratepayers receiving 2017 SSB in 2022/23, any eligibility for 2023 SSBR will end on 31 March 2024. Relief will be withdrawn on 31 March 2024 without further notice.
- Ratepayers who during 2022/23 lost SBRR due to second property, but continued to receive SBRR for 12 months, will be eligible for SSBR until the end of their 12 month run-on. They will then lose the relief.

6.12 A change of ratepayer will not affect eligibility for SSBR scheme, but eligibility will be lost if the property becomes vacant or is occupied by a charity or CASC (Community Amateur Sports Club).

6.13 SSBR will place under the following hierarchy when awarding relief:

- Transitional Relief

- Mandatory reliefs
- S. 47 Discretionary reliefs in the following order:

I SSBR

II Charitable, CASC and rural relief top up, not for profit relief

III other discretionary relief, including Freeport relief

IV 2023/24 Retail, Hospitality and Leisure relief scheme

V Other locally funded schemes (such as hardship)

6.14 The amount of relief awarded under the SSBR scheme will be recalculated in the event of a change of circumstances including the following:

- This could include, for example, a backdated change to the rateable value or the hereditament; or
- The awarding of another relief.

6.15 The award will be calculated on a daily basis, taking into account the above and the relief will be re-calculated if the rateable value changes. This change of circumstances could arise during the year in question or during a later year.

6.16 Hereditaments eligible for charity or CASC relief or hereditaments which are unoccupied are not eligible for SSBR.

6.17 The presence of a section 44A certificate will not further reduce the bill found under the SSBR scheme.

6.18 Under regulations made under section 47 of the Local Government Finance Act 1988 authorities must give at least 12 months' notice of a revocation or variation of a rate relief scheme the effect of which would be to increase rate bills. Such a revocation or variation can only take effect at the end of a financial year (other than to comply with international agreements). But within these regulations, local authorities may still make decisions which are conditional upon eligibility criteria. If a change in circumstances renders a property ineligible, the relevant bill can be amended in the year to reflect the loss of the relief.

6.19 Relief will only be awarded providing the property continues to remain eligible for relief. If the use of the property changes so that it is no longer eligible for relief, the relief will be recalculated or removed and a new Demand notice issued.

Subsidy control

6.20 SSBR is considered a subsidy and is subject to the UK's domestic and international subsidy control obligations. General subsidy information is available in section 9 of this policy.

6.21 To the extent that the Council is seeking to provide relief that falls below the Minimal Financial Assistance (MFA) thresholds, the Subsidy Control Act allows an economic actor (e.g. a holding company and its subsidiaries) to receive up to £315,000 in a 3-year period (consisting of the 2023/24 year and the 2 previous financial years). MFA subsidies cumulate with each other and with other subsidies

that fall within the category of 'Minimal or SPEI financial assistance'.

BEIS COVID-19 business grants and any other subsidies claimed under the Small Amounts of Financial Assistance limit of the Trade and Cooperation Agreement will be counted under the £315,000 allowance.

6.22 In those cases where it is clear to the Council that the ratepayer is likely to breach the cash cap or the MFA limit then we will automatically withhold the relief. Otherwise, the Council will include the relief in bills and ask ratepayers on a self-assessment basis, to inform the Council if they are in breach of the cash caps or MFA limit.

6.23 MFA subsidies above £100,000 are subject to transparency requirements. This is not cumulated per beneficiary but applies per subsidy award. This means that for every individual subsidy provided of more than £100,000, the Council needs to include details of the subsidy on the subsidy control database.

7.0 Heat Network Relief

General explanation

7.1 In October 2021, the government announced a 100% relief for eligible low-carbon heat networks that have their own rates bill to begin on 1 April 2023.

7.2 At the Spring Statement 2022, the Chancellor announced that the heat network relief would be brought forward and would apply from 1 April 2022. For the 2022/23 financial year, this relief has been delivered using existing local government discretionary relief powers and funded by Central Government. This will continue for 2023/24.

7.3 The Heat Network Relief scheme will be administered by the Council and applied directly to business rate accounts.

Heat Network relief 2023/24

7.4 In order to be eligible for Heat Network Relief the rating assessment must be:

- a. wholly or mainly used for the purposes of a heat network, and
- b. The heat is expected to be generated from a low carbon source (irrespective of whether that source is located on the hereditament or on a different hereditament) over the next 12 months.

7.5 For these purposes, a heat network is defined as:
A facility, such as a district heating scheme, which supplies thermal energy from a central source to consumers via a network of pipes for the purposes of space heating, space cooling or domestic hot water.

- 7.6 A low carbon source is a source of which at least:
- a. 50% is renewable
 - b. 50% is waste heat
 - c. 75% is cogeneration heat (where cogeneration means the simultaneous generation in one process of thermal energy and electrical or mechanical energy), or
 - d. 75% is a combination of the sources above.
- 7.7 For a source to be considered renewable, it must be one of the sources listed in Class1(e) of the Schedule to the Valuation for Rating (Plant and Machinery) (England) Regulations 2000 (SI 2000 No. 540) as inserted by regulation 2(b) of SI2022 No. 405
- 7.8 Hereditaments wholly or mainly providing heat for a different purpose (such as industrial process) are not eligible.
- 7.9 The test will be applied to the property as a whole and relief will not be granted in respect of part of a rating assessment. Where a heat network forms part of another rating assessment, such as the heating system in a multi-occupied building or estate, relief will not be granted.
- 7.10 Properties comprising a power station and a heat recovery and network system will not qualify for relief. The purpose of generating electricity does not count towards meeting the wholly or mainly test. If a heat recovery and network system is separately rated to the power station, then it may still qualify, depending on meeting the other eligibility criteria.
- 7.11 Where heat is being taken from an incinerator or Energy from Waste (EfW) Plant, it will not qualify for relief. This is because the heat network is likely to be a by product of the main purpose of the property, the incineration of waste or generation of power. Only if the heat network has been specifically designed as a heat network, will it qualify, providing the other eligibility criteria are met.
- Waste heat includes heat or coolth unavoidably generated as a by-product of another process, which would be wasted if not used for the purposes of a district heating network.
- 7.12 Heat network relief will place under the following hierarchy when awarding relief:
- Transitional Relief
 - Mandatory reliefs
 - Heat network relief
 - Other discretionary reliefs
- 7.13 The amount of relief awarded under the Heat Relief scheme will be recalculated in the event of a change of circumstances including the following:

- This could include, for example, a backdated change to the rateable value or the hereditament; or
- The awarding of another relief.

7.14 The award will be calculated on a daily basis, taking into account the above and the relief will be re-calculated if the rateable value changes. This change of circumstances could arise during the year in question or during a later year.

7.15 Under regulations made under section 47 of the Local Government Finance Act 1988 authorities must give at least 12 months' notice of a revocation or variation of a rate relief scheme the effect of which would be to increase rate bills. Such a revocation or variation can only take effect at the end of a financial year (other than to comply with international agreements). But within these regulations, local authorities may still make decisions which are conditional upon eligibility criteria. If a change in circumstances renders a property ineligible, the relevant bill can be amended in the year to reflect the loss of the relief.

7.16 Relief will only be awarded providing the property continues to remain eligible for relief. If the use of the property changes so that it is no longer eligible for relief, the relief will be recalculated or removed and a new Demand notice issued.

8.0 Local Newspaper Relief

General explanation

8.1 Local Newspaper Relief was introduced from 1 April 2017 following a Central Government Consultation into providing relief from business rates for local newspapers. This formed part of the Conservative Party Manifesto to support the print industry and to allow local newspapers to adapt to new technology and changing circumstances.

8.2 Relief was originally introduced to be awarded for 2017/18 and 2018/19 only. This was subsequently extended by a further 5 years until 2025..

Award of relief

8.3 On 16 March 2016 the Chancellor announced at the Budget that Central Government would introduce a £1,500 business rates discount for office space occupied by local newspapers, up to a maximum of one discount per local newspaper title and per hereditament, and up to state aid limits, for 2 years from 1 April 2017.

8.4 The relief is intended to be specifically for local newspapers and will be delivered through local authority discretionary discount powers (under section 47(3) of the Local Government Finance Act).

8.5 The criteria for relief:

- a) The relief is to be specifically for local newspapers and by that we mean what would be considered to be a "traditional local newspaper."

- b) The relief will not be available to magazines.
- c) The hereditament must be occupied by a local newspaper and wholly or mainly used as office premises for journalists and reporters.
- d) The amount of relief is limited to a maximum of one discount: - per newspaper title (e.g. per newspaper name) and per hereditament.

8.6 On Monday 27 January 2020, the Financial Secretary to the Treasury made a Written Ministerial Statement announcing additional business rates measures that will apply from 1 April 2020. This included the extension of Newspaper Relief up to and including 31 March 2025.

8.7 Local Newspaper relief will place under the following hierarchy when awarding relief:

- Transitional Relief
- Mandatory reliefs
- Local Newspaper relief
- Other discretionary reliefs

8.8 The award will be calculated on a daily basis. Should there be a change in circumstances, such as a change in the use of the property which means that the ratepayer is no longer eligible for the relief, the relief will be recalculated or removed and a new Demand notice issued. This change of circumstances could arise during the year in question or during a later year.

8.9 Under regulations made under section 47 of the Local Government Finance Act 1988 authorities must give at least 12 months' notice of a revocation or variation of a rate relief scheme the effect of which would be to increase rate bills. Such a revocation or variation can only take effect at the end of a financial year (other than to comply with international agreements). But within these regulations, local authorities may still make decisions which are conditional upon eligibility criteria. If a change in circumstances renders a property ineligible, the relevant bill can be amended in the year to reflect the loss of the relief.

9.0 Rural Rate relief

9.1 During the 2016 Autumn Statement, Central Government announced that the amount of Rural Rate relief for eligible properties would double from 50% to 100% from 1 April 2017. This is because, under the current legislation, eligibility for 50% rural rate relief prevents some rural businesses from benefiting from 100% small business rates relief.

9.2 In the absence of any amendment to primary legislation, Local Councils are required to use their discretionary powers under section 47 of the Local Government Finance Act 1988 to grant the additional relief, based on the guidance issued by Central Government. It is the Government's intention to amend the primary legislation, so this measure is temporary.

9.3 All local authorities are encouraged to grant the relief in accordance with the guidelines laid down by Central Government and if granted strictly in accordance with guidance, each Council will be compensated by Central Government through a grant under section 31 of the Local Government Act 2003.

Mandatory relief - eligibility

- 9.5 Eligible businesses can qualify for rural rate relief if their business is in a rural area with a population below 3,000; they are the only village shop or post office, with a rateable value of up to £8,500, or the only public house or petrol station, with a rateable value of up to £12,500.
- 9.6 Eligible businesses will receive a mandatory discount that equates to 50% of their business rates liability.
- 9.7 As rural rate relief is a mandatory relief, there is no further eligibility in respect of small business rate relief.

Discretionary relief - eligibility

- 9.8 Until primary legislation is amended, where a ratepayer is eligible for 50% mandatory rural rate relief, they will automatically be eligible for an additional 50% discretionary relief. No additional qualification criteria will be required.
- 9.9 Rural rate relief will place under the following hierarchy when awarding relief:
- Transitional Relief
 - Mandatory rural rate relief
 - Discretionary rural rate relief
- 9.9 The award of relief will be calculated on a daily basis. Should there be a change in circumstances, such as a change in the use of the property which means that the ratepayer is no longer eligible for the relief, the relief will be recalculated or removed and a new Demand notice issued. This change of circumstances could arise during the year in question or during a later year.
- 9.10 Under regulations made under section 47 of the Local Government Finance Act 1988 authorities must give at least 12 months' notice of a revocation or variation of a rate relief scheme the effect of which would be to increase rate bills. Such a revocation or variation can only take effect at the end of a financial year (other than to comply with international agreements). But within these regulations, local authorities may still make decisions which are conditional upon eligibility criteria. If a change in circumstances renders a property ineligible, the relevant bill can be amended in the year to reflect the loss of the relief.
- 9.11 Local councils can also give relief of up to 100% to other rural businesses (for properties with a rateable value under £16,500). This relief is not covered by this policy.

10.0 Review / Reconsideration Process

- 10.1 Rate Reliefs made under the local authority's discretionary powers have no formal right of appeal. However, applicants dissatisfied with the authority's decision may request a review/ reconsideration under the following circumstances:

- Additional information that is relevant to the application and that was not available at the time the decision was made becomes available; or
- There are good grounds to believe the application or supporting information was not interpreted correctly at the time the decision was made.

10.2 Where any Council receives an appeal from the ratepayer regarding the granting, non-granting or the amount of any discretionary relief, the case will be reviewed by the Business Rates Manager. Where a decision is revised then the ratepayer shall be informed, likewise if the original decision is upheld.

10.3 Where the ratepayer continues to be aggrieved by the decision, the case will be referred to the section 151 Officer for review. Where appropriate, cases of this nature may also be referred to the Executive member as appropriate.

10.4 Ultimately the formal appeal process for the ratepayer is Judicial Review although EK Services will endeavour to explain any decision fully and openly with the ratepayer.

11.0 Discretionary Relief - Subsidy Controls

11.1 The discretionary reliefs within this policy, unless specifically stated otherwise are considered subsidy and subject to the UK's domestic and international subsidy control obligations.

11.2 Ratepayers eligible for relief will need to fulfil any requirements in place to ensure compliance with those obligations in advance of, during and after claiming relief. It is important that ratepayers claiming discretionary relief maintain records of all subsidies received, as these can be requested by the Council at any time.

11.3 BEIS issued guidance for public authorities containing information for the [new UK subsidy control regime](#) from 4 January 2023. The reliefs in this policy will be administered in line with these controls or any later controls introduced by Central Government.

12.0 Scheme of Delegation

Granting, Varying, Reviewing and Revocation of Relief

12.1 All powers in relation to reliefs are given under the Local Government Finance Act 1988, the Local Government and Rating Act 1997, the Local Government Act 2003 and the Localism Act 2011. However section 223 of the Local Government Act 1992 allows for delegation of decisions by each Council to Cabinet, Committees, Sub- Committees or Officers.

13.0 Equalities Assessment

13.1 The Council is committed to delivering a service that is accessible and fair to all of the communities that we serve. We will ensure that all people are treated with respect and dignity.

The Equality Act 2010 sets us an “Equality Duty” to:

1. eliminate discrimination, harassment and victimisation;
2. promote equality of opportunity between different groups in the community; and
3. foster good relations within the local community

We give careful consideration to equality issues in our new and existing policies, strategies and services to see what effect they will have on different groups within our communities, including those with protected characteristics.

The protected characteristics covered by the Equality Duty are:

- age;
- disability;
- marriage and civil partnership (but only in respect of eliminating unlawful discrimination);
- pregnancy and maternity;
- gender reassignment;
- race – this includes ethnic or national origins, colour or nationality;
- religion or belief – this includes lack of belief;
- sex (gender);
- sexual orientation.

We also recognise that socio-economic status can be a significant barrier to equality of opportunity.

We identify potential consequences for these groups and ensure any negative impacts are eliminated or reduced. We also identify opportunities to eliminate discrimination and promote positive relations between groups and throughout our communities.

14.0 Policy Review

- 14.1 This policy will be reviewed on an annual basis and when changes dictate in order to ensure it remains valid, effective and relevant.

Appendix 1

Retail Discount Scheme - 2023/24 Qualifying properties

Hereditaments that meet the eligibility for Retail, Hospitality and Leisure scheme will be occupied hereditaments which meet all of the following conditions for the chargeable day:

(a) they are wholly or mainly being used:

- i. as shops, restaurants, cafes, drinking establishments, cinemas or live music venues,
- ii. for assembly and leisure; or
- iii. as hotels, guest & boarding premises or self-catering accommodation

1. We consider shops, restaurants, cafes, drinking establishments, cinemas and live music venues to mean:

- Hereditaments that are being used for the sale of goods to visiting members of the public:
 - Shops (such as: florists, bakers, butchers, grocers, greengrocers, jewellers, stationers, off licences, chemists, newsagents, hardware stores, supermarkets, etc)
 - Charity shops
 - Opticians
 - Post offices
 - Furnishing shops/ display rooms (such as: carpet shops, double glazing, garage doors)
 - Car/caravan show rooms
 - Second-hand car lots
 - Markets
 - Petrol stations
 - Garden centres
 - Art galleries (where art is for sale/hire)

- Hereditaments that are being used for the provision of the following services to visiting members of the public:
 - Hair and beauty services (such as: hairdressers, nail bars, beauty salons, tanning shops, etc)
 - Shoe repairs/key cutting
 - Travel agents

- Ticket offices e.g. for theatre
 - Dry cleaners
 - Launderettes
 - PC/TV/domestic appliance repair
 - Funeral directors
 - Photo processing
 - Tool hire
 - Car hire
- Hereditaments that are being used for the sale of food and/or drink to visiting members of the public:
 - Restaurants
 - Takeaways
 - Sandwich shops
 - Coffee shops
 - Pubs
 - Bars
 - Hereditaments which are being used as cinemas
 - Hereditaments that are being used as live music venues:

Live music venues are hereditaments wholly or mainly used for the performance of live music for the purpose of entertaining an audience. Hereditaments cannot be considered a live music venue for the purpose of business rates relief where a venue is wholly or mainly used as a nightclub or a theatre, for the purposes of the Town and Country Planning (Use Classes) Order 1987 (as amended). Hereditaments can be a live music venue even if used for other activities, but only if those other activities (i) are merely ancillary or incidental to the performance of live music (e.g. the sale/supply of alcohol to audience members) or (ii) do not affect the fact that the primary activity for the premises is the performance of live music (e.g. because those other activities are insufficiently regular or frequent, such as a polling station or a fortnightly community event). There may be circumstances in which it is difficult to tell whether an activity is a performance of live music or, instead, the playing of recorded music. Although we would expect this would be clear in most circumstances, guidance on this may be found in Chapter 16 of the statutory guidance

2. We consider assembly and leisure to mean:

i. Hereditaments that are being used for the provision of sport, leisure and facilities to visiting members of the public (including for the viewing of such activities).

- Sports grounds and clubs
- Museums and art galleries
- Nightclubs
- Sport and leisure facilities
- Stately homes and historic houses
- Theatres
- Tourist attractions
- Gyms

- Wellness centres, spas, massage parlours
- Casinos, gambling clubs and bingo halls

ii. Hereditaments that are being used for the assembly of visiting members of the public.

Public halls

Clubhouses, clubs and institutions

3. We consider hotels, guest & boarding premises and self-catering accommodation to mean:

i. Hereditaments where the non-domestic part is being used for the provision

of living accommodation as a business:

Hotels, Guest and Boarding Houses

Holiday homes

Caravan parks and sites

- The list below sets out the types of uses that the government does not consider to be an eligible use for the purpose of this discount. Again, it is for local authorities to determine for themselves whether particular properties are broadly similar in nature to those below and, if so, to consider them not eligible for the discount under their local scheme.

Hereditaments that are being used for the provision of the following services to visiting members of the public:

Financial services (e.g. banks, building societies, cash points, bureaux de change, short-term loan providers, betting shops)

Medical services (e.g. vets, dentists, doctors, osteopaths, chiropractors)

Professional services (e.g. solicitors, accountants, insurance agents/ financial advisers, employment agencies, estate agents, letting agents)

Post office sorting offices

EKS

Business Rates Discretionary Rates Relief Schemes 2024 / 2025

**Working in partnership with Canterbury City Council,
Dover District Council and Thanet District Council.**

Canterbury City Council, Dover District Council and Thanet District Council have entered into a shared service agreement to allow joint working in the Customer Services, ICT, Benefits, Council Tax and Business Rates sections.

Where 'EK Services' and 'EKS' are mentioned this refers to the shared service between Canterbury City Council, Dover District Council and Thanet District Council.

Where references are made to 'EK Services Officers' these services are now being delivered by Civica UK Limited. Civica UK Limited provides benefit services, income collection services, council tax and business rates administration and collection services, and customer contact services to the council.

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Appendix 1. Operational Scoring Guidelines

1.0 Background

1.1.1 Discretionary Relief guidelines have been developed by EK Services, and approved by Canterbury City Council, Dover District Council and Thanet District Council, to assist organisations who may need support beyond any standard Government Reliefs, such as Transitional Relief, Small Business Rates Relief, Empty Property Relief and Mandatory Charitable Relief. This is to provide a reduction in the Business Rates liability.

- Support will be considered under Sections 44A, 47 and 49 of the Local Government Finance Act 1998 and Section 69 of the Localism Act 2011.
- The guidelines are applied to ensure that all customers making application for relief are treated in a fair, consistent and equal manner

1.2.1 The main features of the guidelines are as follows:

- The operation of the Schemes will be at the total discretion of the Council, with the exception of Relief Schemes introduced by Central Government as a policy.
- The guidelines will be applied to each applicant by EK Services on behalf of the Council.
- The factors that must be considered when making a decision to award or refuse relief
- Sets out the delegated authority to award relief in appropriate circumstances, based upon the financial impact to the respective Council.
- Establishes an appeals procedure for customers dissatisfied with EK Services decision.
- Safeguards the interest of the local taxpayers by ensuring that funds that are allocated for the award of relief are used in the most effective and economic way.
- Further detailed guidance for Discretionary Relief and the associated scoring mechanisms are shown in Appendix 1.

2.0 Equalities

2.1 The creation of a Discretionary Rate Schemes guidance meets the Council's obligations under the Equality Act 2010.

3.0 Purpose of this guidance

3.1 The purpose of this guidance document is to specify how EK Services will operate the schemes, to detail the application process, and indicate a number of factors which will be considered when deciding if an award can be made.

3.2 Each case will be treated on its own merits and all applicants will be treated fairly and equally.

4.0 Relief for Charities, Not for Profit Organisations and Community Amateur Sports Clubs (CASC) and Rural properties not eligible for Mandatory Relief

4.1 Legal Requirements

- 4.1.1 Section 47 of the Local Government Finance Act 1988 provides the discretion to award relief.
- 4.1.2 Registered Charities and CASC's are entitled to Mandatory Relief of 80%. EK Services has the discretion to award further rate relief of up to 20%, which is commonly referred to as a 'top-up'.
- 4.1.3 Charity shops will be awarded 80% Mandatory Rate Relief, where the shop is selling solely or mainly donated goods. Where the shop is selling solely, or mainly new items or goods bought in under licence then no Mandatory Rate Relief will be awarded.
- 4.1.4 Rural properties are entitled to Mandatory Relief of 50% providing the qualifying criteria are met. Central Government has also stated that qualifying properties, below the Small Business Rates Relief (£12,000) threshold are to be topped up to 100% relief. This top up is fully funded. EK Services has the discretion to award a further rate relief of up to 50% in cases where the Rateable Value is between £12,000 and £16,500.
- 4.1.5 The award of the 80% mandatory relief to charities and CASC's, and the award of 50% relief for qualifying rural properties are administered in accordance with legislation. This guidance explains how the 20% and 50% top-ups are administered.
- 4.1.6 The amount of relief awarded is entirely at the discretion of EK Services.

4.2 Legal Requirements – Subsidy control

- 4.2.1 Since leaving the European Union the UK Government has introduced its own competition rules to restrict the amount of state subsidies available to businesses, ensuring trade can continue with other sovereign nations. Any relief from taxes such as business rates, could be considered as a qualifying subsidy and should be subject to the Government set limits.
- 4.2.2 Rate relief for charities and non-profit making bodies is not normally considered a qualifying subsidy because the recipients are not in market competition with other businesses. However, if the organisation is engaged in commercial activities, competes with commercial bodies or has a commercial partner then rate relief could constitute subsidy. In such cases it would be unlikely that the organisation would be considered for rate relief.

4.3 Financial Impact

- 4.3.1 The funding arrangements for relief changed when the Business Rates retention scheme was introduced in April 2013. Prior to this date the cost of any award was borne solely by Central Government, via a National Pool. Since April 2013 the cost of any award is shared between Central and Local Government and the Local share is funded by the Council Taxpayers.
- 4.3.2 EK Services aims to spend no more than the budgeted amount. If the budgeted amount is likely to be exceeded, then the EKS staff will discuss this with the clients at the affected Council. It is to be noted that awarding Discretionary Relief on a first come, first served basis i.e. refusing applications once the annual budget is used up, is not permitted.

In the event that the annual budget proves to be insufficient, then each Local Authority must either increase the annual budget or re-visit this policy to amend the criteria for granting such relief. The budget will be monitored closely throughout the year and reports on successful and unsuccessful applications will be passed to the Councils monthly.

The budget for Discretionary Relief will be reviewed annually.

Council	2023/24 Budget (£)
Canterbury	
Dover	
Thanet	

4.4 Persons who can make application

- 4.4.1 Applications must be made by the ratepayer or an individual or organisation working on behalf of the Ratepayer, who has a signed letter of authority to act on their client's behalf.
- 4.4.2 Where the ratepayer is an organisation the application must be made by a person with the authority to act on behalf of the organisation. EK Services may ask for evidence that the person making the application is entitled to act in that capacity.
- 4.4.3 Although there is no statutory requirement to complete a formal application form, the councils do require a form be completed, as it will provide a checklist of criteria to be met or questions to be answered. It will also ensure a consistent approach to decision-making

4.5 The Decision-Making Process

- 4.5.1 All applications will be considered on an individual basis. Consideration for awarding Discretionary Relief is based on the organisation's ability to meet its Business Rate liability. Therefore, copies of the last 3 years audited accounts are to be submitted with the application form. Where audited accounts are not available, financial statements prepared by, or approved by, an appropriate representative shall be acceptable. For a new organisation, 12 months projected cashflow forecast is required.
- 4.5.2 Where an organisation has retained funds, or built up reserves, for a purpose related to the aims and objectives of the organisation, provided that the works are realistically expected to be completed within three years of the date of application, those funds/reserves may be disregarded for the purposes of the award of relief. It is accepted that funds may have to be accrued over many years to fund major projects i.e. replacing an ageing building and consideration to this will be given on an individual basis.

- 4.5.3 Relief is likely to be awarded where it is clear that the activities of the applicant are of direct benefit to the local community and the other criteria mentioned in this policy are met.
- 4.5.4 Relief may be refused or capped if it is considered that the financial cost to each Local Authority or the local community outweighs the benefits generated through the award of relief.
- 4.5.5 Organisations with unallocated reserves or substantial assets (taken to mean 6 months or more of operating costs) may be excluded from qualification or receive a reduced award if it is determined that those reserves or assets could reasonably be used to provide financial support. This will be factored into the decision making process.
- 4.5.6 To ensure there is a fair and consistent approach to the award of Discretionary Relief, all applications will be considered within the guidelines and a written record will be kept on file of the decisions and factors considered in the process. The decision record will be available free of charge to the applicant on request.
- 4.5.7 EK Services will consider applications within 21 days of the application and all supporting information being received. Where there is a delay in the notification of the outcome and the customer cannot be notified within 21 days of application, EKS will notify the customer that there be a delay in processing the application.
- 4.5.8 EK Services will notify the applicant of the decision in writing and where less than the maximum amount of relief is granted or the relief is refused, an explanation of the reasons why will be given. Where full relief is granted, the revised bill showing the award of relief will be considered sufficient notification of the award.
- 4.5.9 EK Services will not consider applications where the customer has failed to provide information within the timescales provided to them and will notify the customer in writing that the application has been refused. If the customer requires additional time to provide supporting documentation they should request an extension to the timescales to avoid the claim being refused.
- 4.5.10 Where an application has been refused either initially or through an appeal, further applications will not be considered within the same financial year unless;
- The use of the property changes; or
 - The objectives of the organisation change; or
 - There have been other changes that may affect EK Services' decision i.e. where an organisation has taken action to address an issue which had previously precluded an award of relief
 - The claim has been refused due to insufficient information and the organisation has provided the missing information within 28 days of the claim refusal.
- 4.5.11 There is no time limit for an organisation to make an application for Discretionary Relief. EK Services must determine applications within six months after the end of the financial year (between 1 April and 30 September) for which the application for relief is made, after this time applications are invalid. **THIS PARA NEEDS REVISING ONCE CLIENTS DECIDE ON'BACKDATING'**

4.6 Automatic maximum awards - 'clusters'

- 4.6.1 It is recognised that there are certain classes of occupier and property that should be automatically eligible for the maximum amount of top up relief and the guidelines have been amended to take this into consideration.
- 4.6.2 The following types of organisations which provide a significant benefit to the local community and meet the corporate priorities or policy intent would automatically be considered for the 20% top up.
- Trustees of Village Halls or playing fields.
 - Uniformed youth and children's groups (such as Scouts or Girl Guides).
 - Local Groups running Community Centres.
 - Eligible organisations managing divested functions on behalf of the Council.
 - Locally affiliated branches of National Charities eg Citizens Advice Bureau, which have their own registered Charity number and specifically serve members of the local community.
 - Hospices caring for terminally ill residents of the Council where the primary funding is not from the NHS.

Where an organisation does not fall into one of these clusters, they will be assessed based on scoring criteria in Annex 1.

4.7 Period of Rate Relief

- 4.7.1 Discretionary Rate Relief will be awarded for one financial year (From 1 April to 31 March) except in circumstances where consideration is being given to awarding relief for a previous financial year within the qualifying timescales outlined in paragraph 4.5.12.
- 4.7.2 Customers receiving relief will be contacted and invited to reapply for relief on an annual basis or as specified by EK Services. EK Services will write to eligible ratepayers to advise them of the process for reapplying, as an alternative application form may be required.

4.8 Calculation of relief

- 4.8.1 Relief will be calculated as a percentage of the Business Rates bill. Should the Business Rates bill reduce within the period Discretionary Rate Relief is granted, the relief will be reduced proportionately.
- 4.8.2 If the Business Rates bill increases within the period Discretionary Rate Relief is granted i.e. an increase in rateable value, the amount awarded will not automatically be increased. In such cases, EK Services, upon request of the customer, will reconsider the application and may award additional relief.
- 4.8.3 In the interests of transparency the following criteria will be used, to determine the levels of either Discretionary or Top up Discretionary Relief.

- **Access to services and affordability**

The organisation must demonstrate its access to services, any charging policies, and concessionary rates, through the application form, its website, its constitution or any other evidence

Organisations that provide free services to all members of the community or positively discriminate citizens on low income / Welfare Benefits will score highly. However, organisations that are members only or have limited or no concessions will not score highly.

- **Service provision and availability**

The organisation must demonstrate how its service provision compliments or substitutes for Council Services and whether there are any other service providers within the area that deliver the same or similar services, through the application form, its constitution, aims, objectives and physical delivery to the community

Where there is a single organisation that provides these services to all members of the community it will score highly. However where multiple organisations are providing the same service they will not score as highly.

- **Residents participation**

The organisation must demonstrate what proportion of the Council's community is benefitting from the service provision, through the application form, its website or other collateral and specific group feedback within the community

Scoring will be based upon the % of local service users with a higher score being allocated where the % of local residents benefitting is the highest.

- **Financial status and funding**

The organisation must demonstrate where its funding streams come from, through the application form, accounts, Charity Commission or an initial income forecast if recently created

Organisations that have the majority or all of their income received through grants, donations or self-funding and is used for expenditure providing the services will score highly. However organisations that have significant operating surpluses and the means to pay the Business Rates due will not score highly.

4.9 Authority to process applications and award Relief

4.9.1 In the interests of efficiency, the authority to consider applications is delegated and shown below

Thresholds – Value of relief	Position of Authority	Counter Authority
Up to £10,000	Business Rates Officer	Senior Business Rates Officer and Client Officer
£10,001 to £30,000	Senior Business Rates Officer	Business Rates Manager and Client Officer
Over £30,000	Business Rates Manager	Business Rates Manager and Client Officer

Where relief applied will exceed annual budget	Business Rates Manager	Business Rates Manager to review and Client Officer to approve and refer for Executive / Cabinet decision.
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4.10 Special Provisions

- 4.10.1 The full 20% 'top up', discretionary relief may be applied to charity shops and other premises but will normally only be awarded if the charity is a local one, not a national one (a local charity is defined to be one who only operates in the particular Council area or who are part of a national Charity but whose accounts and finances are specific to a local area). If the premises are operated by a national charity that does not exist to wholly or mainly benefit the residents of the local area, then discretionary relief will not normally be awarded to 'top up' the 80% mandatory award.
- 4.10.2 EK Services will consider the contribution and benefit that the charity has to the local community.
- 4.10.3 Charity shops that sell wholly or mainly donated goods may be granted a higher amount of relief than those that sell mainly bought-in (new) goods.
- 4.10.4 Discretionary Relief for clubs will not normally be granted if the organisation operates a bar and the majority of the income into the organisation is from bar takings. Membership must be active rather than social membership and wholly or mainly benefit the residents of the local area. Consideration to award relief will only be given if the club is able to fully demonstrate that the bar is not the primary or significant attraction for the majority of the members.
- 4.10.5 Schools with Academy status will not normally be awarded Discretionary Relief to top up the mandatory award.

4.11 Backdating Applications

- 4.11.1 The law allows claims received between 1 April and 30 September in any year to be backdated to 1 April of the previous year. Requests for a backdated award of relief i.e. for the previous year will be dealt with in the same way as applications for the current year.
- 4.11.2 Applications outside of the qualifying period in 4.5.12 will not be backdated beyond 1st April of the year in which it is awarded.

5.0 Relief for properties that are partially occupied for a temporary period (Section 44A)

5.1 Legal Requirements

- 5.1.1 Under section 44A of the Local Government Finance Act 1988 a Local Authority has the discretion to allow rate relief where a property is partly occupied for a temporary period.

- 5.1.2 The definition of a ‘temporary period’ is not prescribed with the law and therefore EK Services, using delegated authority, have discretion to decide the period relief should be awarded.
- 5.1.3 Partially occupied rate relief (also referred to as Section 44A Relief) is not intended to be used where part of a property is temporarily not used. The intention is aimed at situations where there are practical difficulties in occupying or vacating part of the property. Rate relief will not be awarded in respect of partly occupied property where the partial occupation of the property may be considered to arise due to the ordinary day-to-day nature of the business (for example the operation of a warehouse).
- 5.1.4 Partially occupied rate relief cannot be granted retrospectively. Applications will only be considered if partial occupation exists at the time the application is made.

5.2 Financial Impact

- 5.2.1 Following the introduction of the Business Rates Retention scheme 2013/2014 there is a cost to each Local Authority in every award of relief.
- 5.2.2 EK Services recognises that awarding this relief is beneficial to local businesses, particularly when creating jobs and growth within the Council’s geographical areas. The application will be considered favourably where the following criteria are met.
- Where the award would stimulate Economic gains to the Local area, measured by job creation
 - Where a company is considering moving to the area and will be taking occupation of the premises in a phased approach, such as a disused factory premises, which is subject to redevelopment
- 5.2.3 EKS will work closely with the client officers and the individual Council’s Economic Development Teams to understand the impact of the Business to the Council area and to ensure all avenues of support are made available to the organisation.
- 5.2.4 Applications for relief will not be considered under the following conditions:
- Where the premises are being refurbished or re-stocked
 - Where the Ratepayer is moving out of the EKS area, in a phased vacation
 - Where the application is received after the period of temporary vacation has ceased (retrospective applications).
 - Where it appears to the council that the reason that part of the property is unoccupied is wholly or mainly for the purposes of applying for rate relief.
 - Where the Council deem that it may be appropriate to request the Valuation Officer to split the assessment.

5.3 Persons who can make application

- 5.3.1 Applications must be made by the ratepayer or an individual /company acting on the Ratepayer’s behalf, with a signed letter of authority.

5.3.2 EK Services will require a written application, clearly stating the reasons for the relief award and the benefits to the local economy. In addition, the ratepayer must supply a plan of the property, with the unoccupied portions clearly identified and any timeline for reoccupation of the area.

5.4 The decision-making process

5.4.1 There are no restrictions in the provisions of a Section 44A Relief, regarding the type of property or circumstances in which relief can be awarded, however due regard must be made to the cost to the Local Taxpayer.

5.4.2 Once EK Services has received an application, the relief will be considered in line with the criteria set out in this policy.

5.4.3 EK Services may require accompanied access to the property during normal working hours to verify the application. Further access may be required under the same conditions during the period for which relief is being awarded.

5.4.4 Relief will not be awarded under any circumstance where it is not possible to verify the information submitted on the application.

5.4.5 EK Services will consider applications within 21 days of the application and all supporting information being received. Where there is a delay in the notification of the outcome and the customer cannot be notified within 21 days of application, EKS will notify the customer that there be a delay in processing the application.

5.4.6 EK Services will notify the applicant of the decision in writing and where the relief is refused, an explanation of the reasons why will be given.

5.4.7 EK Services will not consider applications where the customer has failed to provide information within the timescales provided to them and will notify the customer in writing that the application has been refused.

5.4.8 To ensure there is a fair and consistent approach to the award of Section 44a Relief, all applications will be considered within the guidelines of this policy and a written record will be kept on file of the decisions and factors considered in the process. The decision will be available free of charge to the applicant on request.

5.4.9 Some examples of circumstances where relief may be considered appropriate are:

- Where full occupation is being phased in over a period of time. This may be due to relocation to the District.
- Where there are difficulties fully occupying the property due to short-term practical or financial restraints.
- Temporary occupation, for example due to remedial building or refurbishment works, fire damage or similar.

5.4.10 Partly occupied relief will not normally be considered where partial occupation of a property is down to mechanical failure of machinery.

5.5 Period of Section 44A Relief

5.5.1 Section 44A Relief will only be applied to a property that is partly occupied for a temporary period.

5.5.2 Section 44A Relief will end under the following circumstances:

- At the end of a financial year, regardless of the date relief was applied
- Where all or part of the unoccupied area becomes occupied
- The person liable for Business Rates changes
- Where the whole of the property becomes unoccupied.
- A new award is made which supersedes the previous award.
- Where EKS are unable to verify, following reasonable notice, that the area remains unoccupied.

5.5.3 A new application may be submitted immediately by the customer if relief ends due to the end of a financial year, the person liable for Business Rates changes or where EKS are unable to verify the area remains unoccupied.

5.6 Calculation of Section 44A Relief

5.6.1 Where EK Services agrees to award a Section 44A Relief, we will notify the Valuation Officer to seek a reduction in the rateable value. EK Services cannot be held responsible for any delays in the Valuation Officer providing this information to the Council.

5.6.2 The amount of relief is calculated on a statutory basis based on the rateable value of the empty portion of the property. The appropriate rateable value is provided to EK Services by the Valuation Office Agency.

5.6.3 EKS will not apply to the Valuation Officer for a determination of relief amount until it has confirmed the eligibility for an award.

5.7 Authority to Award Section 44A Relief

5.7.1 In the interests of efficiency, the authority to consider applications is delegated and shown below:

Thresholds – estimated value of award	Position of Authority	Counter Authority
Up to £10,000	Business Rates Officer	Senior Business Rates Officer and Client Officer
£10,001 to £30,000	Senior Business Rates Officer	Business Rates Manager and Client Officer

Over £30,000	Business Rates Manager	Client Officer
Where relief applied will exceed annual budget	Business Rates Manager	Client Officer to approve and refer for Executive / Cabinet decision.

5.8 Backdating Section 44A Applications

5.8.1 Where a backdated application is received, the customer will be required to produce evidence to prove the area was unoccupied for the period the relief relates to. Acceptance of such evidence is at the discretion of EK Services as retrospective applications will not normally be accepted.

6.0 Hardship Relief (Section 49)

6.1 Legal Requirements

- 6.1.1 Section 49 of the Local Government Finance Act 1988 provides a Local Authority with the discretion to reduce or remit payment of rates under the grounds of hardship.
- 6.1.2 EK Services, using delegated authority, can reduce or remit the payment of rates where it is satisfied that the customer would sustain hardship if we did not do so and that it is reasonable award relief, having taken into account the interests of the Council Tax payers.
- 6.1.3 There is no statutory definition of 'hardship' and it is for EK Services to decide on the facts of each case as to whether to exercise our discretion. EK Services may adopt rules for the consideration of hardship but are unable to adopt a blanket policy and each case will be considered individually.
- 6.1.4 It is the Government's guidance that remission of Business Rates on the grounds of hardship is the exception rather than the rule.

6.2 Legal Requirements – Subsidy Control

- 6.2.1 Since leaving the European Union the UK Government has introduced its own competition rules to restrict the amount of state subsidies available to businesses, ensuring trade can continue with other sovereign nations. Any relief from taxes such as business rates, could be considered as a qualifying subsidy and should be subject to the Government set limits.
- 6.2.2 Hardship Relief for businesses engaged in commercial activities, which compete with other commercial bodies or have a commercial partner, would constitute a qualifying subsidy. In such cases it would be unlikely that the organisation would be considered for Hardship Relief.

6.3 Financial Impact

- 6.3.1 The funding arrangements for relief changed when the Business Rates retention scheme was introduced in April 13. The cost of any relief awarded is shared between Central and Local Government and is a direct cost to the local taxpayer.

6.4 Persons who can make application

- 6.4.1 Applications must be made in writing by the ratepayer or their agent, where the agent has a letter of authority to act on behalf of the ratepayer.
- 6.4.2 Applications for hardship relief must be accompanied by the following:
- The most recent accounts and the last audited accounts, and
 - An up to date trading statement showing the current financial position of the business; and
 - Details of the amount of relief being requested and the period of time it is being requested for; and

- An explanation of the benefits to the community arising from an award of hardship relief.

6.5 The Decision Making Process

6.5.1 Although there is no statutory necessity to complete a formal application form, it is recommended that a form be completed, as it will form a checklist of criteria to be met or questions to be answered. This will assist in speeding up the application process. An application form is available on the Council's website.

6.5.2 All applications will be considered on an individual basis and decisions will be made in accordance with this policy. The following examples indicate circumstances where it may be appropriate to award Hardship Relief. They are included in these guidelines in the form of broad, general principles and are not intended to be prescriptive:

- The customer will suffer hardship if the relief is not granted
- There is a direct benefit to the ratepayer or the community or no adverse impact to other ratepayers or the community as a result of awarding relief
- The cost to local Council Taxpayers is proportional to the benefits of the community
- The ratepayer's business has been detrimentally affected by circumstances beyond the ratepayer's control and that do not constitute part of the normal risks in running a business i.e. a natural disaster or an unusual or uncontrollable event in the neighbourhood of the business
- By refusing to award the relief may result in the loss of the business. The impact on local amenities must be considered if the business is the sole provider of a service in the local area i.e. the only village shop
- By refusing to award the relief may result in the loss of the business. The impact on employment prospects in the local area must be considered i.e. if the closure results in a large number of redundancies, the social aspect of increasing unemployment and the possible negative impact in attracting further investment in the area must be considered

6.5.3 EK Services will only grant Hardship Relief for a period where there is clear evidence of hardship for the ratepayer concerned. This will be for a short period of time and not on an ongoing basis.

6.5.4 Hardship Rate Relief may not be awarded if there are alternative facilities within the area or if the business is situated in an area with adequate public transport links to alternative businesses. The granting of relief should be in the interests of the community as a whole although the legislative "test" is that the business itself has to be suffering from "hardship". If the decision is that it is not in the interests of the community as a whole to grant Hardship Relief, then the decision will be final with no rights to appeal.

6.5.5 EK Services will also consider applications from new businesses as well as established businesses. We recognise that a new business could also be the sole provider of a service in our local area who contributes to the health and quality of life of the Council Taxpayers generally. Where a new business applies, the Council will

want to see that adequate provision has been made in any business plan to cover the normal set up costs of that business.

- 6.5.6 EK Services recognises that there may be occasional circumstances in which the use of this power is beneficial to either an individual ratepayer or the community. However, in accordance with Government guidelines it accepts that this power should be used sparingly and only in the most exceptional of circumstances.
- 6.5.7 EK Services will consider applications within 21 days of the application and all supporting information being received and will notify the customer should there be a delay in processing the application.
- 6.5.8 EK Services will notify the applicant of the decision in writing and where less than the maximum amount of relief is granted or the relief is refused, an explanation of the reasons why will be given. If full relief is awarded, a revised business rates bill showing the award of relief will be sufficient notification.
- 6.5.9 EK Services will not consider applications on the grounds of hardship where the customer has failed to provide information within the timescales provided to them and will notify the customer in writing that the application has been refused.
- 6.5.10 To ensure there is a fair and consistent approach to the award of Hardship Relief, all applications will be considered within the guidelines of this policy and a written record will be kept on file of the decisions and factors considered in the process. The decision will be available free of charge to the applicant on request.

6.6 Period of Hardship Relief

- 6.6.1 EK Services will normally only award Hardship Relief retrospectively. However, where the applicant can show that the circumstances will remain the same for a period up to the end of the current financial year, relief may be awarded for the remainder of the year.
- 6.6.2 In all cases Hardship Relief will end in the following circumstances:
- At the end of a financial year
 - A change of liable person
 - The property becomes empty or unoccupied
 - The customer enters any form of Insolvency proceedings, including but not limited to winding up, liquidation, administration or bankruptcy.
 - The customer's financial circumstances change. The customer must inform EK Services if their circumstances change, failure to do so may result in a penalty being applied.

6.7 Calculation of Hardship Relief

- 6.7.1 Hardship Relief will be calculated as a percentage of the Business Rates bill. Should the Business Rates bill reduce within the period Hardship Rate Relief is granted, the relief will be reduced proportionately.

6.7.2 If the Business Rates bill increases within the period Hardship Relief is granted, i.e. an increase in rateable value, the amount awarded will not automatically be increased. In such cases, EK Services, upon request of the customer, will reconsider the application and may award additional relief.

6.8 Authority to process applications and award relief

6.8.1 In the interests of efficiency, the authority to consider applications is delegated and shown below:

Thresholds – Value of award	Position of Authority	Counter Authority
Up to £10,000	Business Rates Officer	Senior Business Rates Officer and Client Officer
£10,001 to £30,000	Senior Business Rates Officer	Business Rates Manager and Client Officer
Over £30,000	Business Rates Manager	Business Rates Manager and Client Officer
Where relief applied will exceed annual budget	Business Rates Manager	Business Rates Manager to review and Client Officer to approve and refer for Executive / Cabinet decision.

6.9 Backdating Applications

6.9.1 The law allows claims received between 1 April and 30 September in any year to be backdated to 1 April of the previous year. Customers requesting hardship relief to be backdated i.e. for the previous year will be dealt with in the same way as applications for the current year.

6.9.2 Applications outside of the qualifying period in 6.9.1 will not be backdated beyond 1 April of the year in which it is awarded.

7.0 Discretionary Relief – Localism Act 2010

7.1 Legal Requirements

7.1.1 Section 69 of the Localism Act 2011 amends section 47 of the Local Government Finance Act 1988 to replace the limited circumstances in which local authorities can currently give discretionary relief with a power to grant relief in any circumstances. This is subject to the condition that, except in the limited circumstances specified, the local authority may only grant relief if it would be reasonable to do so having regard to the interests of council taxpayers in its area. The amendments also require a local authority to have regard to any relevant guidance issued by the Secretary of State.

7.1.2 Periodically, the Government will ask local authorities to consider exercising their powers under the Localism Act for exceptional circumstances (for example the 2014 flooding which affected some businesses and is covered by a separate financial grant from Government). Where this happens EK Services will have due regard to

the relevant guidance issued by the Secretary of State and award this relief as appropriate.

- 7.1.3 This new power was introduced in December 2011 and enacted from 1 April 2012. The Government has not issued guidance in respect of English local authorities, but councils do have to ensure that the reliefs they allow do not transgress subsidy limits. Any relief granted will have to be funded locally and the Government expects local councils to work closely with the county council on the use of the power.

7.2 Legal Requirements – Subsidy Control

- 7.2.1 Since leaving the European Union the UK Government has introduced its own competition rules to restrict the amount of state subsidies available to businesses, ensuring trade can continue with other sovereign nations. Any relief from taxes such as business rates, could be considered as state aid and should be subject to the Government set limits.

- 7.2.2 Discretionary Relief under the Localism Act would constitute a qualifying subsidy.

7.3 Financial Impact

- 7.3.1 The cost of any relief awarded is fully funded by the local taxpayer.

7.4 Persons who can make application

- 7.4.1 Applications must be made in writing by the ratepayer or their agent, where the agent has a letter of authority to act on behalf of the ratepayer.

- 7.4.2 Applications for relief must be accompanied by the following:

- The most recent accounts and the last audited accounts, and
- An up to date trading statement showing the current financial position of the business; and
- Details of the amount of relief being requested and the period of time it is being requested for; and
- An explanation of the benefits to the community arising from an award of this type of relief.

7.5 The Decision Making Process

- 7.5.1 Although there is no statutory necessity to complete a formal application form, it is recommended that a form be completed, as it will form a checklist of criteria to be met or questions to be answered. This will assist in speeding up the application process.

- 7.5.2 All applications will be considered on an individual basis and decisions will be made in accordance with this policy. The following examples indicate circumstances where it may be appropriate to award Relief. They are included in these guidelines in the form of broad, general principles and are not intended to be prescriptive:

- The organisation will create substantial employment in the local community

- The organisation is working with the Council to regenerate a significant proportion of the local area, creating wealth and opportunities
- It is in the wider interests of the local Council Taxpayers to support the organisation because of the inherent benefits to the community

7.5.3 EK Services will work with the individual authority’s respective officers and provide advice and support relating to Business Rates. However any decision would be reviewed and determined by the client team because of the wider aspect of this relief and its implications.

7.5.4 EK Services will consider applications within 21 days of the application and all supporting information being received and will notify the customer should there be a delay in processing the application.

7.5.5 EK Services will notify the applicant of the decision in writing and where less than the maximum amount of relief is granted or the relief is refused, an explanation of the reasons why will be given.

7.5.6 EK Services will not consider applications where the customer has failed to provide information within the timescales provided to them and will notify the customer in writing that the application has been refused.

7.5.7 To ensure there is a fair and consistent approach to the award of this type of Relief, all applications will be considered within the guidelines of this policy and a written record will be kept on file of the decisions and factors considered in the process. The decision will be available free of charge to the applicant on request.

7.6 Period of Relief

7.6.1 EK Services will normally only award this relief for a period up to the end of the current financial year or for the period specified in any Government guidance issued.

7.7 Calculation of Relief

7.7.1 The Relief will be calculated as a percentage of the Business Rates bill. Should the Business Rates bill reduce within the period the Relief is granted, the relief will be reduced proportionately.

7.7.2 If the Business Rates bill increases within the period the Relief is granted, i.e. an increase in rateable value, the amount awarded will not automatically be increased. In such cases, EK Services, upon request of the customer, will reconsider the application and may award additional relief.

7.8 Authority to process applications and award relief

7.8.1 In the interests of efficiency, the authority to consider applications is delegated and shown below:

Thresholds – Value of award	Position of Authority	Counter Authority
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Up to £10,000	Business Rates Manager	Business Rates Manager and Client Officer
£10,001 to £30,000	Business Rates Manager	Business Rates Manager and Client Officer
Over £30,000	Business Rates Manager	Business Rates Manager and Client Officer
Where relief applied will exceed annual budget	Business Rates Manager	Business Rates Manager to review and Client Officer to approve and refer for Executive / Cabinet decision.

8.0 Appeals

8.1 Overview

- 8.1.1 There is no statutory right of appeal against a decision regarding discretionary relief made by EK Services. However, EK Services recognises that customers should be entitled to have a decision reviewed objectively, if they are dissatisfied with the outcome.
- 8.1.2 EK Services will give consideration to all appeals in accordance with this policy and agrees to abide by the following appeals process. Aggrieved customers should make an appeal in accordance with the process.
- 8.1.3 Customers will be notified of the appeals process by EK Services in writing at the time that they are notified of the outcome of their request for discretionary relief.
- 8.1.4 Appeals against decisions to award discretionary relief will not be considered by the same Officers administering the application for relief and will normally be considered by an independent Senior Officer or Manager.
- 8.1.5 Decisions made after the appeals process has been followed will be final. Submitting an appeal does not affect the appellant's legal rights to challenge a decision made by the Council through the Judicial Review process

8.2 Persons that can appeal

- 8.2.1 Appeals may only be made by the original applicant. An appellant may appoint a third party to act on their behalf and in such cases EK Services will require written authorisation from the appellant.
- 8.2.2 Customers may appeal against the decision to award or not award relief or against the level of relief awarded. An appeal must be made within four weeks of the issue of the letter notifying them of EK Services' decision.
- 8.2.3 Any appeals received outside of the 4 week period will only be considered if EK Services are satisfied that exceptional circumstances led to the delay in submitting the appeal.

8.3 Applications for appeal

8.3.1 Appeals must be in writing and include the following:

- The reasons why it is believed the decision should be amended
- Any new or additional information relevant to the decision making process.

8.3.2 The appellant does not have a right to appear in person but may make a request to present evidence in person. Such requests will be considered at the discretion of EK Services, as appropriate.

8.3.3 EK Services can request a meeting with the customer to hear evidence in person.

8.4 Notification of the final decision following appeal

8.4.1 EK Services will consider appeal applications within 28 days of the application and all supporting information being received and will notify the customer should there be a delay in the consideration of the appeal.

8.4.2 EK Services will notify the applicant of the final decision in writing within the 28 days period and whether an appeal is refused or accepted, a full explanation of the decision making process will be given. A written record will be kept on file of the decisions and factors considered in the process.

8.4.3 For Business Rates, both Discretionary Relief and Hardship Relief is the subject of separate applications. Should an EK Services Officer decide to reject the appeal in respect of Discretionary Relief they cannot offer Hardship Relief as an alternative. However, the applicant can be invited to make a separate application.

8.5 Discontinuation of Applications or Appeals

8.5.1 If EK Services have requested further evidence from the customer and this has not been received within the specified time given, the appeal will not be considered.

8.5.2 Customers will be advised in writing the reason why their application has been discontinued.

8.6 Cancellation of relief

8.6.1 Relief will be cancelled if:

- The applicant ceases to be the ratepayer or taxpayer or
- The property becomes empty or becomes occupied, or all or part of the unoccupied area becomes occupied or
- The use of the property changes or
- The aims or objectives of the ratepayer / taxpayer change or
- The financial circumstances for a customer change

8.6.2 Where relief is cancelled for any of the reasons above, a new application may be made by customers straight away

9.0 Recovery whilst a decision is pending

- 9.1.1 Once an application for discretionary relief is received, no action will be taken to recover any unpaid Business Rates until after the decision has been notified to the customer.
- 9.1.2 In the case where the customer has been notified of a decision and they exercise their rights to appeal, payment cannot be withheld pending an appeal decision. In the event that an appeal is successful, any overpayment will be refunded.
- 9.1.3 For circumstances where an application is being discontinued, recovery action will commence after the ratepayer has been notified of the discontinuation in writing.

10 Promotion of the availability of Relief

- 10.1 EK Services will proactively promote the availability of discretionary relief, in the following ways:
- All Business Rates Bills will have accompanying information explaining the availability of relief. This may be accessible on the Council website rather than in printed form.
 - EK Services Officers who deal with enquiries from customers will be trained in all aspects of this policy and will actively promote the availability of relief when responding to customers enquiries
 - EK Services will work in partnership with other organisations to promote the availability of relief
 - Information regarding the availability of reliefs will be published on the partner Council websites

11.0 Fraud

- 11.1 The Council is committed to protect public funds and ensure reductions are awarded to the people who are rightfully eligible to them.
- 11.2 Any applicant who tries to fraudulently claim an Discretionary relief by falsely declaring their circumstances, and/or providing a false statement or evidence in support of their application, may have committed an offence under The Fraud Act 2006.
- 11.3 Where the Council suspects that such a fraud may have been committed, this matter will be investigated as appropriate and may lead to criminal proceedings being instigated.

12.0 Complaints

- 12.1 The Council's 'Complaints Procedure' (available on the Councils website) will be applied in the event of any complaint received about the application of this scheme.

13.0 Publicity

- 13.1 The Councils will make a copy of this scheme available for inspection on their respective websites.

14.0 Scheme Review

- 14.1 This scheme will be reviewed on an annual basis and updated as appropriate to ensure it remains fit for purpose. However, a review may take place sooner should there be any significant changes in legislation.

Annex 1 - Operational Scoring Guidelines

Methodology and scoring

In the interests of transparency the following criteria and scoring matrix will be used, to determine the levels of either Discretionary or Top up Discretionary Relief.

Each of the criteria carries a maximum of 8 points and an application receiving a certain level of points will qualify for a fixed percentage of Discretionary rate relief, as follows:-

Scoring Values	Discretionary Relief	Top up Discretionary Relief
More than 36 points	100% Awarded	20% Awarded
Between 30 to 34 points	75% Awarded	15% Awarded
Between 20 to 30 points	50% Awarded	10% Awarded
Between 10 to 20 points	25% Awarded	5% Awarded
Less than 10 points	0% Awarded	0% Awarded

The only exceptions to cases subject to the criteria are the 'Included' categories, as stated previously. These cases will be granted the additional "top up" of 20% discretionary relief, automatically.

Scoring Matrix Discretionary Relief for Charities & Non Profit making Organisations

Measure 1 – Alignment to relevant corporate priorities

How is it measured?

The organisation must demonstrate its alignment to the relevant corporate priorities, through the application form, its constitution, aims, objectives and physical delivery to the community.

Description	Measure	Points
How do the organisation's objectives link into the Corporate priorities.	Significantly aligned	8
	Mostly aligned	6
	Partially aligned	4
	Limited alignment	2
	No alignment	0

Measure 2 – Access to services & affordability

How is it measured?

The organisation must demonstrate its access to services, any charging policies, and concessionary rates, through the application form, its website, its constitution or any other evidence.

Description	Measure	
		Points
Open to all	Free service provision	
	and / or positive	
	discrimination to	8
	enable affordability to	
	less well-off groups	
Open to most	Majority of service	
	provision is free and	
	any charges are	6
	affordable to all	
	groups	
Open to some	Elements of free	
	service provision and	2
	some concessions for	
	less well-off groups and any membership fees are affordable.	
Closed Members only	Annual membership	
	with no concessions	0
	for citizens of different	
	groups	

Measure 3 – Service provision & availability of alternatives

How is it measured?

The organisation must demonstrate how its service provision compliments or substitutes for Council Services and whether there are any other service providers within the area that deliver the same or similar services, through the application form, its constitution, aims, objectives and physical delivery to the community.

Description	Measure	
		Points
Sole provider	Sole provider of	
	services that meet the	
	needs of the Council	8
	and its residents	
Two providers	Two organisations	
	providing the same	
	services to meet the	6
	needs of the Council	
	and its residents	
Three Providers	Three organisations	
	providing the same	4
	services to the	
	Council's residents	
Four or more	Multiple providers	
Providers	giving the same	2
	services to the	
	Council's residents.	

Measure 4 – Residents Participation

How is it measured?

The organisation must demonstrate what proportion of the Council's community is benefitting from the service provision, through the application form, its website or other collateral and specific group feedback within the community.

Description	Measure	
		Points
Exclusive to the	90% or more of	
Council Area	service users live	8
	within the Council	
	area.	
Primarily within	Between 50% and	
the Council Area	90% of the service	6
	users reside within the	
	Council area.	
Open to some	Between 25% and	4
	50% of the service	
	users reside within the	
	Council area.	
Open to few	< 25% of the service	2
	users reside within the	
	Council area	

Measure 5 – Financial Status & Funding

How is it measured?

The organisation must demonstrate where its funding streams come from, through the application form, accounts, Charity Commission or an initial income forecast if recently created.

Description	Measure	
		Points
Annual surplus is	The expenditure on	
less than the	activities is either	8

Business Rates	equal to or greater	
payable or making	than the annual	
a loss	unrestricted income.	
	All funding is received	
	through grants or	
	donations.	
Annual surplus is	The expenditure on	
more than the	activities is less than	6
Business Rates	the annual unrestricted	
payable but less	income. All funding is	
than £10k per	received through	
annum.	grants or donations.	
Annual surplus is	The expenditure on	
more than the	activities is less than	4
Business Rates	the annual unrestricted	
payable and is	income. Funding is	
£10k - £20k per	received through	
annum.	grants, donations or	
	income generation.	
Annual Surplus is	The expenditure on	
more than the	activities is less than	2
Business Rates	the annual unrestricted	
payable and	income. Funding is	
greater than £20k	received through	
per annum	membership fees or	
	income generation.	
Annual Surplus is more than the Business Rates payable, greater than £20k per annum	The majority of funding is received through membership fees, income generation or from a bar.	0

or restrictive membership practices.		
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Cabinet
8 February 2024

Subject: **Pay Policy 2024-25**

Director and Head of Service:

Tricia Marshall, Director of Corporate Services and Charlie Greenway, Head of HR

Cabinet Member:

Councillor Mike Sole, Cabinet member for finance

Key or Non Key decision: Non Key

Decision Issues:

These matters are within the authority of the Council.

Is any of the information exempt from publication:

This report is open to the public.

CCC ward(s): N/A

Summary and purpose of the report:

Section 38(1) of the Localism Act 2011 requires the council to adopt a Pay Policy each year. This report introduces the draft policy and seeks its endorsement.

To Recommend:

That the Pay Policy Statement for 2023-24 be adopted.

Next stage in process:

Full Council to consider the recommendation above.

1. Introduction

Section 38(1) of the Localism Act requires English and Welsh local authorities to produce a pay policy statement annually.

The pay policy statement for a financial year must set out the authority's policies for the financial year relating to:

- a) the remuneration of its chief officers
- b) the remuneration of its lowest-paid employees, and

- c) the relationship between
 - i) the remuneration of its chief officers, and
 - ii) the remuneration of its employees who are not chief officers

The statement must state:

- a) the definition of 'lowest-paid employees' adopted by the authority for the purposes of the statement, and
- b) the authority's reasons for adopting that definition.

The statement must include the authority's policies relating to:

- a) the level and elements of remuneration for each chief officer
- b) remuneration of chief officers on recruitment
- c) increases and additions to remuneration for each chief officer
- d) the use of performance-related pay for chief officers
- e) the use of bonuses for chief officers
- f) the approach to the payment of chief officers on their ceasing to hold office under or to be employed by the authority, and
- g) the publication of and access to information relating to remuneration of chief officers.

The policy must be approved formally by the Council by the end of March each year, but can be amended in-year. The draft pay policy statement in appendix 1 addresses the requirements of the Act.

2. Changes to the Pay Policy Statement for 2024-25

The draft pay policy at appendix 1 reflects the council's current position.

The only change to the policy since its publication in 2023 is the recalculation of the difference between the highest and median salaries paid which is required each year.

3. Relevant Council policy, strategies or budgetary documents

The pay policy statement is interlinked with a number of human resources policies, references to these policies are made throughout the document.

The council's pay policy includes the commitment to pay not less than the Living Wage Foundation's real living wage with effect from April each year.

4. Consultation planned or undertaken

The Pay Policy Statement is a factual statement following a format provided for under the Localism Act, as such consultation would not provide additional benefit.

5. Options available with reasons for suitability

- A. Note the updated Pay Policy Statement and recommend to Full Council for adoption (Recommended)
- B. To not accept or to amend the Pay Policy Statement.

6. Reasons for supporting option recommended, with risk assessment

Option A is recommended.

The Pay Policy is legally required by the council and provides a summary of the factual position of the council's pay to staff, as set out in the Localism Act. Failure to publish our Pay Policy Statement would mean the Council is not complying with its legal duty.

7. Implications

[\[you must comment on \(a\) – \(d\) or state 'none identified', for \(c\) & \(d\) include a summary of your impact assessments\]](#)

(a) Financial

None identified.

(b) Legal

This is a legal requirement under the Localism Act.

(c) Equalities

None identified.

(d) Environmental including carbon emissions and biodiversity

None identified.

Contact Officer: Charlie Greenway, Head of HR

Background documents and appendices

Appendix One - Climate Change Impact Assessment

Appendix Two - Pay Policy Statement 2024-25

Additional document(s) containing information exempt from publication:

No

**Appendix One
Climate Change Impact Assessment (Checklist)**

1. Climate Change impacts

Impact of proposal Positive/ Neutral/ Negative	Explanation of impact	Mitigation
<p>Impact on the council's target of being carbon neutral by 2030 This applies to emissions of carbon dioxide as a direct result of our own activities and services. Please consider the whole life impact of your proposals</p>		
Neutral	None	
<p>Impact on carbon emissions in the Canterbury district This applies to the carbon dioxide emissions in the district as a result of your proposal. Please consider the whole life impact of your proposals.</p>		
Neutral	None	
<p>Emission of other climate changing gases including methane, CFCs, nitrous oxide</p>		
Neutral	None	

2. Adaptation to climate change - Impact on our resilience to the effects of climate change

The greatest risks posed by climate change to the UK are:

- Flooding and coastal changes including erosion from extreme events
- Risks to health caused by high temperatures
- Water shortages and drought
- Risk to natural environments & services - landscape, wildlife, pollinators, timber etc
- Risk to food production & trade
- Emergence of new pests and diseases affecting people, plants & animals

What impact do your proposals have on our ability to resist or tackle these problems in the future?

Impact of proposal Positive/ Neutral/ Negative	Explanation of impact	Mitigation
Neutral	No relationship.	

3. Further assessment work

Is a further more detailed assessment required at a later stage of this proposal?

No.

Appendix Two Pay Policy Statement Financial year 2024-25

1. Purpose

This Pay Policy Statement is provided in accordance with Section 38(1) of the Localism Act 2011 and this will be updated annually from April each year.

This pay policy statement sets out Canterbury City Council's policies relating to the pay of its workforce for the financial year 2024-25 , in particular:

- a) the remuneration of its Chief Officers
- b) the remuneration of its "lowest paid employees"
- c) the relationship between
 - the remuneration of its Chief Officers and
 - the remuneration of its employees who are not Chief Officers

2. Definitions and interpretation

For the purpose of this pay policy the following definitions will apply:

"Pay" in addition to salary includes charges, fees, allowances, benefits in kind, increases in/enhancements to pension entitlements, and termination payments.

"Chief Officer" refers to the following roles within Canterbury City Council:

- Head of Paid Service and Director, Corporate Services
- Directors
- Monitoring Officer (Head of Legal Services)
- Service Directors

"Lowest paid employees" refers to those staff employed on grade CCC-06 of the Council's pay framework.

The above definition for the "lowest paid employees" has been adopted because grade CCC-06 is the lowest grade on the Council's pay framework.

"Employee who is not a Chief Officer" refers to all staff who are not covered under the "Chief Officer" group above. This includes the "lowest paid employees" i.e. staff on grade CCC-06.

Where reference is made in this policy of other policies adopted by the council, those policies are taken to be adopted and have effect under this policy.

Chief officers are employees and provisions in this policy relating to employees are taken to include chief officers unless otherwise stated.

3. Pay framework and remuneration levels

General approach

Remuneration at all levels needs to be adequate to secure and retain high-quality employees dedicated to fulfilling the council's business objectives and delivering services to the public. This has to be balanced by ensuring remuneration is not, nor is seen to be, excessive. Each council has responsibility for balancing these factors and each council faces its own unique challenges and opportunities in doing so and retains flexibility to cope with various circumstances that may arise that might necessitate the use of market supplements or other such mechanisms for individual categories of posts where appropriate.

Responsibility for decisions on remuneration

It is essential for good governance that decisions on pay and reward packages for chief executives and chief officers are made in an open and accountable way and that there is a verified and accountable process for recommending the levels of top salaries.

Pay for all staff is determined by the General Purposes Committee. The General Purposes Committee comprises elected Councillors from the main political parties and has responsibility for local terms and conditions of employment for staff within Canterbury City Council's pay framework.

Canterbury City Council's pay framework was implemented in February 1989 and is based on local pay determination. The framework was revised during 2015 and was updated on 1 April 2016.

Salary grades and grading framework

Grades are determined through the application of the HAY job evaluation scheme, carried out by panels of trained evaluators from across the council and the scheme is administered by the HR team. The job evaluation scheme uses different factors to evaluate roles and align them with the appropriate salary level.

This is in line with a national requirement for all Local Authorities and other public sector employers to have a pay and grading framework to ensure fair and consistent practice for different groups of workers with the same employer.

There are 16 grades in the pay framework, CCC-06 being the lowest and CCC-21 the highest. Each employee will be on one of the 16 grades based on the job evaluation of their role.

The council has local pay determination and since April 2021 has agreed to apply the negotiated National Joint Council's (NJC's) pay award percentage to salaries each year. The Council also reserves the right to better the NJC's position if the Council's financial or local position allows for it.

The Council will pay no less than the Living Wage Foundations's Real Living Wage with effect from April each year.

4. Remuneration

Salaries

“Chief Officers”

Pay for those designated as “Chief Officers” falls within the main pay framework and is determined by the General Purposes Committee in accordance with arrangements detailed above.

Details of chief officers' remuneration is published on the council's website. Senior salaries over £50,000 can be found on the [Staff Salaries and Allowances page](#) and information in the statement of accounts including payments to chief officers and termination payments can be found in the 'Accounts' on the [council's website](#).

“Lowest paid employees”

Each “lowest paid employee” is paid within the salary range for CCC-06, with a minimum pay rate in 2024-2025 of £12 per hour; this follows the adoption by the Council of the minimum pay rate recommendation from the Real Living Wage set by the Living Wage Foundation.

Bonuses

There is no provision for bonus payments for any staff.

Honoraria

There is provision for an honorarium payment in specific circumstances as set out in the council's policy on honoraria.

The size of the award paid to employee(s) should be commensurate with the work being rewarded. Honoraria above £1,000 are authorised by a Director.

Market supplements

These are paid for specific roles, so that their salary level is at the appropriate level in relation to the market and where not doing so would prevent the council from

attracting and retaining suitable staff. These are determined on a case by case basis and reviewed at least every two years.

Other pay elements

“Chief Officers” are subject to the same performance management process as the “lowest paid employees” and “employees who are not Chief Officers”.

Targets are set and performance against those targets is assessed on an ongoing basis.

For all staff including “Chief Officers” increases in salary within a grade may be achieved in exceptional circumstances.

Charges, fees or allowances

Any allowance or other payments will only be made to staff in connection with their role or the patterns of hours they work and must be in accordance with the Council’s set of policies for pay, benefits and allowances. These policies apply to all staff, unless otherwise specified within the policy, and include:

- Bicycle allowance
- College based courses allowance
- Disturbance allowance scheme
- Disturbance and travelling allowances following reorganisations
- Emergency call outs
- Car allowances (dependent on grade and role)
- Out of pocket expenses
- Overtime (not payable to senior employees)
- Standby allowance
- Subsistence allowance
- Training and development scheme – financial assistance

Policies are available to staff and are available to the public on request.

Election duties - the chief returning officer and the deputy returning officer receive a one-off payment for election duties. Payments are made on the basis of population in the district and whether the election is local or national – the payment for national elections is agreed nationally and the payment for local elections agreed at county level.

Staff Benefits

- Childcare voucher scheme – available to all eligible staff.
- Employee assistance programme - available to all staff.
- Relocation allowance – available in some cases for staff moving into the area for work
- Bicycle Allowance scheme – available to all staff

- VDU: free eye tests – available to all staff
- Additional voluntary contribution pension scheme - available to eligible staff.

Pension

All employees as a result of their employment are eligible to join the Local Government Pension Scheme.

Severance Payments

We are already required to publish our policy on discretionary payments on early termination of employment as well as publishing our policy on increasing an employee's total pension scheme membership and on awarding additional pension.

Details can be found in the council's statement of accounts, available on the website and in council policies in respect of:

- early retirement
- flexible retirement
- restructure and redundancy.

These policies are available to staff on the council's intranet and to the public on request.

Should the situation arise where a severance payment is expected to exceed £100,000, full Council will be given the opportunity to vote on the payment before it is approved. This will be by recommendation from the General Purposes Committee. Severance payments may include salary paid in lieu of notice, redundancy compensation, the cost of any additional pension entitlement arising from the early termination of employment, holiday pay and any bonuses, fees or allowances paid.

It is important the Council has flexibility to respond to unforeseen circumstances as regards re-employing former employees as a Chief Officer, although doing so is not regarded as normal practice at Canterbury City Council and occurrences of this are rare. If we re-employ a previous employee who received a redundancy or severance package on leaving, or if that person returns on a 'contract for services', or if they are in receipt of a Local Government / Firefighter Pension Scheme (with the same or another local authority), then our policy is to leave a period of four weeks between the periods of employment.

New starters joining the Council

Employees new to the Council will normally be appointed to the bottom of the salary range for their grade. Where the candidate's current employment package would make the bottom of the salary range unattractive (and this can be demonstrated by the applicant in relation to current earnings) or where the employee already operates at a level commensurate with a higher salary, a higher salary may be considered by the recruiting manager. This will be within the salary range for the grade. The

candidate's level of skill and experience should be consistent with that of other employees in a similar position on the salary range. The final decision as regards any discretion lies with the chief officer responsible for the appointment.

In professions where there is a particular skills shortage, as a temporary arrangement, it may be necessary to consider a market supplement to attract high quality applicants.

Where the total salary package for a new appointment to a chief officer post is estimated to total more than £100,000, full Council will be given the opportunity to vote on the salary package before it is offered through a recommendation from the General Purposes Committee. (Salary packages should include salary, any bonuses, fees or allowances routinely payable to the appointee and any benefits in kind to which the officer is entitled as a result of their employment).

5. Relationship between remuneration of “Chief Officers” and “employees who are not Chief Officers”

The highest paid employee's salary is 3.5 times that of the median salary (based on April 2023 figures).

CABINET
8 FEBRUARY 2024

Subject: Council Tax 2024/25

Director and Head of Service:

Tricia Marshall, Director of Corporate Services & Head of Paid Service.
Nicci Mills, Service Director Finance and Procurement and S151 Officer

Cabinet Member:

Councillor Mike Sole, Cabinet Member for Finance

Key or Non Key decision:

Key

Decision Issues:

These matters are within the authority of the Council

Is any of the information exempt from publication:

This report is open to the public.

CCC ward(s):

All

Summary and purpose of the report:

Full Council is required to set the level of Council Tax for the next financial year. This report sets out the various calculations needed to set the Council Tax for the district and each parish within the district. The level of Council Tax is determined by the level of spending agreed for the budget.

The Council Tax proposed for Canterbury City Council is £239.91, that is a £6.97 increase (2.99%) on the 2023/24 council tax.

To this are added the Kent County Council, the Kent Police and Crime Commissioner, the Kent and Medway Fire and Rescue Authority and parishes' precepts to arrive at the overall tax. Kent County Council propose an increase of 4.992% (including 1.994% for social care), Kent and Medway Fire and Rescue an increase of £2.61 and Kent Police & Crime Commissioner propose an increase of £13.00.

To recommend to Council:

- 1) That Council approves the formal resolution set out in Appendix B to set the Council Tax for 2024/25 and that, if any of the precepting authorities change their precept figures before Council on 22 February, the Service Director Finance and Procurement be authorised to present to Council a revised resolution.**

SUPPORTING INFORMATION

1. Introduction

This report takes the Committee stage by stage through the various calculations required to set the Council Tax for 2024/25. The report is based on a £6.97 increase in Council Tax as required to achieve the level of spending. This results in a basic council tax of £239.91.

Appendix A explains the calculations required to set the Council Tax and Appendix B sets out the formal resolution.

Legal Background

The Localism Act 2011 requires the billing authority to calculate a council tax requirement for the year, not its budget requirement as previously.

Timing of council tax decision

Councillors will be aware that this Council cannot set its council tax for 2024/25 until Kent County Council (KCC), the Kent Police and Crime Commissioner (KPCC), the Kent and Medway Fire and Rescue Authority (KMFRA) and the parish councils within the district have formally set their precepts.

Parish councils have already issued their precepts and the other precepting bodies plan to set their precepts as follows:

KCC – 19 February 2024

KPCC – 14 February 2024 (assuming that it is not vetoed by the Police and Crime Panel)

KMFRA – 20 February 2024

Precept Levels

Subject to the comments above, the council tax levels have been set/are planned to be set as follows.

Kent County Council meets on 19 February 2024 to set its Band D Council Tax at £1,610.82 including the social care precept, an increase of 4.992 % on last year.

Kent and Medway Police and Crime Panel meets on 14 February 2024 to approve the Police Commissioner's Band D Council Tax of £256.15, an increase of £13 on last year.

Kent and Medway Fire and Rescue Authority meets on 20 February 2024 to set its Band D Council Tax of £89.91, an increase of 2.99% on last year.

The parishes have issued their precepts and these are reflected in the council tax calculations, the total precept amount for 2024/25 is £970,732. Appendix C shows the details of the precepts for each parish for 2023/24 and 2024/25.

The formula required to calculate the council tax due for each band and the rounding of the result to the nearest penny can affect the comparative increases from year to year by 0.01 of a %. This means that in a small number of cases the percentage increase varies marginally from the published band D increase.

The Council Tax Base

The introduction of the Council Tax Reduction Scheme (CTRS) resulted in a change to the way in which the council tax requirement and the council tax base are calculated. The council tax requirement is now the net funding requirement to be funded by the council tax payer after the application of government funding for the council tax support scheme. The council tax base is now the band D equivalent after a discount has been applied to adjust for those in receipt of council tax support.

2. Relevant Council Policy/Strategies/Budgetary Documents

This is the formal Council Tax setting resolution.

3. Consultation

The budget report considered at this meeting refers to the budget consultation including comments received on proposals to increase council tax.

4. Options available

This report sets out the calculations which have to be made to set the District's Council Tax. The level of Council Tax is that required by the budget recommended for 2024/25.

5. Implications

- (a) Financial Implications – included in the report.
- (b) Legal Implications – Approval of Appendix B by Full Council meets the legal requirements to set the Council Tax

6 Conclusions (with reasons supporting the recommendation)

The report sets out the Council Tax calculations for the level of spend in the report on the budget.

Contact Officer: **Tricia Marshall** **tricia.marshall@canterbury.gov.uk**
 Nicci Mills **nicci.mills@canterbury.gov.uk**

Appendices

Appendix A - Council Tax Calculation

Appendix B - Council Tax 2024/25 Recommendations 1-3h

Appendix Bi - Council Tax 2024/25 Recommendation 3h onwards

Appendix C - Parish Council Precepts

Council Tax Calculation

Appendix A

As per compiled budget schedules and £6.97 Council Tax increase

	£	£
a	City Council Gross Expenditure	111,126,529
b1	City Council Gross Income	(89,338,563)
b2	Non Domestic Rates Baseline Funding	(5,622,759)
b3	Revenue Support Grant	(1,397,742)
b4	New Homes Bonus	(997,950)
b	City Council Gross Income (including grants)	(97,357,014)
c	City Council Council Tax Requirement (a-b)	13,769,515
d	Basic Council Tax for year (including parish precepts) (c divided by Council Tax base of 53,348.27)	258.11 53,348.27
e	Special Items (Parish Precepts)	970,732
c-e	Net demand on Collection Fund (excluding Parish Precepts)	12,798,783
f	Basic Council Tax for parts of the area where Special items do not apply ((c-e) / Council Tax base)	239.91

- 1 To confirm the calculation of the Service Director Finance & Procurement (S151 Officer) of:
 - a) Section 31B (3) of the Local Government Finance Act 1992, as amended (the 'Act')) and
 - b) for dwellings in those parts of its area to which a Parish precept relates as in the attached Appendix C.
- 2 To calculate that the Council Tax requirement for the council's own purposes for 2024/25 (excluding parish precepts) is £239.91
- 3 That the following amounts be now calculated by the Council for the year 2024/25 in accordance with Sections 31 to 36 of the Local Government Finance Act 1992:
 - a) £111,126,529 being the aggregate of the amounts which the Council estimates for the items set out in Section 31A(2) of the Act, taking into account all precepts issued to it by Parish Councils.
 - b) £97,357,014 being the aggregate of the amounts which the Council estimates for the items set out in Section 31A(3) of the Act.
 - c) £13,769,515 being the amount by which the aggregate at 3(a) above exceeds the aggregate at 3(b) above, calculated by the Council, in accordance with Section 31A(4) of the Act, as its Council Tax requirement for the year.
 - d) £258.11 being the amount at c) above divided by the Council Tax base (53,348.27) calculated by the Council, in accordance with Section 31B(1) of the Act, as the basic amount of its Council Tax for the year (including Parish precepts).
 - e) £970,732 being the aggregate amount of all special items (Parish precepts) referred to in Section 34(1) of the Act (as in Appendix C).
 - f) £239.91 being the amount at d) above less the result given by dividing the amount at e) above by the Council Tax base (53,348.27) calculated by the Council, in accordance with Section 34(2) of the Act, as the basic amount of its Council Tax for the year for dwellings in those parts of its area to which no special item (Parish precept) relates.
- g) Part of the Council's area

Adisham	60.56
Barham	82.60
Bekesbourne with Patrixbourne	62.94
Bishopsbourne	64.29
Blean	38.48
Bridge	53.48
Chartham	89.65
Chestfield	47.72
Chislet	42.86
Fordwich	60.70
Hackington	33.51
Harbledown and Rough Common	24.59
Hardres Lower	46.14
Hardres Upper	36.42
Herne & Broomfield	63.95
Hersden	60.11
Hoath	45.03
Ickham	86.40
Kingston	49.00
Littlebourne	67.81
Petham	49.96
Sturry	53.56
Thanington Without	25.84
Waltham	37.86
Westbere	114.44
Wickhambreaux	66.67
Womenswold	88.00

Being the amounts of the special items relating to dwelling in these parts of the City Council's area mentioned above, divided in each case by the respective Council tax base for each area, calculated by the Council, in accordance with section 34(3) of the Act, as the basic amount of its council tax for the year for dwellings in those parts of its area to which one or more special items relate.

The basic amount of its council tax for dwellings in these parts of the City Council's area is calculated by adding each of these amounts to the amount at f) above.

h) Being the amounts given by multiplying the amounts and f) and g) above by the number which in proportion set out in Section 5(1) of the Act, is applicable to dwellings listed in a particular valuation band divided by the number which in that proportion is applicable to dwellings listed in valuation band D, calculated by the Council, in accordance with Section 36(1) of the Act, as the amounts to be taken into account for the year in respect of categories of dwellings listed in different valuation bands.

BAND	A	B	C	D	E	F	G	H
	£	£	£	£	£	£	£	£
Adisham	200.31	233.70	267.08	300.47	367.24	434.01	500.78	600.94
Barham	215.01	250.84	286.68	322.51	394.18	465.85	537.52	645.02
Bekesbourne with Patricbourne	201.90	235.55	269.20	302.85	370.15	437.45	504.75	605.70
Bishopsbourne	202.80	236.60	270.40	304.20	371.80	439.40	507.00	608.40
Blean	185.59	216.53	247.46	278.39	340.25	402.12	463.98	556.78
Bridge	195.59	228.19	260.79	293.39	358.59	423.79	488.98	586.78
Chartham	219.71	256.32	292.94	329.56	402.80	476.03	549.27	659.12
Chestfield	191.75	223.71	255.67	287.63	351.55	415.47	479.38	575.26
Chislet	188.51	219.93	251.35	282.77	345.61	408.45	471.28	565.54
Fordwich	200.41	233.81	267.21	300.61	367.41	434.21	501.02	601.22
Hackington	182.28	212.66	243.04	273.42	334.18	394.94	455.70	546.84
Harbledown and Rough Common	176.33	205.72	235.11	264.50	323.28	382.06	440.83	529.00
Hardres Lower	190.70	222.48	254.27	286.05	349.62	413.18	476.75	572.10
Hardres Upper	184.22	214.92	245.63	276.33	337.74	399.14	460.55	552.66
Herne & Broomfield	202.57	236.34	270.10	303.86	371.38	438.91	506.43	607.72
Hersden	200.01	233.35	266.68	300.02	366.69	433.36	500.03	600.04
Hoath	189.96	221.62	253.28	284.94	348.26	411.58	474.90	569.88
Ickham	217.54	253.80	290.05	326.31	398.82	471.34	543.85	652.62
Kingston	192.61	224.71	256.81	288.91	353.11	417.31	481.52	577.82
Littlebourne	205.15	239.34	273.53	307.72	376.10	444.48	512.87	615.44
Petham	193.25	225.45	257.66	289.87	354.29	418.70	483.12	579.74
Sturry	195.65	228.25	260.86	293.47	358.69	423.90	489.12	586.94
Thanington Without	177.17	206.69	236.22	265.75	324.81	383.86	442.92	531.50
Waltham	185.18	216.04	246.91	277.77	339.50	401.22	462.95	555.54
Westbere	236.23	275.61	314.98	354.35	433.09	511.84	590.58	708.70
Wickhambreaux	204.39	238.45	272.52	306.58	374.71	442.84	510.97	613.16
Womenswold	218.61	255.04	291.48	327.91	400.78	473.65	546.52	655.82
All other parts of the Council's area	159.94	186.60	213.25	239.91	293.22	346.54	399.85	479.82

4 That it be noted that for the year 2024/25 the Kent County Council, The Kent Police and Crime Commissioner (KPCC) and the Kent And Medway Fire and Rescue Authority have stated the following amounts in precepts issued to the Council, in accordance with Section 40 of the Local Government Finance Act 1992, for each of the categories of dwellings shown below:

BAND	A	B	C	D	E	F	G	H
	£	£	£	£	£	£	£	£
Kent County Council	1,073.88	1,252.86	1,431.84	1,610.82	1,968.78	2,326.74	2,684.70	3,221.64
Kent Police and Crime Commissioner	170.77	199.23	227.69	256.15	313.07	369.99	426.92	512.30
Kent and Medway Fire and Rescue Authority	59.94	69.93	79.92 ¹⁵¹	89.91	109.89	129.87	149.85	179.82

5 That, having calculated the aggregate in each case of the amounts and h) and 4 above, the Council in accordance with Section 30(2) of the Local Government Finance Act 1992, hereby sets the following amounts as the amount of council tax for the year 2024/25 for each of the categories of dwellings shown below:

BAND	A	B	C	D	E	F	G	H
	£	£	£	£	£	£	£	£
Adisham	1,504.90	1,755.72	2,006.53	2,257.35	2,758.98	3,260.61	3,762.25	4,514.70
Barham	1,519.60	1,772.86	2,026.13	2,279.39	2,785.92	3,292.45	3,798.99	4,558.78
Bekesbourne with Patricxbourne	1,506.49	1,757.57	2,008.65	2,259.73	2,761.89	3,264.05	3,766.22	4,519.46
Bishopsbourne	1,507.39	1,758.62	2,009.85	2,261.08	2,763.54	3,266.00	3,768.47	4,522.16
Blean	1,490.18	1,738.55	1,986.91	2,235.27	2,731.99	3,228.72	3,725.45	4,470.54
Bridge	1,500.18	1,750.21	2,000.24	2,250.27	2,750.33	3,250.39	3,750.45	4,500.54
Chartham	1,524.30	1,778.34	2,032.39	2,286.44	2,794.54	3,302.63	3,810.74	4,572.88
Chestfield	1,496.34	1,745.73	1,995.12	2,244.51	2,743.29	3,242.07	3,740.85	4,489.02
Chislet	1,493.10	1,741.95	1,990.80	2,239.65	2,737.35	3,235.05	3,732.75	4,479.30
Fordwich	1,505.00	1,755.83	2,006.66	2,257.49	2,759.15	3,260.81	3,762.49	4,514.98
Hackington	1,486.87	1,734.68	1,982.49	2,230.30	2,725.92	3,221.54	3,717.17	4,460.60
Harbledown and Rough Common	1,480.92	1,727.74	1,974.56	2,221.38	2,715.02	3,208.66	3,702.30	4,442.76
Hardres Lower	1,495.29	1,744.50	1,993.72	2,242.93	2,741.36	3,239.78	3,738.22	4,485.86
Hardres Upper	1,488.81	1,736.94	1,985.08	2,233.21	2,729.48	3,225.74	3,722.02	4,466.42
Herne & Broomfield	1,507.16	1,758.36	2,009.55	2,260.74	2,763.12	3,265.51	3,767.90	4,521.48
Hersden	1,504.60	1,755.37	2,006.13	2,256.90	2,758.43	3,259.96	3,761.50	4,513.80
Hoath	1,494.55	1,743.64	1,992.73	2,241.82	2,740.00	3,238.18	3,736.37	4,483.64
Ickham	1,522.13	1,775.82	2,029.50	2,283.19	2,790.56	3,297.94	3,805.32	4,566.38
Kingston	1,497.20	1,746.73	1,996.26	2,245.79	2,744.85	3,243.91	3,742.99	4,491.58
Littlebourne	1,509.74	1,761.36	2,012.98	2,264.60	2,767.84	3,271.08	3,774.34	4,529.20
Petham	1,497.84	1,747.47	1,997.11	2,246.75	2,746.03	3,245.30	3,744.59	4,493.50
Sturry	1,500.24	1,750.27	2,000.31	2,250.35	2,750.43	3,250.50	3,750.59	4,500.70
Thanington Without	1,481.76	1,728.71	1,975.67	2,222.63	2,716.55	3,210.46	3,704.39	4,445.26
Waltham	1,489.77	1,738.06	1,986.36	2,234.65	2,731.24	3,227.82	3,724.42	4,469.30
Westbere	1,540.82	1,797.63	2,054.43	2,311.23	2,824.83	3,338.44	3,852.05	4,622.46
Wickhambreaux	1,508.98	1,760.47	2,011.97	2,263.46	2,766.45	3,269.44	3,772.44	4,526.92
Womenswold	1,523.20	1,777.06	2,030.93	2,284.79	2,792.52	3,300.25	3,807.99	4,569.58
All other parts of the Council's area	1,464.53	1,708.62	1,952.70	2,196.79	2,684.96	3,173.14	3,661.32	4,393.58

Parish Council Precepts							Appendix C	
2023/24			2024/25					
Parish	Tax Base	Precept	Council Tax Band D	Tax Base	Precept	Council Tax Band D	Council Tax increase/decrease(-)	
		£	£		£	£		
Adisham	234.20	12,350	52.73	235.31	14,250	60.56	14.85%	
Barham	545.36	43,085	79.00	551.56	45,557	82.60	4.56%	
Bekesbourne/Patrixbourne	360.73	22,214	61.58	368.03	23,164	62.94	2.21%	
Bishopsbourne	123.25	8,000	64.91	124.57	8,008	64.29	-0.96%	
Blean	648.69	23,825	36.73	649.76	25,000	38.48	4.76%	
Bridge	672.37	34,000	50.57	673.09	36,000	53.48	5.75%	
Chartham	1,639.32	139,590	85.15	1650.41	147,955	89.65	5.28%	
Chestfield	1,558.32	64,673	41.50	1568.53	74,854	47.72	14.99%	
Chislet	345.40	15,000	43.43	349.99	15,000	42.86	-1.31%	
Fordwich	187.36	10,260	54.76	185.94	11,286	60.70	10.85%	
Hackington	244.02	8,056	33.01	240.41	8,056	33.51	1.51%	
Harbledown/Rough Common	889.65	21,224	23.86	896.21	22,042	24.59	3.06%	
Hardres Lower/Nackington	278.24	11,922	42.85	281.76	13,000	46.14	7.68%	
Hardres Upper	197.20	6,566	33.30	198.65	7,234	36.42	9.37%	
Herne and Broomfield	3,131.47	191,363	61.11	3126.25	199,920	63.95	4.65%	
Hersden	663.17	20,894	31.51	650.76	39,119	60.11	90.76%	
Hoath	218.18	9,000	41.25	222.07	10,000	45.03	9.16%	
Ickham	198.05	7,144	36.07	196.75	17,000	86.40	139.53%	
Kingston	227.44	8,000	35.17	224.50	11,000	49.00	39.32%	
Littlebourne	674.22	44,493	65.99	671.75	45,552	67.81	2.76%	
Petham	318.50	15,800	49.61	316.24	15,800	49.96	0.71%	
Sturry	1,849.60	105,000	56.77	1960.29	105,000	53.56	-5.65%	
Thanington Without	929.50	25,000	26.90	967.51	25,000	25.84	-3.94%	
Waltham	215.18	7,161	33.28	216.07	8,180	37.86	13.76%	
Westbere	143.36	13,408	93.53	145.76	16,681	114.44	22.36%	
Wickhambreaux	238.01	16,074	67.53	241.08	16,074	66.67	-1.27%	
Womenswold	115.31	9,000	78.05	113.63	10,000	88.00	12.75%	
Total		893,102			970,732			

CABINET
8th February 2024

Subject: Vauxhall Road Household Waste Recycling Centre (HWRC)

Director and Head of Service:

William Hicks - Service Director, Place

Richard Hall - Head of Property & Regeneration

Officer:

Ian Barnes - Principal Property Asset Surveyor (Valuations)

Cabinet Member:

Councillor Michael Dixey

Key or Non Key decision: Non Key

Decision Issues:

These matters are within the authority of the Cabinet

Is any of the information exempt from publication:

This report includes an annex containing information exempt from publication and may be discussed without the press and public present.

REASON: The information is exempt from publication as it relates to the financial affairs of the council. This means paragraph 3 of Part 1, schedule 12a, the Local Government Act 1972 applies, as does paragraph 2 of section 43 of the Freedom of Information Act 2000. See 'How to write a committee report' for more details. The Council believes that at present the benefit of maintaining these exemptions outweighs the benefits of disclosing the information

CCC ward(s):

Northgate

Summary and purpose of the report:

To seek authority to agree the proposed terms of a new lease to Kent County Council for the Canterbury Household Waste Recycling Centre (HWRC).

To Resolve:

- a) that the Head of Property & Regeneration be authorised to make any minor amendments necessary to the Heads of Terms and to agree the final terms of the lease.
 - b) to authorise the Head of Legal Services to enter into any legal documentation necessary to complete the lease.
-

Next stage in process:

To instruct Legal Services to complete the lease in accordance with the final agreed heads of terms.

1. Introduction

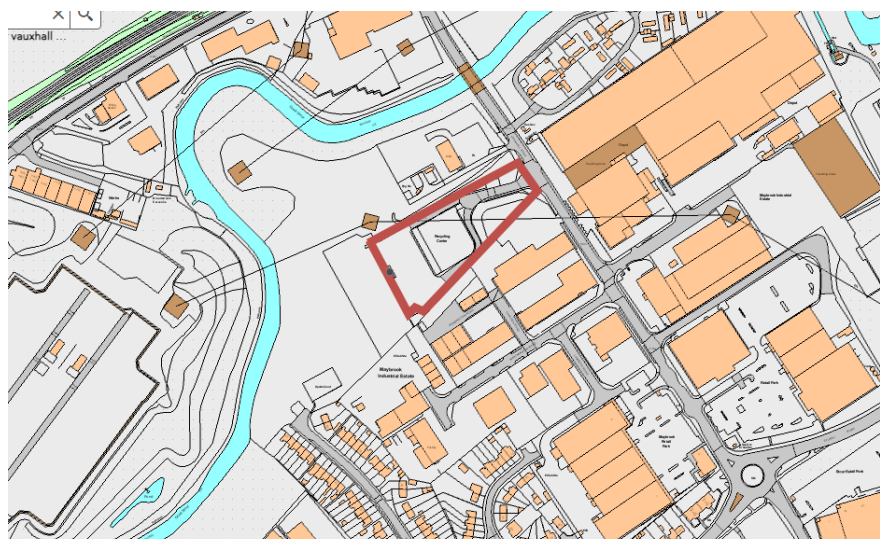
The Council is the freehold owner of the land beneath the Canterbury Household Waste Recycling Centre (HWRC). The land is leased out to Kent County Council on a ground lease although that lease expired in 2016 - the tenant has therefore been 'holding-over' on the terms of the lease, pending agreement on the terms of a new lease.

Terms for the new lease have now been agreed with the tenant, including the rent to be payable under the lease.

2. Detail

The property is shown outlined in red on the plan below.

The previous lease expired on 30th June 2016 and the tenant has been 'holding-over' since that date, pending agreement of the terms for a new lease. Terms for the new lease have now been agreed, and are set out in the exempt part of this report. However, the quantum of the initial rent payable by the tenant requires that authority is provided by Cabinet to enter in the lease.



3. Relevant Council policy, strategies or budgetary documents

Corporate Plan 2021- 2024

4. Consultation planned or undertaken

None applicable, although the council's Management Team and Councillor Michael Dixey, Cabinet Member for Property, Performance and Oversight, have been briefed.

5. Options available with reasons for suitability

1 - Grant the new lease on the basis of the agreed Heads of Terms

By granting a new lease on the terms presented in the confidential section of this report, (subject to any minor amendments as may be required during the course of final negotiations prior to the lease completing) the council will be able to continue to secure a rental income, increased to today's current market rent, whilst also continuing to facilitate the provision of the Canterbury HWRC located on the land.

The agreed terms represent the best terms reasonably obtainable, based on comparable evidence and following negotiation with Kent County Council.

2 - Don't agree the new letting

The council could elect not to grant the lease on the terms presented in the confidential section of this report, and instead seek to negotiate alternative terms, such as a different rent, different lease term etc. However, the council has lost the ability to redevelop the property, or use it for its own business purposes, as suitable grounds for obtaining possession at the end of the lease in 2016 were not set out in the Notice that was served on the tenant under Section 25 of the Landlord & Tenant Act 1954.

This option is not considered suitable and indeed, if this option were pursued it would lead to a further delay in agreeing a new lease for the site, creating uncertainty around the site's future use as a HWRC. It would also lead to delays in recovering back rent owed and collection of the new rental amount.

6. Reasons for supporting option recommended, with risk assessment

Option 1 is the recommended option. The existing use of the site is well established, well used and considered by many to be an essential public facility. By granting a new lease on the terms attached in the confidential appendix the council is able to ensure the site can continue to be used to provide that established use as an HWRC. The letting will provide the council with an improved rental income in line with market evidence.

The proposed lease term also ties in with the length of lease that the tenant is proposing to grant to its operating contractor.

Option 1 also ensures that the terms of the tenant's occupation are the best reasonably obtainable, based on comparable evidence and negotiation with the tenant and it is unlikely that a higher rent could be negotiated with the tenant.

7. Implications

(a) Financial

The proposal will result in an increased income to the council, as well as generating back rent from the date the previous lease expired up to the proposed start date of the new lease.

(b) Legal

The drafting and completion of the new lease by the Council's Legal Services team will

require the resources needed to do so. It is assumed that this would be considered to be part of the normal business activities of the Legal Services team.

(c) Equalities

None identified - the use of the site will continue as is.

(d) Environmental including carbon emissions and biodiversity

None identified - the use of the site will continue as is.

Other implications

(f) Property portfolio

The increased rental income will improve the performance of the Council's property portfolio

Contact Officer: Ian Barnes - Principal Property Asset Surveyor (Valuations)

Background documents and appendices

None

Additional document(s) containing information exempt from publication:

Appendix 2 (exempt from publication) - Heads of Terms for the proposed new lease

Appendix 1 Climate Change Impact Assessment (Checklist)

1. Climate Change impacts

Impact of proposal Positive/ Neutral/ Negative	Explanation of impact If you have any relevant data, please include that in the explanation and reference the source.	Mitigation
--	---	-------------------

Impact on the council's target of being carbon neutral by 2030 This applies to emissions of carbon dioxide as a direct result of our own activities and services. Please consider the whole life impact of your proposals		
Neutral	No impact	None
Impact on carbon emissions in the Canterbury district This applies to the carbon dioxide emissions in the district as a result of your proposal. Please consider the whole life impact of your proposals.		
Neutral	No impact	None
Emission of other climate changing gases including methane, CFCs, nitrous oxide		
Neutral	No impact	None

2. Adaptation to climate change - Impact on our resilience to the effects of climate change

The greatest risks posed by climate change to the UK are:

- Flooding and coastal changes including erosion from extreme events
- Risks to health caused by high temperatures
- Water shortages and drought
- Risk to natural environments & services - landscape, wildlife, pollinators, timber etc
- Risk to food production & trade
- Emergence of new pests and diseases affecting people, plants & animals

What impact do your proposals have on our ability to resist or tackle these problems in the future?

Impact of proposal Positive/ Neutral/ Negative	Explanation of impact	Mitigation
Neutral	No impact	None

3. Further assessment work

Is a further more detailed assessment required at a later stage of this proposal?

No

Part B - Items for consideration with no public participation

These items have already been considered at the Overview and Scrutiny Committee with public participation. Therefore, there is no further public participation for the items listed in Part A of the agenda.

Cabinet

8 February 2024

Subject: Main highway projects included in the Levelling Up Fund (LUF)

Director and Head of Service:

Bill Hicks, Service Director, Place

Richard Moore, Head of Transport and Environment

Officer:

Joshua Theobald, Project Delivery Officer (Transport)

Cabinet Member:

Cllr Alex Ricketts Cabinet Member for Tourism, Movement and Rural Development

Key or Non Key decision:

Non Key

Decision Issues:

These matters are within the authority of Cabinet

Is any of the information exempt from publication:

This report is open to the public.

CCC ward(s):

Westgate

Summary and purpose of the report:

The report sets out the main improvements to the public highway that were included in the Levelling Up Fund (LUF) bid, provides a summary of the public consultation responses to the outline designs and sets out proposed changes. The Overview and Scrutiny Committee agreed the recommendations at their meeting on 25 January and their comments are included within the report.

To Resolve:

- That the detailed designs shown on the drawings in Appendices 2-5 relating to the following projects : Westgate Square, St Georges Square, St Georges Lane, Dane John to Castle (via Castle Row car park), are agreed.
- That a Section 278 agreement is entered into with Kent County Council for the implementation of these projects.
- That the Cabinet Member for Tourism, Movement and Rural Development, in consultation with the Head of Transport and Environment, is given delegated authority to make any changes required by KCC.

Next stage in process:

A section 278 agreement will be progressed with KCC and once approved the projects will be implemented.

1. Introduction

In January 2023 the government announced that it was awarding the Connected Canterbury: Unlocking the Tales of England project £19.9m with some additional match funding from the city council.

The project is designed to make the most of the city's history and heritage, revitalise its public spaces and build on the past to bring even more success in the future.

The main elements included in the bid are as follows :-

- Restoration to the Canterbury Castle and grounds
- Repairs to Poor Priests' Hospital in Stour Street
- Creation of 'Westgate Square' near the Westgate Towers
- Revitalising the public space around the clocktower in St Georges Street
- Making the bus station and St Georges Lane a greener and more pedestrian friendly arrival point
- Improvements in Castle Row, Longport and St Radigunds public car parks
- The introduction of 9 story gardens
- The creation of heritage routes or trails

The award of the funding currently requires all LUF grant money to be spent by March 2025 which is an extremely tight deadline particularly for infrastructure changes on the public highway.

2. Detail

2.1 Public consultation was undertaken for 12 weeks from 14 August 2023 to 6 November 2023 on indicative designs in the following areas which are designated public highway :-

- a. changes near the Westgate Towers and creation of a Westgate Square
- b. changes near the clocktower and creation of a St George's Square
- c. changes along St George's Lane and the bus station
- d. changes to pedestrian and cycle routes to the Norman Castle
- e. changes to footways on Pound Lane between the Causeway and St Peter's Lane

2.2 The consultation comprised an online questionnaire, two drop-in events and targeted stakeholder engagement. As well as the online questionnaire, respondents were also able to submit detailed written comments.

2.3 121 online responses were received along with 18 written responses. A separate meeting and site visit was held with the Disability Advisory Panel (DAP).

2.4 A summary of the results of the consultation is included within this report and more detailed information is contained in Appendix 1. The views and comments of DAP are set out in the equality impact assessment.

2.5 During the consultation process, the council appointed consultants HTA to ensure a consistent design approach with all the LUF projects. They have reviewed the indicative

highway designs that were subject to public consultation and their suggestions have been taken into consideration in the final designs.

2.6 In addition, a formal Stage 1/2 Road Safety Audit process was undertaken on the indicative designs and this has resulted in a number of design changes.

2.7 An explanation for all of the proposed changes that have been made to the designs taken to public consultation is included in the tables within the report. The changes take into account : the views and comments received through the public consultation process (PC), the road safety audit process (RSA), HTA's design review (HTA) and the funding that is available for these elements in the overall LUF award.

2.8 Examples of the proposed materials to be used are shown in Appendix 6.

2.9 It should be noted that further changes are likely to be required by Kent County Council as part of the formal S278 process. To avoid delays to the implementation programme, delegated authority for these changes is sought for the Cabinet Member for Tourism, Movement and Rural Development, in consultation with the Head of Transport and Environment.

2.10 The Overview and Scrutiny Committee considered these proposals on 25 January and agreed with the recommendations. The main comments made were as follows :-

- In response to a question, the officer explained that root balls of planted trees would be contained in cells that have space to allow roots to grow.
- The use of permeable surfaces was difficult in highways areas, but officers were looking at catching as much rain runoff as possible in landscaped areas, and sustainable urban drainage would be used on pathways where possible.
- There was concern over congestion in Pound Lane following busy Marlowe performances or other events. The officer explained that the majority of respondents, including residents, supported the proposal but at busy times there would be increased congestion there. It was possible to control traffic flow within the car park ANPR to an extent, but not once on The Causeway.
- With regards to landscaping, the species used must be fit for purpose and conform to Kent County Council standards. These would be included in future drawings once known.
- Councillors did not want the planters to be used as bins and asked if bins could be installed at the same time to prevent that from happening. This would be looked at.
- In response to a question, the officer explained that accessible toilets were not included as part of the current LUF objective.
- When the separate consultation on the bus station was considered, accessible toilets and signage for accessible toilets could be considered.

3.0 Westgate Square : analysis of consultation responses

3.1 The online results demonstrate that a majority of respondents are currently not satisfied with the appearance of the roads and footways around the Westgate Towers (59%) and also agree with all or some of the proposed features (68%).

In terms of the design features, a majority of respondents agree/tend to agree with all proposed features with the exception of the removal of the 'left turn only' traffic order from St Peters Street and the need for a new food or beverage concession.

Summary as follows :-

47% agree/tend to agree with the proposed carriageway/footway materials whilst 33% disagree/tend to disagree

44% agree/tend to agree with the proposed road layout whilst 41% disagree/tend to disagree

50% agree/tend to agree with the proposed closure of Pound Lane whilst 41% disagree/tend to disagree

36% agree/tend to agree with the proposed removal of the left turn only from St Peters Street whilst 47% disagree/tend to disagree

54% agree/tend to agree with the proposed restricted parking zone whilst 33% disagree/tend to disagree

69% agree/tend to agree with the proposed replacement of taxi rank with four trees whilst 26% disagree/tend to disagree

62% agree/tend to agree with the additional seating whilst 24% disagree/tend to disagree

73% agree/tend to agree with the additional planting whilst 17% disagree/tend to disagree

76% agree/tend to agree with the improved lighting whilst 9% disagree/tend to disagree

71% agree/tend to agree with decluttering the street whilst 15% disagree/tend to disagree

45% agree/tend to agree with the proposed cycle parking hub whilst 24% disagree/tend to disagree

28% agree/tend to agree with a new food and beverage concession whilst 46% disagree/tend to disagree

3.2 The main points raised in the written responses were as follows :-

- Scepticism over the suitability of a 'shared space' environment considering the volume of traffic.
- Concern over the proposed use of smooth sawn granite setts as used elsewhere in the city such as Guildhall Street and Best Lane.
- Suggestion for a change in the proposed carriageway surfacing under the towers.
- Suggestions for design changes at the end of Pound Lane.
- Suggestions for tree planting in the footway outside Ocakbasi.
- Suggestion to reposition the proposed cycle hub.
- Suggestion to move the pelican crossing towards the proposed square.
- Suggestions for different surface materials to be used around the Guildhall and the towers.
- Suggestion to remove planters from the design.
- Suggestion to incorporate traffic restrictions signs into the design and avoid the use of yellow lines.
- To ensure large vehicles can navigate through the square.
- To ensure that the timing of the works and vehicle diversions are communicated to stakeholders.
- Suggestion that the scheme is unlikely to reduce traffic dominance.
- There are no details to show how events in the square would be served by electricity or water.

- To include more covered cycle parking, improve cycle signage and retain the existing cycle refuge into the design.
- To swap the Give Way priority from St Peters Street to St Peters Place.
- Support for the proposal of a unified space i.e. square.
- Support for the closure of Pound Lane.
- Support for the proposed use of yorkstone and buff coloured surfacing.

3.3 Table of the main proposed changes to the indicative design

Ref	Issue raised	Where	Proposed change(s)
1	Risk of vehicle collisions	RSA	Include a painted left-turn arrow at end of St Peter's Place and additional No Entry sign at St Peter's Street junction
2	Risk of vehicle/pedestrian collisions across public square for blind and vision impaired	RSA	Include tactile hazard paving around perimeter of square where any kerbs are removed
3	Risk of reversing collisions if drivers attempt to turn into Pound Lane from the Westgate Towers	RSA	Relocate bollards closer to the edge of the carriageway so they are more conspicuous to drivers
4	Risk of vehicle/pedestrian collisions due to the planters/planting obstructing inter-visibility	RSA	The raised planters will be omitted
5	Maximising space available for pedestrians	RSA/PC	The intermittent planters in front of Barretts would have provided a visual guide to drivers and created increased safe space for pedestrians. As a consequence of ref 4, a 60mm high kerb will be along the widened footway instead.
6	Historical street references	PC	Traditional 'Canterbury Crossings' will be installed around the perimeter of the square. Other paving details around the Westgate Towers.
7	Suggestion for more green space/trees	HTA, PC	Additional trees in St Peters Place and one on the corner of Pound Lane. Rain garden planting areas will be installed behind the kerblines in St Peters Place
8	Choice and colour of granite setts	PC	The granite setts will be sawn and tumbled (to soften the edges) and the colours will be different shades of grey rather

			than the brighter pinks/yellows used elsewhere in the city.
9	Re-use existing natural stone materials	PC	It is proposed that the existing granite setts will be re-used on the approach to the Westgate Towers from St Dunstons Street and through the archway. Existing yorkstone paving will also be re-used in appropriate areas that are not subject to vehicle overrun.
10	Cycle hub location	PC	Relocated to rear of footway
11	New food or beverage concession not required	PC	This proposal has been removed and instead the council will work with existing premises in the vicinity to explore opportunities for tables/chair licences

4.0 St George's Square

4.1 The online results demonstrate that a majority of respondents are currently not satisfied with the appearance of the road and footways in the St George's Square area (70%) and also agree with all or some of the proposed features (70%).

In terms of the design features, a majority of respondents agree/tend to agree with all proposed features with the exception of the road layout where some people would prefer the space to be fully pedestrianised and others felt the formation of a 'square' would restrict traffic flow.

Summary as follows :-

46% agree/tend to agree with the proposed carriageway/footway materials whilst 39% disagree/tend to disagree

39% agree/tend to agree with the proposed road layout whilst 41% disagree/tend to disagree

70% agree/tend to agree with the additional seating whilst 17% disagree/tend to disagree

72% agree/tend to agree with the additional planting whilst 15% disagree/tend to disagree

67% agree/tend to agree with the improved lighting whilst 17% disagree/tend to disagree

74% agree/tend to agree with decluttering the street whilst 19% disagree/tend to disagree

45% agree/tend to agree with the proposed cycle parking hub whilst 24% disagree/tend to disagree

43% agree/tend to agree with a new concession whilst 17% disagree/tend to disagree

4.2 The main points raised in the written responses were as follows :-

- Suggestion that the proposed square blocks and negates the historic street alignment and history of the site concerning the church and that it should be retained.
- Concern over the lack of visual queues for visually impaired people crossing the site.
- Suggestion for the sunken garden around the clock tower to be reinstated.
- Suggestion for a tree to be planted in the square.
- Suggestion for the location of a proposed statue of Christopher Marlowe in the square.
- Queries over the use of planters in the design.
- To ensure that the timing of the works and vehicle diversions are communicated to stakeholders.
- To ensure large vehicles can navigate through the square.

4.3 Table of the main proposed changes to the indicative design :

Issue raised	Where	Proposed change/s
Risk of vehicle/pedestrian collisions due to the planters/planting obstructing inter-visibility	RSA	The raised planters will be omitted
Concern regarding the paving layout, vehicle movements and the historic street alignment	PC	All changes proposed to both the carriageway and footway will be omitted
Decluttering	PC	The bollards on the Fenwicks side of the street (except the hostile vehicle mitigation bollards) and some bollards on the clock tower side will be removed
More greenery/trees	PC	4 additional trees will be planted on the Fenwicks side of the street
Cycle parking	PC	Cycle stands will be installed between the proposed trees at the Canterbury Lane end of the street
Seating	PC	Bench seating will be installed between the proposed trees opposite the clocktower. Additional seating will also be considered within HTA's design of the non highway part of St George's Square

5.0 St George's Lane and the Bus Station

5.1 The online results demonstrate that 48% of respondents are currently satisfied with the appearance of the road, footways and bus shelters in St George's Lane whilst 47% are dissatisfied. A majority of respondents agree with all or some of the proposed features (60%).

In terms of the design features, a majority of respondents agree/tend to agree with all proposed features with the exception of the proposed design of the bus shelters where many

people expressed concern regarding the loss of cover, protection from the elements and seating.

Summary as follows :-

28% agree/tend to agree with the proposed layout of the new bus shelters whilst 61% disagree/tend to disagree

55% agree/tend to agree with green roofs on bus shelters whilst 20% disagree/tend to disagree

87% agree/tend to agree with improved lighting in bus shelters whilst 4% disagree/tend to disagree

89% agree/tend to agree with real-time bus information whilst 3% disagree/tend to disagree

60% agree/tend to agree with footway widening whilst 17% disagree/tend to disagree

46% agree/tend to agree with new road surfacing whilst 22% disagree/tend to disagree

50% agree/tend to agree with the proposed raised zebra crossing whilst 23% disagree/tend to disagree

42% agree/tend to agree with improved cycle facilities whilst 24% disagree/tend to disagree

52% agree/tend to agree with the proposed kerb build out opposite the bus station entrance whilst 21% disagree/tend to disagree

62% agree/tend to agree with paving improvements around the former ticket office whilst 14% disagree/tend to disagree

5.2 The main points raised in the written responses were as follows :-

- Suggestion that the bus shelters must retain the same amount of coverage and seating.
- Suggestions for more cycle parking, relocation of the cycle hub and addition of secure cycle lockers.
- Suggestion for a cycling contraflow on St George's Lane.
- Concern that the plans may be short-term bearing in mind the aspirations in the Local Plan.

5.3 Table of proposed changes to the indicative design

Issue raised	Where	Proposed change/s
Concern regarding bus shelter design	PC	A further short and targeted consultation process will be undertaken on the detailed bus shelter designs

6.0 Pedestrian and cycling routes to the Norman Castle

6.1 The online results demonstrate that a majority of respondents (77%) agree with some or all the proposed changes to pedestrian and cycle routes to the Norman Castle.

In terms of the design features, a majority of respondents agree/tend to agree with all proposed features.

Summary as follows :-

69% agree/tend to agree with resurfacing in Church Lane whilst 13% disagree/tend to disagree

79% agree/tend to agree with improved lighting in Church Lane whilst 13% disagree/tend to disagree

61% agree/tend to agree with new raised crossing point on Castle Street whilst 23% disagree/tend to disagree

69% agree/tend to agree with a widened pathway via Castle Row car park whilst 21% disagree/tend to disagree

64% agree/tend to agree with a planter separating the pathway from Castle Row car park
28% disagree/tend to disagree

77% agree/tend to agree with improved lighting whilst 10% disagree/tend to disagree

56% agree/tend to agree with improved cycle facilities whilst 26% disagree/tend to disagree

6.2 The main points raised in the written responses were as follows :-

- Suggestions for more cycle parking, relocation of the cycle hub and improved cycle signage.
- Suggestion to retain and the historic alignment of the existing wall in the centre of the footway.
- Suggestion to remove the planter.
- Suggestions to retain and extend the boundary walls around the car park.
- Concern over pedestrian and cyclist conflict on the proposed shared path.

6.3 Table of the main proposed changes to the indicative design

Issue raised	Where	Proposed change/s
Raised crossing in Castle Street	PC/HTA	The length of the crossing will be extended to include the pedestrian gate into the castle grounds
Footway alignment between Dane John and the Castle	HTA	The path alignment will be slightly curved
Green buffer and trees between pathway and car park	HTA	More trees will be planted and the green buffer increased in size to provide SUDS drainage benefits

7.0 Footway changes in Pound Lane between the Causeway and St Peters Lane

7.1 The online results demonstrate that 47% of respondents are currently satisfied with the footways on Pound Lane between the Causeway and St Peters Lane whilst 42% are

dissatisfied. 56% of respondents agree with some or all of the proposed changes.

Summary as follows :-

45% agree/tend to agree with widening the footway at the Causeway whilst 36% disagree/tend to disagree

45% agree/tend to agree with widening the footway at St Peters Place whilst 47% disagree/tend to disagree

7.2 The main points raised in the written responses were as follows :-

- Concerns over narrowing the carriageway which could increase vehicle conflict/congestion especially after Marlowe Theatre performances.
- Concerns over the loss of historic kerb alignments.
- Suggestion for a footway to be installed across St Radigunds Bridge instead.
- Suggestion for a pedestrian crossing to be installed across Pound Lane.
- Suggestion for a large raised table across the whole area and a continuous footway across the Causeway.
- To ensure that the timing of the works and vehicle diversions are communicated to stakeholders.

7.3 Proposed changes to the indicative design

It is proposed that these designs are not implemented for the following reasons :-

- a. The consultation results demonstrate a majority of respondents are satisfied with the current layout
- b. The consultation results demonstrate there is only marginal support for the footway widening on the Causeway side of the road
- c. The consultation results demonstrate that a majority of respondents do not support footway widening on the St Peters Place side of the road.

7.4 Although it is not proposed to proceed with these particular changes, the area will be included within the review of walking route improvements between LUF sites and if more modest improvements (i.e. dropped crossings, surface repairs) are identified then these may still be implemented.

8.0 Next Stages

A S278 process which includes a detailed technical approval process with KCC will be carried out, a competitive tender process will be undertaken and the projects will then be implemented.

9.0 Construction timetable

Because of the length of time it takes to gain approval for highway alterations, the long lead in time for some materials and the rigid LUF completion deadline, the construction programme will be compressed with some projects overlapping.

It is currently proposed that the majority of construction activity will be undertaken during the period July 2024 - March 2025. Although the LUF expenditure deadline is currently March 2025, it is possible to go beyond this date using our match funding. Therefore in order to minimise conflict with the redevelopment of the Barretts building, it is proposed that the Westgate Square work would be carried out during the period January - November 2025.

10. Relevant Council policy, strategies or budgetary documents

Corporate Plan 2021-2024

We recognise preserving and enhancing our heritage assets is important

We will work hard to keep our influence over transport matters so that we can implement our plans wherever possible

11. Consultation planned or undertaken

A comprehensive 12 week public consultation exercise has been undertaken and all responses considered in detail. The revised designs have taken into consideration the suggestions raised in the consultation, the RSA and by HTA consultants.

No further public consultation will be carried out.

The Overview & Scrutiny considered these proposals on 25 January and their main comments are set out in paragraph 2.10.

12. Options available with reasons for suitability

- a) To resolve that the detailed designs shown on the drawings in Appendices 2-5 relating to the following projects : Westgate Square, St Georges Square, St Georges Lane, Dane John to Castle (via Castle Row car park) are agreed.

- b) To make changes to the detailed designs shown on the drawings in Appendices 2-5 relating to the following projects : Westgate Square, St Georges Square, St Georges Lane, Dane John to Castle (via Castle Row car park).

12. Reasons for supporting option recommended, with risk assessment

Option a) is recommended for the following reason.

It is clear from the representations received that some people have very strong views on the designs. These views vary and in many places conflict depending on whether people are primarily focussed on ; pedestrian improvements, cycle facilities, creating green space, restoring historic street layouts or ensuring motorists are unaffected.

The proposed design changes incorporate as many of the views and suggestions as possible whilst still ensuring the key outputs of LUF bid are delivered.

13. Implications

(a) Financial

Detailed estimates will be carried out on all highway proposals prior to award of contracts to ensure they keep within the overall funding provision.

Items that require additional revenue funding e.g. new soft landscaping areas will be assessed and funding provision agreed before award of contracts.

(b) Legal

All highway changes will be undertaken under the Section 278 agreement with KCC as the Highway Authority.

(c) Equalities

An equality impact assessment is shown in Appendix 8. The Disability Advisory Panel and Kent Association for the Blind have been directly consulted on the detailed proposals and a site visit held - their main views and comments are listed in the equality assessment.

(d) Environmental including carbon emissions and biodiversity

A climate change impact assessment is shown in Appendix 7.

Contact Officer: Richard Moore, Head of Transport and Environment

Background documents and appendices

Appendix 1	Detailed consultation results
Appendix 2	Westgate Square : proposed general arrangement plan
Appendix 3	St George's Square : proposed general arrangement plan
Appendix 4	St George's Lane : proposed general arrangement plan
Appendix 5	Castle pedestrian/cycle improvements : proposed general arrangement plan
Appendix 6	Indicative palette of materials
Appendix 7	Climate Change Impact Assessment
Appendix 8	Equality Impact Assessment



Appendix 1: Connected Canterbury – Unlocking the Tales of England highways proposals

Consultation responses

1. Introduction

Consultation on Canterbury City Council's (CCC) plans to make changes to the public highway took place between Monday 14 August 2023 and Monday 6 November 2023.

This consultation sought views on each of the following five proposals:

- changes near the Westgate Towers and creation of a Westgate Square

- changes near the clocktower and creation of a St George's Square
- changes along St George's Lane and to the bus station
- changes to the pedestrian and cycle routes to the Norman Castle
- changes to footways on Pound Lane between The Causeway and St Peter's Lane.

Respondents were asked to comment on the current appearance and layout of these areas before giving their views on proposed changes.

The consultation also set out individual features within each proposal and asked respondents to express their level of agreement for each of these.

A total of 139 responses were received.

2. Executive summary

The main findings from the consultation are:

- Most respondents are not satisfied with the current appearance of all of the five areas, particularly the road and footways in St George's Square.
- Across the five areas, the reasons for this are lack of safety, cleanliness, and specific reference to cars dominating public spaces.
- Overall, there was a majority of respondents that agreed with all or some of the proposals at each of the locations.
- The pedestrian and cycling routes to Norman Castle received the highest level of agreement with respondents recognising the benefits of enhancing cycle routes and lighting for cyclists and pedestrians (59% agree).
- The proposals with the lowest level of agreement are changes to footways on Pound Lane between The Causeway and St Peter's Lane (40% disagree), this was followed by proposed changes to St George's Lane and the bus station (38% disagree).
- The concerns raised for proposals were specific to each of the five schemes, as were the elements people perceived as positive.

3. Consultation methodology

Consultation took place between Monday 14 August 2023 and Monday 6 November 2023. The following methods were used to seek views:

- an online questionnaire, which received 121 responses
- a paper version of the questionnaire, of which none were returned
- written representations were also welcomed and 18 were received.

The consultation was promoted in the following ways:

- an article on the council's newsroom site
- posts on the council's social media channels
- two in-person meetings where council officers were present to answer questions and take suggestions from the public.

Additionally, the following stakeholders were emailed directly to encourage them to respond to the consultation:

- Parish councils
- CCC councillors
- Relevant KCC councillors
- Residents' associations
- Local 'Friends of' groups
- Canterbury Connected Business Improvement District (BID)
- Canterbury Archaeological Trust
- Canterbury Green Party
- Canterbury Inter Faith Association
- Canterbury Society
- Canterbury Society
- Canterbury Action for Sustainable transport
- Canterbury College
- Cathedral Court Residents Association
- C4B
- CPRE Kent
- CPRE Kent
- East Cliff Neighbourhood Panel
- English Rural Housing Association
- Ethnic Minority Independent Council (EMIC)
- Ethnic Minority Independant Council
- Herne Bay and District Chamber of Commerce
- Hi Kent
- Hilltop Community
- Home Builders Federation
- Chamber of Commerce
- Invicta Chamber of Commerce
- Local Democracy Forum
- Moat Housing
- Mono Consultants Limited
- SPOKES East Kent Cycle Campaign
- St Mildreds Area Conservation Society SMACS
- The Crab & Winkle Line Trust
- The Canterbury Academy Trust
- The Gardens Trust
- The Georgian Group
- The Ickham, Littlebourne and Wickhambreaux Society
- The Open Spaces Society
- The Society of Sturry Village
- The Talk of Tankerton
- The Twentieth Century Society
- Theatres Trust
- Whitstable Improvement Trust
- Visit Kent
- Canterbury Climate Action Partnership
- Canterbury Christchurch Student Union
- University of Kent Student Union
- UCA Student Union

- Age UK Canterbury
- Canterbury Inter-Faith Association (CANDIFA)
- Disability Advisory Panel (DAP)
- Ethnic Minority Independent Council (EMIC)
- HiKent
- Nigerian Community Association
- Polish Educational Club in Kent (PECK)
- Karibu Community Action Kent
- Kwan Ngei Chinese Association
- Canterbury and District Jewish Community
- Canterbury Muslim Cultural Centre
- Kent County Council - Highways
- Stagecoach
- Whitefriars
- Marlowe Society
- English Heritage
- World Heritage Committee
- Pride
- Visit Kent
- Canterbury Cathedral
- Canterbury Festival
- Continental Drifts
- Kent Cultural Transformation Board
- Canterbury Tales of England
- Canterbury Archaeological Trust

4. Findings

NB: Percentages have been rounded to the nearest decimal point

4.1. Questionnaire responses

A total of 121 completed questionnaires were submitted, all of which were online.

4.1.1. Respondent profile

Over 90% of respondents are residents of the Canterbury district.

Respondent type	Percentage
A resident of the Canterbury district	93% (112)
A visitor to the Canterbury district	2% (2)
A worker in the Canterbury district	3% (3)
A business, organisation or community group	3% (4)
A city, county, parish or town councillor	-
An MP	-

The majority of people responding were aged between 45 and 74.

Age	Percentage
Under 18	-
18 to 25	5% (6)
26 to 34	12% (14)
35 to 44	12% (14)
45 to 54	17% (20)
55 to 64	22% (26)
65 to 74	17% (20)
75 to 84	12% (14)
85 and above	1% (1)

NB: 6 (4.9%) respondents did not give their age

More females responded than males.

Gender	Percentage
Male	35% (42)
Female	56% (68)
Prefer to self-describe (for example, non-binary, gender fluid etc)	1% (1)

NB: 10 (11.6%) respondents did not give their gender

4.1.2. Changes near the Westgate Towers and creation of a Westgate Square

Over half of respondents are not satisfied with the current appearance of the road and footways around the Westgate Towers.

Satisfied with current appearance of the road and footways around the Westgate Towers	Percentage
Yes	36% (21)
No	59% (34)
Don't know	5% (3)

Respondents were asked to explain why they were either satisfied or dissatisfied with the appearance of the road and footways around the Westgate Towers. The following comments were received:

- Too many cars: 10 comments
- Area needs cleaning: 9 comments
- Feels unsafe to cross: 7 comments
- Busy junction with noise and air pollution: 6 comments
- Railing need to be added: 6 comments
- Lack of green space: 6 comments
- It's fine as it is: 5 comments
- Too much clutter: 4 comments
- Easier for cyclists: 4 comments
- Waste of money: 3 comments
- Doesn't look aesthetically pleasing: 2 comments
- Keep it functional and authentic: 2 comments
- It already does what's needed: 1 comment
- Approve the adding of the square: 1 comment
- Like that more trees are planted: 1 comment
- Remove beggars: 1 comment
- Disagree with changes: 1 comment
- Remove social distancing posts: 1 comment
- It looks disorganised: 1 comment
- Disagree with getting rid of bus shelter: 1 comment

68% of respondents expressed agreement with some or all of the proposals to change the layout and appearance of Westgate Square, with some third of respondents disagreeing with them completely.

Agreement with proposals to change the layout and appearance of Westgate Square	Percentage
Yes	21% (12)
No	31% (18)
Some of them	47% (27)
Not sure	2% (1)

Respondents were asked to explain why they agreed or disagreed with proposals to change the layout and appearance of Westgate Square. The following comments were received:

- Need to maintain traffic flow: 9 comments
- Disagree with closing Pound Lane: 8 comments
- Make it safer for pedestrians: 6 comments
- Waste of money: 6 comments
- Decrease street furniture: 5 comments

- Agree with closing Pound Lane: 4 comments
- Improve cycling routes and facilities: 3 comments
- Consider using accessible materials for paved areas: 3 comments
- Need more detail: 3 comments
- Keep the heritage aspects: 3 comments
- Standardise the street furniture: 2 comments
- Whole area needs improving: 2 comments
- Plenty of food outlets already in St Peters: 2 comments
- Make it easier for sight impaired travel: 2 comments
- Add more green space: 2 comments
- Stop discriminating against disabled drivers: 1 comment
- Install ULEZ zones: 1 comment
- Enforce existing rules: 1 comment
- Leave Westgate alone: 1 comment
- Concern of impact on Masonic Hall: 1 comment
- Seating is needed: 1 comment
- Disagree with larger square: 1 comment

Respondents were asked to state the extent to which they agreed or disagreed with proposed new features near the Westgate Towers and creation of a Westgate Square.

A majority of respondents either strongly agree or tend to agree with all of the proposed features with the exception of the removal of the 'left turn only' traffic order from St Peters Street and the need for a new food or beverage concession.

Proposed new features - extent of agreement/disagreement						
	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
Carriageway and footway materials	12	15	12	10	9	-
	21%	26%	21%	17%	16%	-
Road layout	9	16	8	7	17	1
	16%	28%	14%	12%	29%	2%
New traffic regulations						
a) Pound Lane closure	18	11	5	7	17	-
	31%	19%	9%	12%	29%	-
b) Remove left only from St Peter's Street	10	11	8	9	18	2
	17%	19%	14%	16%	31%	3%
c) Restricted parking zone	20	11	8	6	13	-
	35%	19%	14%	10%	22%	-
d) Replacement of taxi rank with four trees	24	16	3	4	11	-
	41%	28%	5%	7%	19%	-
Seating	25	11	8	6	8	-
	43%	19%	14%	10%	14%	-

Proposed new features - extent of agreement/disagreement						
	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
Planting	26	16	5	3	7	1
	45%	28%	9%	5%	12%	2%
Lighting	22	22	9	-	5	-
	38%	38%	16%	-	9%	-
Decluttering the street	25	16	7	2	7	1
	43%	28%	12%	3%	12%	2%
Cycle parking hub	16	10	16	4	10	2
	28%	17%	28%	7%	17%	3%
New food and beverage concession	5	11	14	10	17	1
	9%	19.0%	24%	17%	29%	2%

4.1.3. Changes near the St George's Tower (clocktower) and creation of a St George's Square

Over two thirds of respondents (70%) are not satisfied with the current appearance of the road and footways in St George's Square.

Satisfied with current appearance of the road and footways in St George's Square	
Yes	28% (13)
No	70% (32)
Don't know	2% (1)

Respondents were asked to explain why they were either satisfied or dissatisfied with the appearance of the road and footways in St George's Square. The following comments were received:

- Needs a clean: 11 comments
- Dominated by cars: 7 comments
- Dangerous for pedestrians: 5 comments
- Keep with the heritage: 5 comments
- New paving is awful: 4 comments
- Too much street clutter: 3 comments
- Do not change traffic flow: 3 comments
- It's easier to travel: 2 comments
- Waste of money: 2 comments
- Make more green space: 2 comments
- Difficult for sight impaired users: 1 comment

- It's adequate as it is: 1 comment
- More public seating is needed: 1 comment
- Place automatic barriers for disabled drivers: 1 comment
- Clock tower feels abandoned: 1 comment

70% of respondents expressed agreement with some or all of the outlined proposals with 28% disagreeing completely.

Agreement with proposals to change the layout and appearance of St George's Square	Percentage
Yes	24% (11)
No	28% (13)
Some of them	46% (21)
Not sure	2% (1)

Respondents were asked to explain why they agreed or disagreed with proposals to change the layout and appearance of St George's Square. The following comments were received:

- Waste of money: 7 comments
- Proposals will restrict traffic flow: 5 comments
- Stain proof paving needed: 5 comments
- Approve of plans: 4 comments
- Proposals will make the area more attractive: 4 comments
- Scheme is confusing: 3 comments
- Maintain history of the city: 2 comments
- Remove street clutter: 2 comments
- Proposals will create more places to sit: 1 comment
- Clarification needed: 1 comment
- Use permanent structures for food stalls: 1 comment
- Should be taxi access only: 1 comment
- KCC don't maintain what's already there: 1 comment
- Would make it less dangerous: 1 comment
- Would support a ULEZ scheme: 1 comment
- Tower looks disconnected: 1 comment
- Install more cycle hubs: 1 comment
- More planting needed: 1 comment
- Retain disabled parking: 1 comment
- New paving is not easy to navigate in a wheelchair: 1 comment
- Need to provide large vehicle access to the Marlowe Theatre: 1 comment

A majority of respondents either strongly agree or tend to agree with all of the proposed features with the exception of the road layout where some people are concerned that traffic flow would be restricted.

Proposed new features - extent of agreement/disagreement						
	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
Carriageway and footway materials	6	15	7	7	11	-
	13%	33%	15%	15%	24%	-
Road layout	5	13	8	7	12	1
	11%	28%	17%	15%	26%	2%
Seating	15	17	6	2	6	-
	33%	37%	13%	4%	13%	-
Planting	16	17	5	2	5	1
	35%	37%	11%	4%	11%	2%
Lighting	12	19	7	2	6	-
	26%	41%	15%	4%	13%	-
Decluttering the street	17	17	3	2	7	-
	37%	37%	7%	4%	15%	-
Concessions	8	12	15	2	6	3
	17%	26%	33%	4%	13%	7%

4.1.4. Changes to St George's Lane and the bus station

An equal number of respondents are satisfied with the current appearance of the road, footways and bus shelters on St George's Lane as they are dissatisfied.

Satisfied with current appearance of the road, footways and bus shelters on St George's Lane	Percentage
Yes	48% (42)
No	47% (41)
Don't know	6% (5)

Respondents were asked to explain why they were either satisfied or dissatisfied with the appearance of the road, footways and bus shelters on St George's Lane. The following comments were received:

- Provides protection against the weather: 22 comments
- Old fashioned, needs updating: 11 comments
- It's fine as it is: 10 comments
- Large seating area is needed: 10 comments
- Waste of money: 8 comments

- Dislike current bus shelter: 7 comments
- It's not welcoming for pedestrians: 6 comments
- Needs queue management, too crowded: 5 comments
- Materials are non recyclable: 3 comments
- Needs a clean: 2 comments
- Signage needs improving: 2 comments
- Footways are too narrow: 2 comments
- Need more exists from the bus station: 1 comment
- Air too dirty: 1 comment
- Vehicle dominated area: 1 comment
- Noisy and confusing environment for sight impaired: 1 comment
- Better lighting needed: 1 comment
- Information point needed: 1 comment

Overall, 60% of respondents expressed agreement with some or all of the outlined proposals with 38% disagreeing completely.

Agreement with proposals to change the layout and appearance of St George's Lane and the bus station	Percentage
Yes	19% (17)
No	38% (33)
Some of them	41% (36)
Not sure	2% (2)

Respondents were asked to explain why they agreed or disagreed with proposals to change layout and appearance of St George's Lane and the bus station. The following comments were received:

- Continuous bus shelter is needed: 40 comments
- Large seating area needed: 10 comments
- Waste of money: 6 comments
- Agree with plans: 5 comments
- Agree to expand footways: 3 comments
- Need to address overcrowding and queuing: 3 comments
- Needs to reflect entrance to the city: 2 comments
- Agree with tactile zebra crossings: 2 comments
- Changes are not needed: 1 comment
- Agree to create cycle hubs: 1 comment
- Would support a ULEZ zone: 1 comment
- Surfaces are not sustainable: 1 comment
- Add more green spaces: 1 comment
- Need CCTV at cycle hubs: 1 comment
- Will be hard for busses to turn in the station: 1 comment
- Agree to replace shelters: 1 comment

- Disagree with location of cycle hire: 1 comment
- Work on traffic flow: 1 comment

Respondents were asked to state the extent to which they agreed or disagreed with proposed new features to St George's Lane and the bus station.

A majority of respondents either strongly agree or tend to agree with all of the proposed features with the exception of the new bus shelters.

Proposed new features - extent of agreement/disagreement						
	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
Walking between the bus station and Whitefriars and improved pedestrian routes and space						
New bus shelters	17	8	5	9	45	4
	19%	9%	6%	10%	51%	5%
Green roofs on bus shelters	30	18	19	8	10	3
	34%	21%	22%	9%	11%	3%
Improved lighting in bus shelters	52	25	5	1	3	2
	59%	28%	6%	1%	3%	2%
Real-time bus information	63	15	6	-	3	1
	72%	17%	7%	-	3%	1%
Footway widening	38	15	18	6	9	2
	43%	17%	21%	7%	10%	2%
Road surfacing	17	24	25	8	11	3
	19%	27%	28%	9%	13%	3%
Raised zebra crossing	21	23	21	7	13	3
	24%	26%	24%	8%	15%	3%
Cycle facilities	18	18	27	9	12	4
	21%	21%	31%	10%	14%	5%
Improved bus access into the bus station with kerb buildout	25	21	19	7	11	5
	28%	24%	22%	8%	13%	6%
Improved area around former ticket office building	26	28	17	3	10	4
	30%	32%	19%	3%	11%	5%

4.1.5. Changes to the pedestrian and cycling route to the Norman Castle

Over half of respondents (56%) are not satisfied with the current appearance of pedestrian and cycle routes to the Norman Castle and Dane John Gardens.

Satisfied with current pedestrian and cycle routes to the Norman Castle and Dane John Gardens	Percentage
Yes	28% (11)
No	56% (22)
Don't know	15% (6)

Respondents were asked to explain why they were either satisfied or dissatisfied with the current pedestrian and cycle routes to the Norman Castle and Dane John Gardens. The following comments were received:

- Doesn't feel safe: 5 comments
- Difficult for cyclists: 5 comments
- Badly signposted: 3 comments
- More than adequate: 3 comments
- Waste of money: 3 comments
- Needs to be cleaned: 2 comments
- Footpath is too narrow: 2 comments
- Agree with lighting improvements: 2 comments
- Not an area I visit: 2 comments
- Agree to encourage cycling: 1 comment
- Changes will not make a difference: 1 comment
- Unsafe for sight impaired residents: 1 comment
- Wall is in the way: 1 comment
- Disagree with loss of spaces: 1 comment

Over three quarters of respondents (77%) expressed agreement with some or all of the outlined proposals with 23% disagreeing completely.

Agreement with proposals to change the pedestrian and cycling routes to the Norman Castle	Percentage
Yes	59% (23)
No	23% (9)
Some of them	18% (7)
Not sure	-

Respondents were asked to explain why they agreed or disagreed with proposals to change the pedestrian and cycling routes to the Norman Castle. The following comments were received:

- Waste of money: 5 comments

- Agree with scheme: 5 comments
- Improving lighting is important: 5 comments
- Agree to remove high wall: 4 comments
- Widening path is important: 3 comments
- Important to create a cycle route: 3 comments
- It'll become full of litter: 3 comments
- Improvements don't go far enough: 2 comments
- Make the lighting a heritage design: 1 comment
- Road resurfacing needed: 1 comment
- Needs to be more accessible: 1 comment
- CCTV needed: 1 comment

Respondents were asked to state the extent to which they agreed or disagreed with proposed new features to the pedestrian and cycling route to the Norman Castle.

The majority of respondents either strongly agree or tend to agree with all of the proposed features.

Proposed new features - extent of agreement/disagreement						
	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
Church Lane						
Road resurfacing	16	11	6	1	4	1
	41%	28%	15%	3%	10%	3%
Improved lighting	24	7	2	1	4	1
	62%	18%	5%	3%	10%	3%
Gas Street to Dane John						
New raised crossing point on Castle Street	16	8	5	2	7	1
	41%	21%	13%	5%	18%	3%
Widened pathway with buff surfacing	19	8	3	-	8	1
	49%	21%	8%	-	21%	3%
Landscaping planter	16	9	2	2	9	1
	41%	23%	5%	5%	23%	3%
Lighting	22	8	4	-	4	1
	56%	21%	10%	-	10%	3%
Cycle facilities in car park	15	7	6	1	9	1
	39%	18%	15%	3%	23%	3%

4.1.6. Changes to footways on Pound Lane between The Causeway and St Peter's Lane

A relatively equal number of respondents are satisfied with the current footways on Pound Lane between The Causeway and St Peter's Lane as they are dissatisfied.

Satisfied with current footways on Pound Lane between The Causeway and St Peter's Lane	Percentage
Yes	47% (21)
No	42% (19)
Don't know	11% (5)

Respondents were asked to explain why they were either satisfied or dissatisfied with the current footways on Pound Lane between The Causeway and St Peter's Lane. The following comments were received:

- Pathways are too narrow: 9 comments
- Dangerous for pedestrians: 9 comments
- Works well now: 7 comments
- Waste of money: 3 comments
- Disagree with closing Pound Lane: 2 comments
- Sufficient for pedestrians: 1 comment
- Use materials historical to the area: 1 comment
- Make the underpasses safe: 1 comment

Over half of respondents (56%) expressed agreement with some or all of the outlined proposals with 40% disagreeing completely.

Agreement with proposals to change the footways between The Causeway and St Peter's Lane	Percentage
Yes	36% (16)
No	40% (18)
Some of them	20% (9)
Not sure	4% (2)

Respondents were asked to explain why they agreed or disagreed with proposals to change the footways between The Causeway and St Peter's Lane. The following comments were received:

- Safety for pedestrians: 7 comments

- Widen walkway: 6 comments
- Waste of money: 6 comments
- It's ok as it is: 4 comments
- Disagree with closing Pound Lane: 4 comments
- Prioritise pedestrians: 3 comments
- Proposal will make traffic worse: 2 comments
- It's currently dangerous: 2 comments
- Agree with plans: 1 comment
- Need to allow large vehicles into Marlowe Theatre: 1 comment
- Already too narrow: 1 comment

Respondents were asked to state the extent to which they agreed or disagreed with proposed new features to footways on Pound Lane between The Causeway and St Peter's Lane.

Both features received a relatively mixed response with respondents split in their levels of agreement.

Proposed new features - extent of agreement/disagreement						
	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
Widened footway at The Causeway	16	4	8	4	12	1
	36%	9%	18%	9%	27%	2%
Widened footway on Pound Lane near St Peter's Place	16	4	3	7	14	1
	36%	9%	7%	16%	31%	2%

4.2. Written representations

A total of 18 written representations were received. A summary of the main points raised in the written responses is also included within the committee reports.

WR001 was received from a resident. This representation was unclear but seemed to suggest that the scheme would cause traffic to make detours to other areas of the city, wasting fuel and increasing pollution. As there are no proposals to change the traffic flow through or around the towers, it is not considered that this is a valid concern.

WR002 was received from a resident. This representation suggested that the government funding could be better spent on other projects in the city. The projects suggested are outside of the scope of the Connected Canterbury project but could be considered as part of the Transport Strategy.

WR003 was received from a residents association. This representation asked general questions relating to the overall Connected Canterbury project relating to sustainability, affordability, aesthetics, and heritage conservation...

WR004 was received from a resident. This representation called for more cycle parking, better cycle routes and clearer signage which will be taken into account in the scheme designs and within other stands of the Connected Canterbury project. It also called for e-scooters to be banned which is outside of the project scope.

WR005 was received from a resident. This representation did not support the scheme design for the footway changes in Pound Lane between the Causeway and St Peters Lane.

WR006 was received from a residents association. This representation suggested design alterations for the Westgate Square proposals. We have considered these as part of our scheme design development.

WR007 was received from a residents association. This representation suggested design alterations for the footway changes in Pound Lane between the Causeway and St Peters Lane. We have considered these as part of our scheme design development.

WR008 was received from a resident. This representation requested that the horse trough by the westgate towers be used as a flower planter and that a pedestrian crossing be installed on Pound Lane. We have considered these as part of our scheme design development.

WR009 was received from a business. This representation raised concerns over the accessibility to vehicles of the Westgate Square, St George's Square and footway changes in Pound Lane between the Causeway and St Peters Lane. We have considered these as part of our scheme design development. It also asked for improvements for cycling on other routes which we will consider within different stands of the Connected Canterbury project.

WR010 was received from a resident. This representation called for the shelters within the bus station to maintain the same amount of cover and seating as they currently have. We have considered these as part of our scheme design development.

WR011 was received from a local group. This representation called for increased and improved cycling infrastructure within the schemes. We have considered these as part of our scheme design development.

WR012 was received from a resident. This representation provided detailed design suggestions for all of the schemes. Where these were within the scope of the Connected Canterbury project, we have considered these as part of our scheme design development.

WR013 was received from a business. This representation provided detailed design suggestions for all of the schemes. We have considered these as part of our scheme design development.

WR014 was received from a business. This representation provided detailed design suggestions for all of the schemes. We have considered these as part of our scheme design development.

WR015 was received from a business. This representation provided detailed design suggestions for all of the schemes. We have considered these as part of our scheme design development.

WR016 was received from a local group. This representation provided detailed design suggestions for all of the schemes. We have considered these as part of our scheme design development.

WR017 was received from a public authority. This representation commented on the schemes in terms of highway asset management and road safety. We will address these comments as part of our Section 278 agreement with the highway authority and by carrying out road safety audits.

WR018 was received from a resident. This representation provided detailed design suggestions for the Westgate Square proposal. We have considered these as part of our scheme design development

4.3. Public drop-in sessions

Public drop-in sessions were held on:

- The Guildhall, St Peter's Place, Canterbury, CT1 2DB, on Thursday 14 September 2023, 10am to 4pm
- The Guildhall, St Peter's Place, Canterbury, CT1 2DB, on Saturday 23 September 2023, 10am to 4pm

These events were promoted via email to a wide array of stakeholders on the council's newsroom website as well as social media channels.

In total, both events were attended by approximately 130 people.

Council officers involved in the design and delivery of the schemes were in attendance to answer questions and provide further details and clarifications on specific elements of the schemes.

In general, people were supportive of the overall principles of the schemes but there were a number of alternative suggestions made towards the details. These were also raised in the online survey.

A number of people were concerned that vehicle access through the Westgate Square and St George's Square would be restricted, and officers were able to reassure people that these measures were not being proposed.

5. Conclusions

Overall, the survey results show that people are generally unsatisfied with how the five areas look as they are.

Where there is a lack of overall agreement for each of the proposals, respondents did state that they agree with some of the suggested changes.

While the reasons for this were mixed contingent on the scheme in question, there were common themes that ran through each of them.

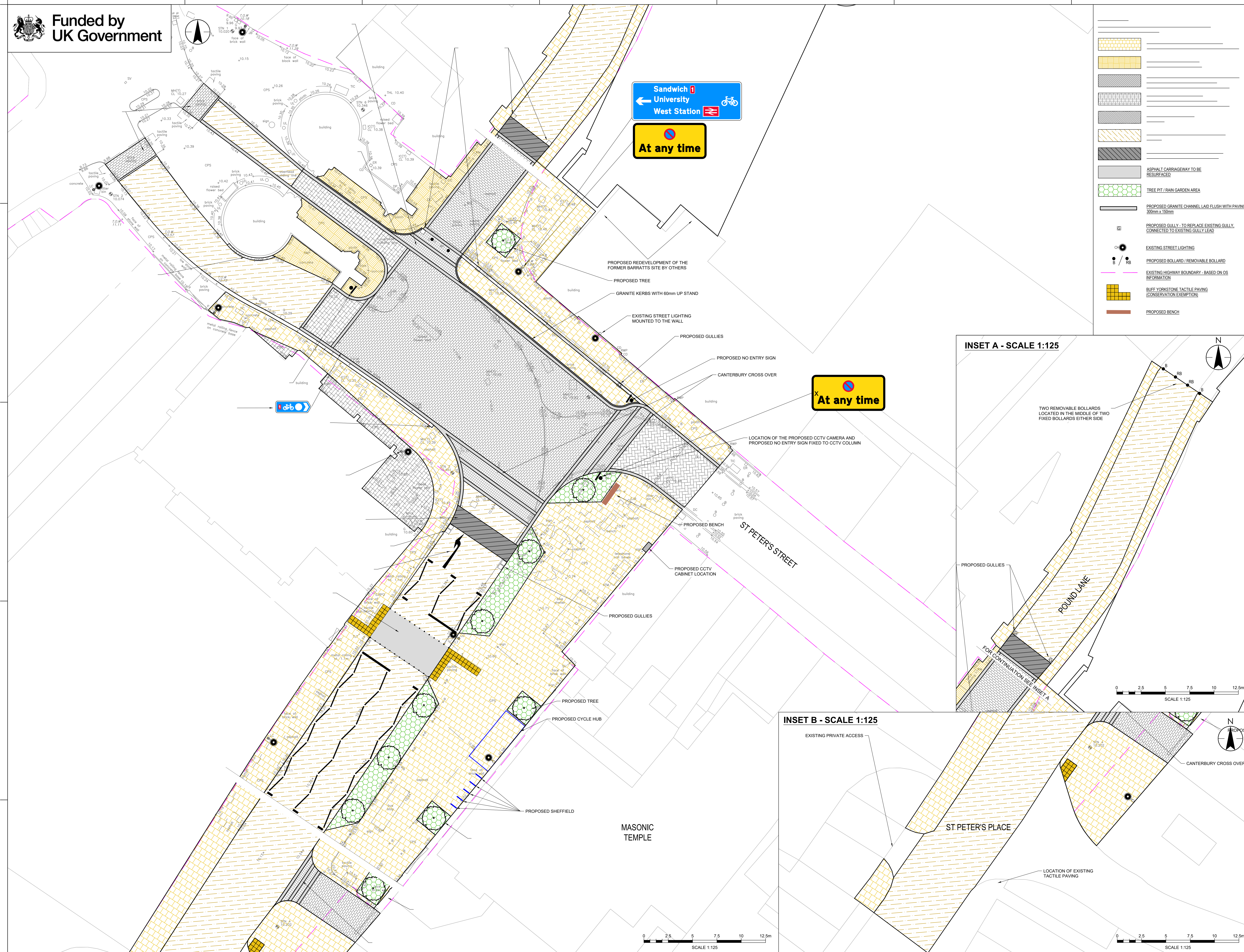
Safety was deemed important with concerns for pedestrians at the heart of numerous comments. Respondents also feel that any changes should be in keeping with Canterbury's cultural heritage.

While respondents expressed that they don't like some aspects of the proposals, these figures and comments should be considered in conjunction with evidence around current appearance and layout.

It's clear that the people of Canterbury are dissatisfied with how the five areas currently look. This suggests that action is needed.

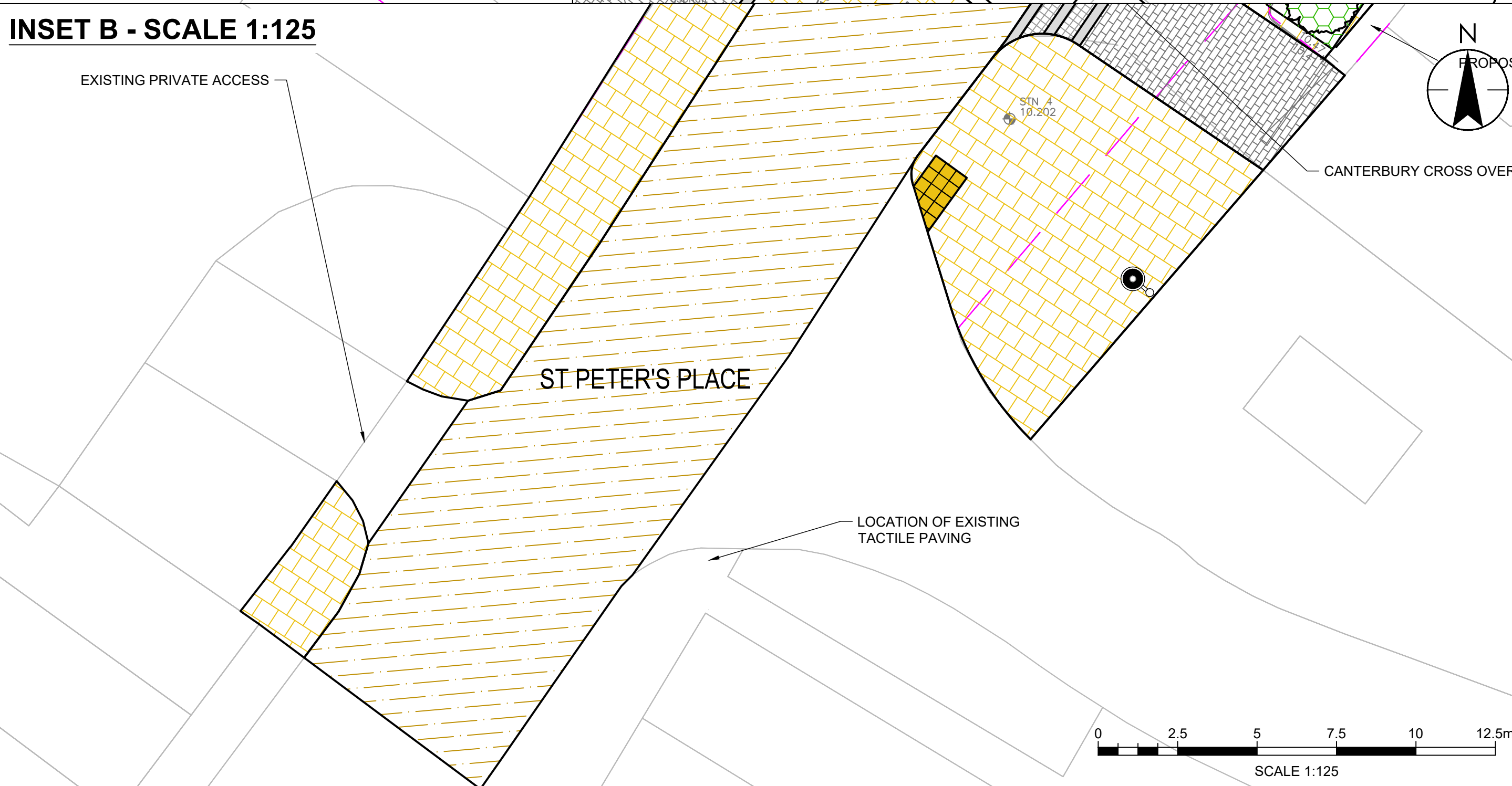
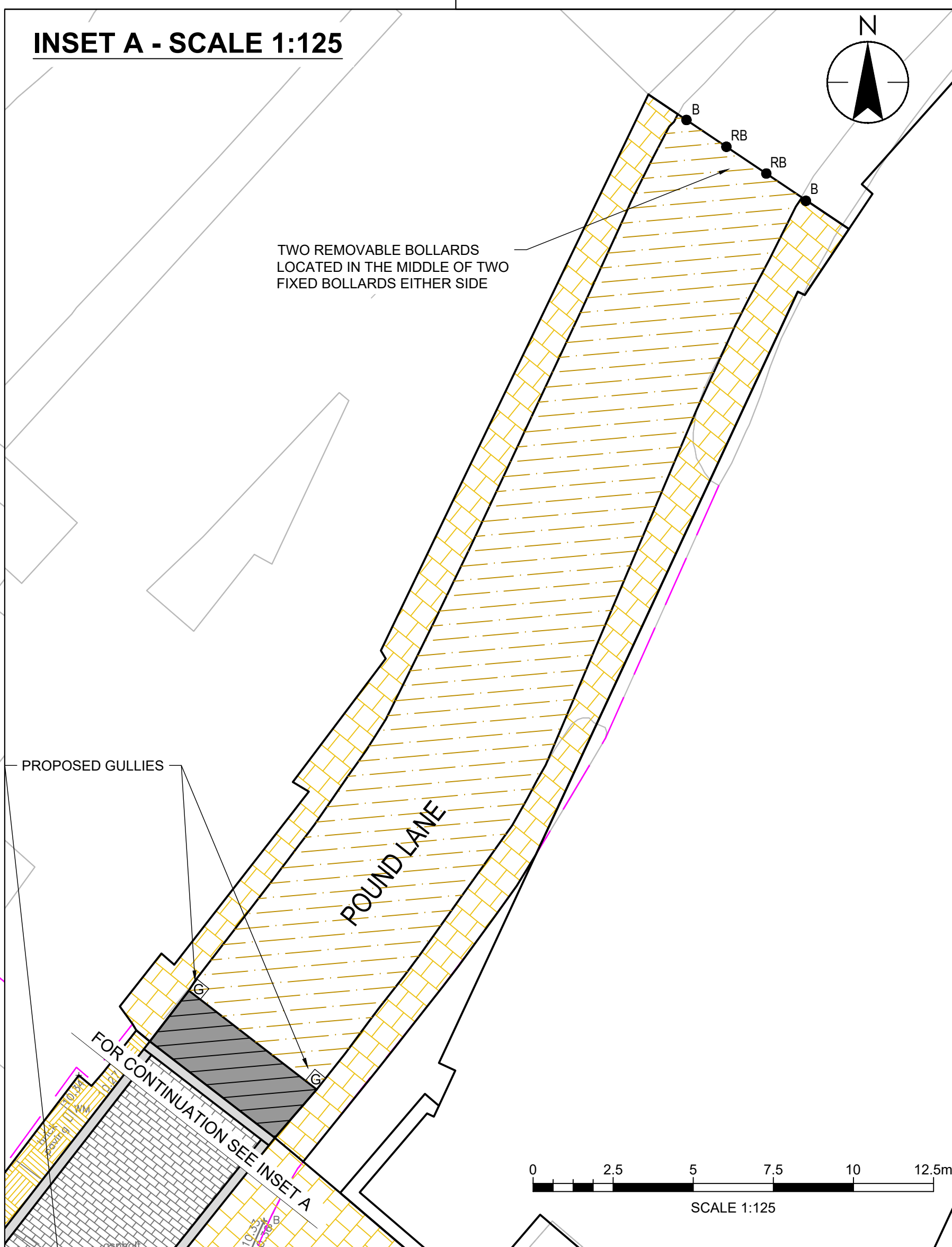
Given the response rate and overall engagement during the consultation period, residents seem engaged with proposed changes to work on the public highway.

It's hoped that the findings from this consultation provide useful insight as to how the council will proceed during the next stages of the project.



LEGEND

- PROPOSED GRANITE CHANNEL LAID FLUSH WITH PAVING 300mm x 150mm
- PROPOSED GULLY - TO REPLACE EXISTING GULLY CONNECTED TO EXISTING GULLY LEAD
- EXISTING STREET LIGHTING
- PROPOSED BOLLARD / REMOVABLE BOLLARD
- EXISTING HIGHWAY BOUNDARY - BASED ON OS INFORMATION
- BUFF YORKSTONE TACTILE PAVING (CONSERVATION EXEMPTION)
- PROPOSED BENCH
- ASPHALT CARRIAGEWAY TO BE RESURFACED
- TREE PIT / RAIN GARDEN AREA



- DRAWING BASED ON ORDNANCE SURVEY MAPPING INFORMATION PROVIDED BY CANTERBURY CITY COUNCIL.
- ALL WORKS TO BE UNDERTAKEN IN ACCORDANCE WITH THE SPECIFICATION FOR HIGHWAY WORKS (S.H.W) AND KENT COUNTY COUNCIL SPECIFICATION.
- THIS DRAWING IS TO BE READ IN CONJUNCTION WITH ALL OTHER RELEVANT DOCUMENTATION.

NO	DESCRIPTION	DATE	BY	APP'D
T11	DRAWING UPDATED AS PER CCCC COMMENTS	02/11/2024	AM	
T10	DRAWING UPDATED AS PER CCCC COMMENTS	02/11/2024	AM	
T09	DRAWING UPDATED AS PER CCCC COMMENTS	02/11/2024	AM	
T08	DRAWING REVISED & LOGIC UPDATED	02/11/2024	AM	
T07	DRAWING REVISED	02/11/2024	AM	
T06	DRAWING REVISED	02/11/2024	AM	
T05	DRAWING REVISED	02/11/2024	AM	
T04	DRAWING REVISED	02/11/2024	AM	
T03	GRANITE SETS GRABED TO THE NEW PROPOSED BUILDING	02/11/2024	AM	
T02	PLANTER LAYOUT AMENDED	12/06/2023	AM	
T01	FIRST ISSUE	02/11/2023	AM	

Issued/Revision
 Issued: 02/11/2023
 Drawn: AM
 Checked: YYYV:AMM:DD

Issue Status

S2 - FOR INFORMATION

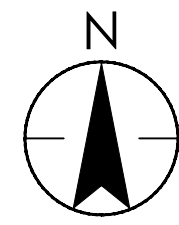
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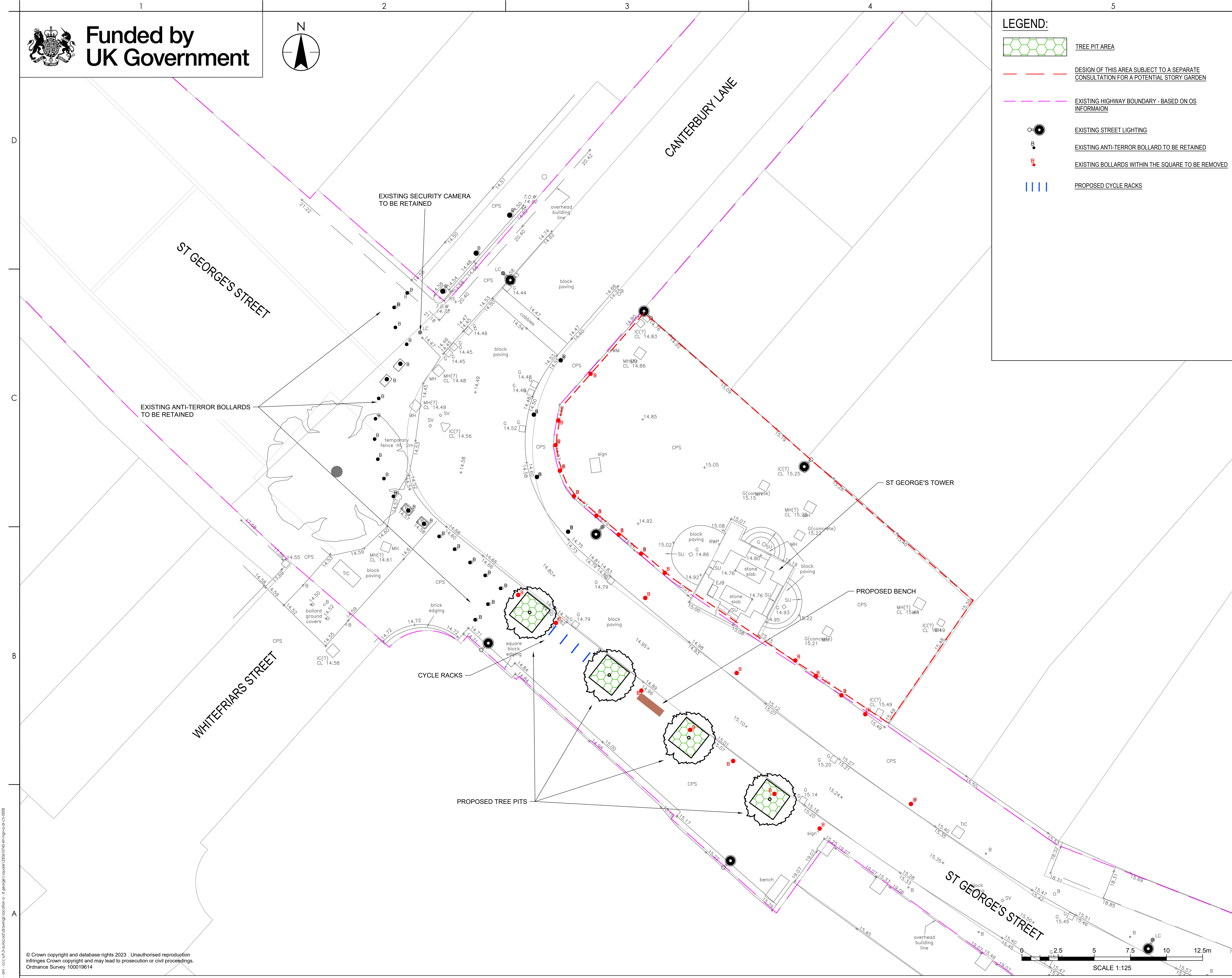
LEVELLING UP FUND

Title
GENERAL ARRANGEMENT FOR WEST GATE TOWERS



LEGEND:

-  TREE PIT AREA
-  DESIGN OF THIS AREA SUBJECT TO A SEPARATE CONSULTATION FOR A POTENTIAL STORY GARDEN
-  EXISTING HIGHWAY BOUNDARY - BASED ON OS INFORMATION
-  EXISTING STREET LIGHTING
-  EXISTING ANTI-TERROR BOLLARD TO BE RETAINED
-  EXISTING BOLLARDS WITHIN THE SQUARE TO BE REMOVED
-  PROPOSED CYCLE RACKS



EXISTING ANTI-TERROR BOLLARDS TO BE RETAINED

EXISTING SECURITY CAMERA TO BE RETAINED

CYCLE RACKS

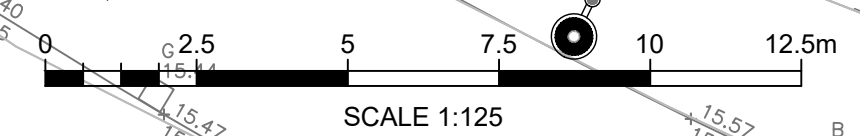
PROPOSED TREE PITS

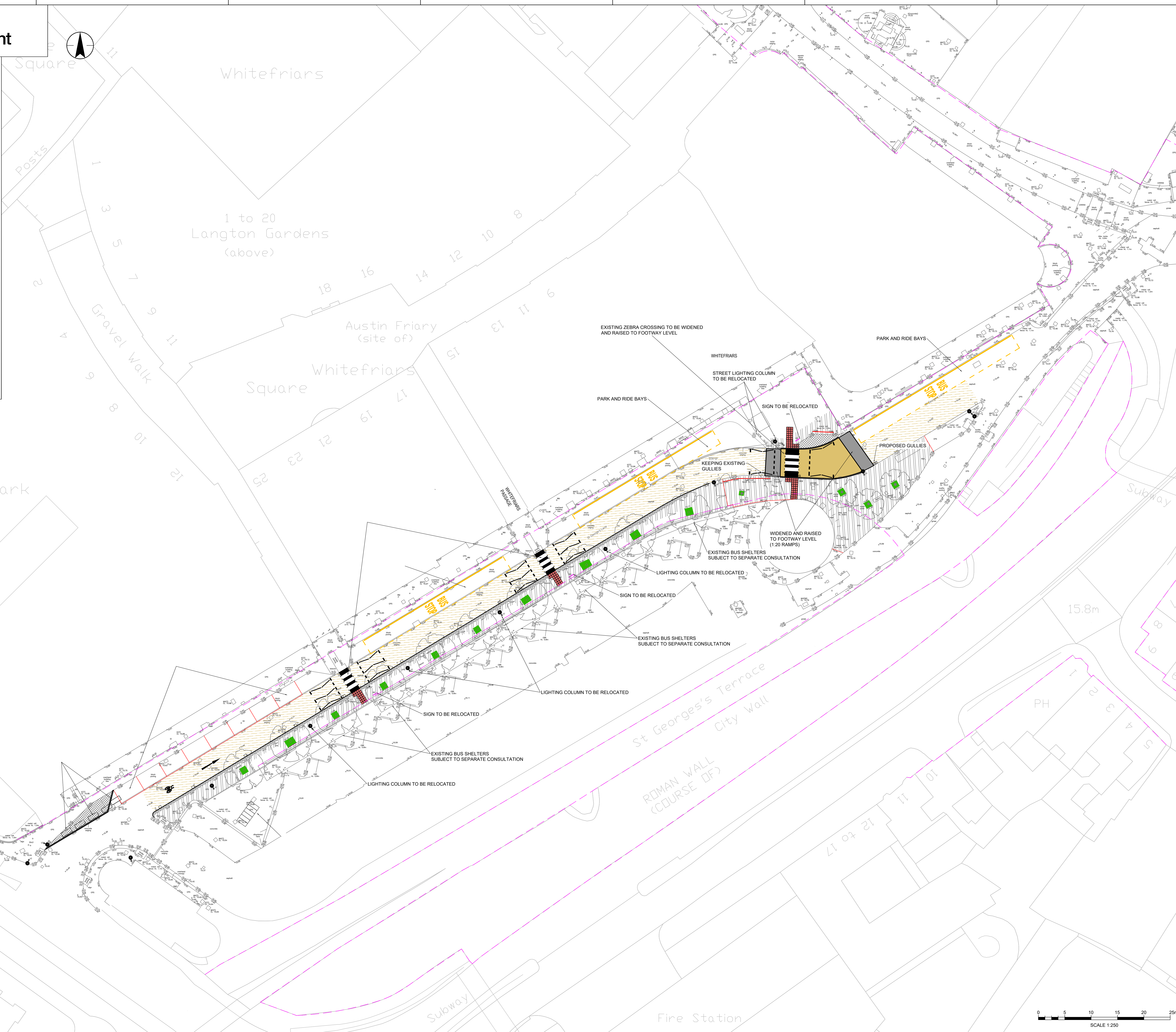
ST GEORGE'S TOWER

PROPOSED BENCH

ST GEORGE'S STREET

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- DRAWING BASED ON ORDINANCE SURVEY MAPPING INFORMATION PROVIDED BY CANTERBURY CITY COUNCIL.
- ALL WORKS TO BE UNDERTAKEN IN ACCORDANCE WITH THE SPECIFICATION FOR HIGHWAY WORKS (S.H.W.) AND KENT COUNTY COUNCIL SPECIFICATION.
- THIS DRAWING IS TO BE READ IN CONJUNCTION WITH ALL OTHER RELEVANT DOCUMENTATION.

POS DRAWING UPDATED TO CCC COMMENTS	AP	AM	2024.01.15
POS DRAWING REVISED	AP	AM	2024.01.11
POS DRAWING REVISED BASED ON LEVELS DRAWINGS	OJ	AM	2023.11.17
POS ZEBRA CROSSINGS HARROWED AND REGULATORY SIGNS ADDED	OJ	AM	2023.09.15
POS DRAWING REVISED	OJ	AM	2023.07.21
POS FIRST ISSUE	OJ	AM	2023.07.14
Issued/Revision	By	App'd	YYYY.MM.DD

	AP	AM	AM	2023.06.09
	Desn	Sign	Crk	YYYY.MM.DD

Issue Status

S2 - FOR INFORMATION

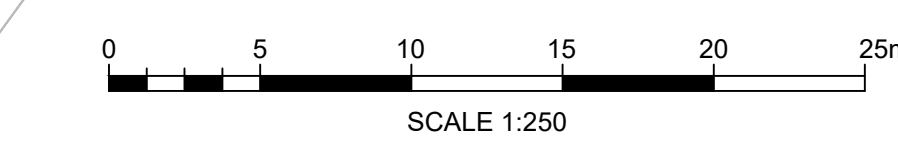
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LEVELLING UP FUND

Title
GENERAL ARRANGEMENT FOR ST GEORGE'S LANE





Appendix 7 - Climate Change Impact Assessment

Please provide an assessment of the impact of the proposal under each of the headings below. If none, please say so.

1. Climate Change impacts

Impact of proposal Positive/ Neutral/ Negative	Explanation of impact If you have any relevant data, please include that in the explanation and reference the source.	Mitigation
Impact on the council's target of being carbon neutral by 2030 This applies to emissions of carbon dioxide as a direct result of our own activities and services. Please consider the whole life impact of your proposals		
Neutral	These works primarily involve improvements to the street environment and should not significantly impact council services and activities.	None identified at this stage
Impact on carbon emissions in the Canterbury district This applies to the carbon dioxide emissions in the district as a result of your proposal. Please consider the whole life impact of your proposals.		
Neutral	The supply of construction materials and the construction works themselves will both have carbon footprints but they will not significantly impact carbon emissions across the district throughout its lifetime. Objectives for the projects include encouraging sustainable transport links and creating greener spaces and the measures should have small carbon benefits.	Existing natural stone materials will be re-used wherever possible.
Emission of other climate changing gases including methane, CFCs, nitrous oxide		
Neutral	None identified	

2. Adaptation to climate change - Impact on our resilience to the effects of climate change

The greatest risks posed by climate change to the UK are:

- Flooding and coastal changes including erosion from extreme events
- Risks to health caused by high temperatures
- Water shortages and drought
- Risk to natural environments & services - landscape, wildlife, pollinators, timber etc
- Risk to food production & trade
- Emergence of new pests and diseases affecting people, plants & animals

What impact do your proposals have on our ability to resist or tackle these problems in the future?

Impact of proposal Positive/ Neutral/ Negative	Explanation of impact	Mitigation
Neutral	Overall, throughout their lifetime, the improved street environments are considered to have a neutral impact on climate change, despite the initial carbon value associated with construction.	

3. Further assessment work

Is a further more detailed assessment required at a later stage of this proposal?

If yes, please give a brief description

Appendix 8 - Equality Impact Assessment

Please refer to the [Equality Impact Assessment guidance](#) to help you in completing this form.

For the purposes of this form, we refer to your policy, function, project or service as a proposal.

We have contact with two groups who can be useful sounding boards as part of any consultation or pre consultation engagement. They are the Disability Advisory Board (DAP) and the Ethnic Minority Independent Council (EMIC), both are local groups. You can contact Matthew Archer or Michael Bailey for further advice.

Date of initial assessment	July 2023
Division	Transport and Environment
Proposal to be assessed	Highway schemes to be delivered as part of the Levelling Up Fund
New or existing policy or function?	New
External (i.e. public-facing) or internal?	External
Statutory or non-statutory?	Non Statutory
Your name	Richard Moore
Your job title	Head of Transport and Environment
Your contact	richard.moore@canterbury.gov.uk
Decision maker	Cabinet
Estimated proposal deadline	Final decision February 2024

<p>Please outline your proposal, including:</p> <ul style="list-style-type: none"> • Aims and objectives • Key actions • Expected outcomes • Who will be affected and how • How many people will be affected 	<p>Aims and Objectives: To enhance the setting of heritage assets To improve pedestrian/cycle access and facilities</p> <p>Key actions: Improved public realm : paving, lighting, seating, decluttering</p> <p>Expected outcomes: Increased vibrancy and activity Increased cycle use and pedestrian footfall Less vehicle dominated spaces</p> <p>How will be affected : All residents and visitors to Canterbury</p> <p>How many people will be affected : Up to 8 million visitors per annum</p>
What relevant data or information is currently available about the customers who may use this service or could be affected?	None

Please give details; for example “x% of customers are female” or “x% of customers are aged over 60”	
---	--

Is the decision relevant to the aims of the Public Sector Equality Duty, which are listed below?
 Guidance on the aims can be found in the EHRC’s [PSED Technical Guidance](#)

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

Assess the relevance of the proposal to people with different protected characteristics, and assess the impact of the proposal on people with different protected characteristics.
 Your explanation should make it clear who the assessment applies to within each protected characteristic. For example, a proposal may have high relevance for young people but low relevance for older people; it may have a positive impact on women but a neutral impact on men.

Protected characteristic	Relevance to proposal High/ Medium/ Low/None	Impact of proposal Positive/ Neutral/ Negative	Explanation
Age	Low	Positive	Pedestrian friendly spaces We aim to improve the space and facilities for all pedestrians Paving All paving will be appropriate for all. i.e. no uneven surfaces Seating We aim to provide additional seating wherever possible
Disability	Low	Positive	Pedestrian friendly spaces We aim to improve the space and facilities for all pedestrians Paving All paving will be appropriate for all. i.e. no uneven surfaces, tactile paving to be used where appropriate Seating

			We aim to provide additional seating wherever possible
Gender reassignment	n/a		
Marriage and civil partnership	n/a		
Pregnancy and maternity	n/a		
Race	n/a		
Religion or belief	n/a		
Sex	n/a		
Sexual orientation	n/a		
Other groups:			
	n/a		

<p>Are you going to make any changes to your proposal as a result of these findings, in order to mitigate any potential negative impacts identified? If yes, what are they? If no, why not?</p>	<p>Detailed discussions and a site visit have been held with the Disability Advisory Panel (DAP) and the Kent Association for the Blind.</p> <p>The main comments received are listed below and these have been taken into consideration in the revised designs.</p> <ul style="list-style-type: none"> ● Extend the tactile paving at the St Peters Place pelican crossing and St Georges Lane zebra crossings. ● Ensure colour contrast for corduroy paving where kerblines are removed. ● Increased space for wheelchair users at the bus station is important. ● Removal of the advertising board in St Peters Place and other street clutter is important. ● Consider audible messaging as part of the real-time bus information that is to be provided. ● Provide kerb upstand around the perimeter of rain gardens. ● Ensure street furniture incorporates tapping rails and appropriate visual contrast where appropriate.
<p>Is there any potential negative impact which cannot be minimised or removed? If so, can it be justified? (for example, on the grounds of promoting equality of opportunity for another protected characteristic)</p>	<p>Not known at the current time</p>

What additional information would increase your understanding about the potential impact of this proposal?	
---	--

Please update the section below if:

- You have amended your proposal
- You have new information
- You have undertaken consultation

Date of revised assessment	Click here to enter a date.
Have you made any changes to your initial assessment? If so, please give brief details	
Did you undertake consultation? – if yes, give date and the consultation results:	
Do you have new information which reveals any difference in views across the protected characteristics?	
Can any new conclusions be drawn as to how the proposal will affect people with different protected characteristics?	
Are you going to make any changes to your proposal as a result of these findings, in order to mitigate any potential negative impacts identified? If yes, what are they? If no, why not?	
Is there any potential negative impact which cannot be minimised or removed? If so, can it be justified? (for example, on the grounds of promoting equality of opportunity for another protected characteristic)	

Should you need to revisit your assessment more than once, please ensure that you provide details of any changes or new information and the date these amendments were made.

Cabinet
8 February 2024

Subject: Proposed changes to charges and conditions in council car parks

Director and Head of Service:

Bill Hicks, Service Director, Place
Richard Moore, Head of Transport and Environment

Officer:

Richard Moore

Cabinet Member:

Cllr Alex Ricketts
Cabinet Member for Tourism, Movement and Rural Development

Key or Non Key decision:

Key

Decision Issues:

These matters are within the authority of Cabinet

Is any of the information exempt from publication:

This report is open to the public.

CCC ward(s):

All

Summary and purpose of the report:

The report sets out the proposed changes to charges and conditions in the Off Street Parking Places Order (OSPPO) for the financial year 24/25 and provides a summary of the public consultation responses. The Overview and Scrutiny Committee recommended resolutions (1), (2) and (3) at their meeting on 25 January and their comments are included within the report.

To Resolve:

- (1) That changes are made to the advertised proposals in respect to item numbers 3, 6, 13, 14, 35 as set out in the report
 - (2) That item numbers 1-54 (which include the changes above), as set out in Appendix 1, and the proposed permit charges, item number 55 as set out in Appendix 2 are implemented on 1 April 2024.
 - (3) That the financial impact of items 56-61 are taken into account in the 24/25 budget.
-

Next stage in process:

The proposals will be implemented on 1 April.

1. Introduction

1.1 Parking charges and operational aspects of the council's car parks are considered in the context of the district's parking and transportation strategies. Charges and conditions are set out in the Off-Street Parking Places Order (OSPPO).

1.2 The main objectives and proposed changes for the OSPPO that have been subject to public consultation are set out in the table below :-

Objective	Proposed Change
Parking charges across the district to be more consistent. This will allow for clearer marketing and branding enabling drivers to make informed choices on where to park considering cost and convenience	All public car parks in the district will be placed in standard tariff bands (currently only car parks in Canterbury) See <i>Appendix 1 that sets out all the proposed tariff changes across the district</i>
	The seasonal tariffs in Whitstable and Herne Bay will be removed - car parks will offer different rates depending on which band they are in, but they will be the same cost all year round
	The same daytime charging period (7.30am-9pm) will be applied across the district - this means removing the free weekday period in Whitstable 8.30am-10am and the free 6pm-9pm period for ANPR account holders in William Street.
To meet current financial challenges including: the cost of operating Park & Ride and reopening the Sturry Road Park & Ride, the cost of proposals that reduce income, inflationary pressures and the need to increase income to help fund essential council services	The hourly rate tariffs will increase as follows :- Band 1 +20p Band 2 +20p Band 3 +10p All off-street parking permits will increase by 10%. See <i>Appendix 2 for full details</i>
To provide parking benefits for residents of the district	Introduce a 10% discounted residents rate in ANPR car parks in Bands 2 & 3 and 20% at Park & Ride site
To provide fairer parking offer for disabled drivers/passengers	Restore the 3 hour free period for Blue Badge holders (currently 2 hours). Increase the number of Blue Badge bays in Pound Lane car park from 10 to 15
A different approach to EV vehicles	The tariff discount offered to EV drivers with ANPR accounts and EV discount on permits are to be removed and greater emphasis given to installing EV infrastructure in car parks

1.3 The complete list of all the proposed changes along with the relevant financial impacts are set out in Appendix 1.

1.4 The proposed changes are wide ranging and will affect nearly every public car park in the district. Placing all car parks into standard tariff bands will enable clearer marketing and branding so that drivers can make informed choices on where to park considering cost and convenience.

1.5 The impact of new tariff bands, the residents' rate and the removal of seasonal premiums will mean that some car parks would go up in price but many car parks having a combined capacity of over 1500 spaces would be cheaper for residents.

2. Detail

2.1 Public consultation was carried out from 13th November to 8th January. The proposals were advertised in the 'Kentish Gazette' and public notices displayed in all of the affected car parks.

2.2 A total of 411 responses were received to the questionnaire. A summary of the consultation results is shown below and the detailed comments are set out in Appendix 3.

2.3 Three written responses were also received and these are also included in Appendix 3.

Item	Area	Proposal	Consultation Responses
1	All	Introduce a residents' rate that provides 10% discount in Band 2 &3 ANPR car parks and 20% at Park & Ride sites	95 object 134 support 50 neither
2	All	Increase the free parking period for blue badge holders from 2 to 3 hours	47 object 173 support 59 neither
3	All	Remove the 20% discount for EV ANPR account holders and permit holders	106 object 67 support 100 neither
4	Whits	Remove the free parking period 8.30am-10am at Gorrell Tank, Middle Wall, Keams Yard, Gladstone Road, Shaftesbury Road, Victoria St	218 object 15 support 47 neither
5	H/Bay	Remove the free parking period 6pm-9pm for ANPR account holders in William Street	167 object 13 support 97 neither
6	All	Increase the daily capped charges : Band 1 £25 to £30, Band 2 £20 to £25, Band 3 £10 to £15	198 object 25 support 52 neither
7-15	All	Band 1 car parks to be £3.70 per hour	120 object

			6 support 3 neither
16-26	All	Band 2 car parks to be £2.70 per hour and £2.40/hour with a residents' rate	102 object 10 support 5 neither
27-41	All	Band 3 car parks to be £1.90 per hour and £1.70/hour with a residents' rate	110 object 11 support 17 neither
42-49	H/Bay Whits	All day tariff at Leisure car parks to be £1.60 Mon-Fri and £3.20 weekends/Bank Hols (charges only apply 10am-4pm Apr-Sept)	60 object 13 support 14 neither
50-52	Cant	Introduce a residents' rate of £3.20/day at Park and Ride sites	21 object 36 support 14 neither
53-55	Cant	Removal of Kingsmead Leisure Centre and Simmonds Road car parks from the OSPPO and inclusion of Kingfisher Close	15 object 10 support 37 neither
56	All	Increase permit charges by approx 10%	79 object 5 support 17 neither

2.4

Main areas for objection and support

The three items that received the highest number of objections were as follows :-

1. Remove the free parking period 8.30am-10am at Gorrell Tank, Middle Wall, Keams Yard, Gladstone Road, Shaftesbury Road, Victoria St (218 objections)
2. Increase the daily capped charges : Band 1 £25 to £30, Band 2 £20 to £25, Band 3 £10 to £15 (198 objections)
3. Remove the free parking period 6pm-9pm for ANPR account holders in William Street (167 objections)

The two items that received the highest of number of support were as follows :-

1. Increase the free parking period for blue badge holders from 2 to 3 hours (173 in support)
2. Introduce a residents' rate that provides 10% discount in Band 2 & 3 ANPR car parks and 20% at Park & Ride sites (134 in support)

2.5 Proposed changes following consultation results and the financial impact.

In response to the results of the public consultation, it is proposed that the following changes are made. *Note, as these proposals are less restrictive or cheaper for users they do not need to be re-advertised.*

Item	Proposed Change	Financial Impact
3	The 20% EV discount available for residents permit holders to be retained	-£6,000
6	The daily capped charge at Band 2 car parks to remain at £20	nil
13	Beach Walk car park to move into Band 2 with an hourly rate tariff of £2.50 (advertised in Band 1 at £3.70)	-£17,000
14	Oyster car park to move into Band 2 with an hourly rate tariff of £2.50 (advertised in Band 1 at £3.70)	-£2,000
35	Shaftesbury Road car park to have free parking for the first 30 minutes during the period 8am-9.30am	-£15,000
Total		-£40,000

2.6 If the changes are accepted, this reduction in revenue will be approximately balanced in the following ways :

Item	Proposed Change	Financial Impact
58	The amount allowed for parking discounts/incentives for events etc will be reduced from £15,000 to £10,000. Parking income will be reviewed throughout the year and if above budget then this sum can be reinstated.	+£5,000
59	The amount allowed for changes to signage and tariff boards will be reduced from £30,000 to £20,000.	+£10,000
	The financial impact of all the items (1-55) has been adjusted with income figures from Quarter 3 of the current year (previously based on Quarter 2) and these more accurate figures result in a small increase in predicted additional revenue	+£23,699
Total		£38,699

2.7 These changes have been incorporated into the financial appraisal in Appendix 1 and the overall financial impact of all 24/25 car parking items is now £648,058.

2.8 The Overview and Scrutiny Committee considered these proposals at the meeting on 25 January and agreed to all of the recommendations.

The main comments made were as follows :-

- There was a reluctant acknowledgement from some councillors that changes were needed in order to make the budget balance.
- There was concern for areas where sustainable transport was not available to residents.
- Was charging for parking at Faversham Road worth it, was the council making any money with such limited parking?
- A councillor asked how much money the increases would generate and asked if the parking increases would be permanent or would they be reduced once the council was in a better financial position?
- A councillor stated that Herne Bay and Whitsable were not a 12 month economy and were disappointed to see seasonal parking removed.
- The high parking charges at destinations like Reculver were putting people off from visiting and it was very important that seasonal charges remained. If charges were too high, nobody would use the parking.
- A councillor asked if museums that were free for example, had seen a decrease in visitor donations due to the cost of parking. The officer stated that although he had concerns from businesses previously, he had never heard from the museums.
- Was there any help for businesses with the cost of parking?
- The free parking period for blue badge holders would increase.
- Why should transport be cheaper than for those who could not afford a car?
- With regards to females having to park further away at night, a councillor suggested that the city should be made safer, not car parks cheaper.
- Giving residents somewhere in the evening would encourage the night time economy.
- Residents would not pay to park in car parks overnight, when they could park on the streets for free.
- A councillor claimed that Herne Bay residents were paying for the reopening of Sturry Road Park and Ride.

3. Relevant Council policy, strategies or budgetary documents

These proposals help to fulfil the objectives of the Corporate Plan, Local Plan and the Canterbury District Transport Strategy. The financial implications are considered within the context of the Council's overall budget position.

4. Consultation planned or undertaken

Public consultation was carried out from 13th November to 8th January. The proposals advertised in the 'Kentish Gazette' and public notices displayed in all of the affected car parks.

The Overview and Scrutiny Committee considered these proposals on 25 January and their main comments are set out in paragraph 2.8.

5. Options available with reasons for suitability

- a. To resolve that the OSPPO proposals set out in Appendix 1 and Appendix 2 (item numbers 1-55) are implemented and the financial impact of item numbers 56-61 included in the 24/25 budget.
- b. To make changes to any of the OSPPO proposals set out in Appendix 1 or Appendix

2 and these are then implemented, or to make changes to any of the item numbers 56-61 and include these in the 24/25 budget.

- c. Not to implement any of the OSPPO proposals or to include items 56-61 in the 24/25 budget.

6. Reasons for supporting option recommended, with risk assessment

Option a. is recommended for the following reasons :

- The proposals help to meet objectives of transport, parking and climate change policies that encourage greater use of sustainable transport and Park & Ride
- Rationalising the tariffs into district wide 'bands' will provide greater consistency and make it easier for drivers to make informed choices on where to park
- Having a residents' rate is fairer for people living in our district
- Restoring the 3 hour free period for blue badge holders in our car parks brings it back into line with on-street parking arrangements
- Additional income raised will help to reduce the council's overall funding gap and maintain essential services.
- The changes that are proposed reflect some of the concerns reflected in the public consultation.

7. Implications

(a) Financial

The financial implications for each of the proposals are set out in Appendix 1 and 2.

(b) Legal

The proposed changes will require amendment to the Off Street Parking Places Order and these are made under the provisions of the Road Traffic Act 1984.

(c) Equalities

An equality impact assessment is shown in Appendix 5. The Disability Advisory Panel were consulted on the detailed proposals.

(d) Environmental including carbon emissions and biodiversity

A climate change impact assessment is shown in Appendix 4

Contact Officer: Richard Moore, Head of Transport and Environment

Background documents and appendices

Appendix 1	List of all car park proposals with financial implications
Appendix 2	Proposed car park permit costs with financial implications
Appendix 3	Detailed consultation responses
Appendix 4	Climate Change Impact Assessment
Appendix 5	Equality Impact Assessment

APPENDIX 1					
Item No.					
1	Introduce a 'Residents Rate' that provides a 10% discount* on the hourly tariff rate in Band 2 & 3 ANPR car parks for residents in the district that are registered for an ANPR account *rounded to the nearest 10p [Financial Impact -£89k incl 20% discount at Park & Ride sites]				
2	Increase the free parking period for Blue Badge holders in all car parks from 2 hours to 3 hours [Financial Impact -£35k]				
3	Remove the 20% EV discount offered to ANPR account holders (20% EV discount retained for permit holders) [Financial Impact +£24k]				
4	Remove free parking period 8.30am -10am weekdays : Gorrell Tank/Middle Wall (excl summer hols period), Keams Yd, Gladstone Rd, Shaftesbury Rd, Victoria St [Financial Impact +£241k]				
5	Remove the free parking period 6pm-9pm for ANPR account holders in William Street [Financial Impact +£5k]				
6	Increase daily capped charges : Band 1 £25 to £30, Band 3 £10 to £15 (Band 2 remains at £20)				
Proposed car park tariff changes (**the financial impact takes into account all changes relating to item nos 1-6)					
Band 1					
		Current Tariff	Proposed Tariff 24/25	Proposed Residents Tariff 24/25	Financial Impact**
7	Watling Street (180 bays)	£3.50/hour	£3.70/hour	n/a	£50,370
8	Queningate (92 bays)	£3.50/hour	£3.70/hour	n/a	£24,950
9	Pound Lane (176 bays)	£2.50/hour	£3.70/hour	n/a	£122,934
10	Whitefriars (530 bays)	£2.50/hour	£3.70/hour	n/a	n/a
11	Gorrell Tank (258 bays)	£3.10/hour (Apr-Sept) £1.60 (Oct-Mar)	£3.70/hour	n/a	£246,460
12	Keams Yard (66 bays)	£3.10/hour (Apr-Sept) £1.60 (Oct-Mar)	£3.70/hour	n/a	£144,118
15	Whitstable Harbour (32 bays)	£2.50/hour	£3.70/hour	n/a	£12,021
Band 2					
13	Beach Walk (35 bays)	£2.50/hour	£2.70/hour	n/a	£2,336
14	Oyster (23 bays)	£2.50/hour	£2.70/hour	n/a	£328
16	St Radigunds (291 bays)	£2.50/hour	£2.70/hour	£2.40/hour	£31,049
17	North Lane (41 bays)	£2.50/hour	£2.70/hour	n/a	£11,495
18	Northgate (57 bays)	£2.50/hour	£2.70/hour	n/a	£4,789
19	Longport (119 bays)	£2.50/hour	£2.70/hour	£2.40/hour	£20,724
20	Castle Row (93 bays)	£2.50/hour	£2.70/hour	£2.40/hour	£11,867
21	Millers Field (43 bays)	£2.50/hour	£2.70/hour	£2.40/hour	£8,600
22	Riverside (222 bays)	£2.50/hour	£2.70/hour	£2.40/hour	£4,210
23	Middle Wall (90 bays)	£2.50/hour (Apr-Sept), £1.60 (Oct-Mar)	£2.70/hour	£2.40/hour	£86,486

24	Neptune (93 bays)	£2.30/hour (Apr-Sept) £1.50 (Oct-Mar)	£2.70/hour	£2.40/hour	£42,830		
25	Reculver Towers (65 bays)	£2.30/hour (Apr-Sept), £1.60 (Oct-Mar)	£2.70/hour	n/a	£19,827		
26	Reculver Country Park (121 bays)	£2.30/hour (Apr-Sept), £1.60 (Oct-Mar)	£2.70/hour	n/a	£17,924		
	Band 3						
27	Castle Street Multi-Storey (430 bays)	£1.80/hour	£1.90/hour	£1.70/hour	£6,796		
28	Holmans Meadow (215 bays)	£1.80/hour	£1.90/hour	n/a	£15,901		
29	Station Road West Multi-Storey (380 bays)	£1.80/hour	£1.90/hour	£1.70/hour	£10,239		
30	Toddlers Cove*	£1.70/hour	£1.90/hour	n/a	£2,359		
31	Victoria Rec Ground**	£1.70/hour	£1.90/hour	n/a	£182		
32	Cow Lane	£1.30/hour	£1.90/hour	n/a	£1,363		
33	Maynard Road	£1.30/hour	£1.90/hour	n/a	£4,275		
34	Gladstone Road (56 bays)	£2.50/hour (Apr-Sept) £1.60 /hour (Oct-Mar)	£1.90/hour	n/a	£-2,016		
35	Shaftesbury Road*** (48 bays)	£2.50/hour (Apr-Sept) £1.60 /hour (Oct-Mar)	£1.90/hour	n/a	£-17,970		
36	Victoria Street (56 bays)	£2.50/hour (Apr-Sept) £1.60 /hour (Oct-Mar)	£1.90/hour	n/a	£-2,215		
37	William Street (229 bays)	£1.50/hour	£1.90/hour	£1.70/hour	£45,584		
38	Market Street (135 bays)	£1.50/hour	£1.90/hour	n/a	£15,827		
39	Memorial Park*	£0.50/hour	£1.90/hour	n/a	£5,904		
40	School Lane	£0.60 30 mins, £1.10 2hrs, £2.20 24hrs	£1.90/hour	n/a	£-1,628		
	* first 30 mins free						
	**first 2 hours free						
	*** first 30mins free between 8am-9.30am						
	Band 4 (Leisure car parks - all day tariff)	Charges only apply between 10am-4pm Apr-Sept					
41	Ocean View	£1.50/day Mon-Fri £3.00/day weekends, B/hols	£1.60/day Mon-Fri £3.20/day weekends, B/hols		£143		
42	Tankerton Road	£1.50/day Mon-Fri £3.00/day weekends, B/hols	£1.60/day Mon-Fri £3.20/day weekends, B/hols		£787		
43	Reculver Drive	£1.50/day Mon-Fri £3.00/day weekends, B/hols	£1.60/day Mon-Fri £3.20/day weekends, B/hols		£95		
44	Hampton	£1.50/day Mon-Fri £3.00/day weekends, B/hols	£1.60/day Mon-Fri £3.20/day weekends, B/hols		£149		
45	Bishopstone Lane	£1.50/day Mon-Fri £3.00/day weekends, B/hols	£1.60/day Mon-Fri £3.20/day weekends, B/hols		£109		

46	Swalecliffe Avenue	£1.50/day Mon-Fri £3.00/day weekends, B/hols	£1.60/day Mon-Fri £3.20/day weekends, B/hols		£102		
47	Faversham Road	£1.50/day Mon-Fri £3.00/day weekends, B/hols	£1.60/day Mon-Fri £3.20/day weekends, B/hols		£257		
48	Gorrell Valley Nature Reserve	£1.50/day Mon-Fri £3.00/day weekends, B/hols	£1.60/day Mon-Fri £3.20/day weekends, B/hols		£0		
	Band 5 Park & Ride						
49	Sturry Road	£4.00/vehicle/day	£4.00/vehicle/day	£3.20/vehicle/day	£-3,942		
50	Wincheap	£4.00/vehicle/day	£4.00/vehicle/day	£3.20/vehicle/day	£-11,109		
51	New Dover Road	£4.00/vehicle/day	£4.00/vehicle/day	£3.20/vehicle/day	£-15,637		
	Blue Badge Car Parks						
	Orange Street (11 bays)	Free for 4 hours	No change		0		
	Chapel Street (8 bays)	Free for 24 hours	No change		0		
	Other Car Parks						
52	Kingsmead Leisure Centre		Remove car park from the OSPPO for Active Life to manage		£-20,657		
53	Kingfisher Close		Add a defined area into the OSPPO for permit parking only		0		
54	Simmonds Road, Wincheap		Remove car park from OSPPO as tenant no longer wants to issue permits		0		
	Car Park Permits*						
55	Increase permit charges by approx 10% * see Appendix 2 for details				£69,904		
	Sub-total				£968,116		
	Band 2						
	Other changes or financial impacts that do not require OSPPO consultation						
56	Reopening Sturry Road Park & Ride				£-232,540		
57	Current budget under-recovery for Park & Ride service				£-22,518		
58	Parking discounts/incentives for events etc				£-10,000		
59	One off-changes to signage and tariff boards				£-20,000		
60	On-going additional administration cost for residents rate				£-5,000		
61	One-off marketing budget				£-30,000		

Overall Financial Impact of all 24/25 Car Parking Items						£648,058		

Appendix 2			
Proposed 24/25 Permit Prices			
Permit type	No of Permit Holders (June 23)	Current Cost 23/24	Proposed Cost 24/25 +10%
Canterbury Residents (Unlimited)	126	£1,077	£1,185
Canterbury Residents EV (Unlimited)	12	£861	£947
Canterbury Residents (Limited)	11	£623	£685
Canterbury Residents EV (Limited)	0	£498	£548
Canterbury Residents EV (Overnight)	3	£100	£110
Castle Street Multi-Storey Residents (Unlimited)	10	£1,077	£1,185
Castle Street Multi-Storey Residents EV (Unlimited)	1	£861	£947
Canterbury Business Users	161	£1,318	£1,450
Canterbury Business User's Reserved Spaces	18	£1,583	£1,741
Hawks Lane Business User's Reserved Spaces	9	£2,242	£2,466
Castle Street Multi-Storey Business Users	6	£1,318	£1,450
Canterbury Resident's Exclusive Car Parks	93	£736	£810
Station Road West Rail Users	7	£1,223	£1,345
Whitstable Residents (Unlimited)	40	£778	£856
Whitstable Residents EV (Unlimited)	2	£622	£684
Whitstable Residents (Limited)	3	£445	£490
Whitstable Residents EV (Limited)	0	£355	£391
Whitstable Business Users	47	£937	£1,031
Whitstable Residents Exclusive Car Parks	144	£389	£428
Whitstable Residents EV (overnight)	0	£100	£110
Sydenham Street Residents Car Park	9	£305	£336

Tankerton Road Residents	0	£167	£184			
Herne Bay Residents/School Lane	7+16	£556	£612			
Herne Bay Residents/School Lane (EV)	1	£445	£490			
Herne Bay Residents (Limited)	0	£334	£367			
Herne Bay Residents (Limited) (EV)	1	£266	£293			
Herne Bay Business User	23	£678	£746			
Herne Bay Residents EV (overnight)	0	£100	£110			
Leisure car parks	6	£40	£44			
Faith & Community (not available for new applicants)	11	£80	£88			
Canterbury Accommodation Permits		£12	£13			
Whitstable Accommodation Permits		£7	£8			
Herne Bay Accommodation Permits		£7	£8			
Integra permit income	Q1 budget forecast 23/24	Proposed increase 24/5			Q3 budget forecast 23/24	Proposed increase 24/5
		10%				10%
Station Rd West Season Cards	£8,684.00	£9,552.40			£9,500.00	£10,450.00
Business User permits	£319,562.00	£351,518.20			£263,785.00	£290,163.50
Residents Off Street permits	£350,000.00	£385,000.00			£420,000.00	£462,000.00
Worshippers permits	£750.00	£825.00			£750.00	£825.00
Visitor Vouchers	£60,000.00	£66,000.00			£65,000.00	£71,500.00
EV discount remains at 20%						£-6,000.00
Total	£738,996.00	£812,895.60			£759,035.00	£828,938.50
Annual increase		£73,899.60				£69,903.50



Appendix 3: Proposed changes to charges and conditions in council car parks

Consultation responses

1. Introduction

Consultation on Canterbury City Council's (CCC) proposals to change the charges and conditions of council car parks took place between Monday 13 November 2023 and Monday 8 January 2024.

This consultation sought views on changes to 6 items, 6 car park bands as well as car park permits. The details of these are as follows:

- Item 1: Introduce a 'Residents Rate' that provides a 10% discount* on the hourly tariff rate in Band 2 & 3 ANPR car parks and a 20% discount at Park & Ride sites for residents in the district that are registered for an ANPR account *rounded to the nearest 10p
- Item 2: Increase the free parking period for Blue Badge holders in all car parks from 2 hours to 3 hours
- Item 3: Remove the 20% EV discount offered to ANPR account holders and permit holders
- Item 4: Remove free parking period 8.30am -10am weekdays: Gorrell Tank/Middle Wall (excl summer hols period), Keams Yd, Gladstone Rd, Shaftesbury Rd, Victoria St
- Item 5: Remove the free parking period 6pm-9pm for ANPR account holders in William Street
- Item 6: Increase daily capped charges: Band 1 £25 to £30, Band £20 to £25 Band 3 £10 to £15
- Band 1 to 5, and 'Other car parks'
- Car park permits.

A total of 412 responses were received.

2. Executive summary

- Respondents objected to the majority of the proposed changes, excluding the introduction of the 'Residents Rate', the change from 2 to 3 hours free parking for blue badge holders, and the reduced Park and Ride charge.
- Reasons for this included the increased pressure these charges would put on high-street businesses and the likelihood of deterring visitors to urban centres.
- Others felt that the resident's discount was not large enough to outweigh the other proposed increases.
- Respondents near car parks used to access Whitstable schools objected strongly to the introduction of morning charges primarily on the grounds of on street congestion, child safety and cost.
- Most respondents objected to the removal of the electric vehicle (EV) discount, stating that we should be encouraging the use of EVs with discounts to lessen climate change and improve air quality.
- The majority of respondents supported the change from 2 to 3 hours free parking for blue badge holders.
- A large proportion of respondents supported the reduced Park and Ride charge for residents.

3. Consultation methodology

Consultation took place between Monday 13 November 2023 and Monday 8 January 2024. The following methods were used to seek views:

- an online questionnaire, which received 409 responses
- a paper version of the questionnaire, of which two were returned
- written representations were also welcomed and three were received.

The consultation was promoted in the following ways:

- an article on the council's newsroom site
- posts on the council's social media channels.

Additionally, the following stakeholders were emailed directly to encourage them to respond to the consultation:

- Parish councils
- CCC councillors
- Relevant KCC councillors
- Residents' associations
- Local 'Friends of' groups
- Canterbury Connected Business Improvement District (BID)
- Canterbury Archaeological Trust
- Canterbury Green Party
- Canterbury Inter Faith Association
- Canterbury Society
- Canterbury Society
- Canterbury Action for Sustainable transport
- Canterbury College
- Cathedral Court Residents Association
- C4B
- CPRE Kent
- CPRE Kent
- East Cliff Neighbourhood Panel
- English Rural Housing Association
- Ethnic Minority Independent Council (EMIC)
- Ethnic Minority Independent Council
- Herne Bay and District Chamber of Commerce
- Hi Kent
- Hilltop Community
- Home Builders Federation
- Chamber of Commerce
- Invicta Chamber of Commerce
- Local Democracy Forum
- Moat Housing
- Mono Consultants Limited
- SPOKES East Kent Cycle Campaign
- St Mildreds Area Conservation Society SMACS
- The Crab & Winkle Line Trust
- The Canterbury Academy Trust
- The Gardens Trust
- The Georgian Group
- The Ickham, Littlebourne and Wickhambreaux Society
- The Open Spaces Society
- The Society of Sturry Village
- The Talk of Tankerton
- The Twentieth Century Society
- Theatres Trust
- Whitstable Improvement Trust

- Visit Kent
- Canterbury Climate Action Partnership
- Canterbury Christchurch Student Union
- University of Kent Student Union
- UCA Student Union
- Age UK Canterbury
- Canterbury Inter-Faith Association (CANDIFA)
- Disability Advisory Panel (DAP)
- Ethnic Minority Independent Council (EMIC)
- HiKent
- Nigerian Community Association
- Polish Educational Club in Kent (PECK)
- Karibu Community Action Kent
- Kwan Ngei Chinese Association
- Canterbury and District Jewish Community

- Canterbury Muslim Cultural Centre
- Kent County Council - Highways
- Stagecoach
- Whitefriars
- Marlowe Society
- English Heritage
- World Heritage Committee
- Pride
- Visit Kent
- Canterbury Cathedral
- Canterbury Festival
- Continental Drifts
- Kent Cultural Transformation Board
- Canterbury Tales of England
- Canterbury Archaeological Trust
- Kent Police
- South East Coast Ambulance Service
- Kent Fire and Rescue

4. Findings

NB: Percentages have been rounded to the nearest decimal point

4.1. Questionnaire responses

A total of 409 completed questionnaires were submitted, all but two of which were online.

4.1.1. Respondent profile

Over 86.1% of respondents are residents of the Canterbury district.

Respondent type	Percentage
A resident of the Canterbury district	86.1% (352)
A visitor to the Canterbury district	1.2% (5)
A worker in the Canterbury district	4.2% (17)
A business, organisation or community group	7.1% (29)
A city, county, parish or town councillor, please specify below	0.7% (3)
An MP	-

NB: 3 (0.7%) respondents answered 'Other' and described themselves in the following way 'Church user middle wall Whitstable', 'Regularly dropping / picking up son at Whitstable & Seasalter Endowed Primary School, living in Faversham', and 'Resident and worker'

The majority of people responding were aged between 35 to 54.

Age	Percentage
18 to 25	1% (4)
26 to 34	9.5% (39)
35 to 44	23.2% (95)
45 to 54	19.6% (80)
55 to 64	18.1% (74)
65 to 74	15.9% (65)
75 to 84	8.1% (33)

85 and above	0.2% (1)
Prefer not to say	2.4% (10)

NB: 18 (4.4%) respondents did not give their age

More females responded than males.

Gender	Percentage
Male	45.5% (186)
Female	48.2% (197)
Prefer to self-describe (for example, non-binary, gender fluid etc)	-

NB: 26 (6.3%) respondents did not give their gender

4.1.2. Item 1

This item proposed to introduce a 'Residents Rate' that provides a 10% discount* on the hourly tariff rate in Band 2 & 3 ANPR car parks and 20% at Park & Ride sites for residents in the district that are registered for an ANPR account (*rounded to the nearest 10p).

Just under half half of respondents supported the discount, but many said it was not large enough given the other proposed increase in charges.

Many stated the charges were too high, and some questioned the approach of adding discounts whilst increasing charges at the same time, describing it as overcomplicated.

These respondents stated that the changes would reduce visits to town and city centres which would threaten the viability of high street businesses.

Level of support for Item 1	Percentage
Support	47% (134)
Object	33.3% (95)
Neither	17.5% (50)

The following themes were identified in the comments:

- Increase the parking discount for residents: 43 comments
- Charges make it hard for local businesses: 41 comments
- Resident rate is over complicated/not worth much: 22 comments
- Charges are too high: 19 comments
- Support for resident discount: 10 comments
- High charges increase pressure on parking spaces in local streets: 8 comments
- Parents need free or cheap car parks for school runs: 5 comments
- Support for 3 hours free disabled parking: 4 comments
- Charges will damage tourism: 3 comments
- Give resident discount for Whitstable: 3 comments
- Encourages residents to shop locally: 3 comments
- Parking charges make essential trips (e.g. Medical) more difficult: 3 comments
- Charge more for visitors and less for residents: 2 comments
- Explain how to create an ANPR account: 2 comments
- Introduce permits for parents of children at st peter's school: 2 comments
- Charges unfairly affect charity workers: 2 comments
- Increase tax on holiday homes and second homes instead: 2 comments
- Public transport isn't a viable alternative to car travel: 2 comments

- General objection: 2 comments
- Increase discount for park and ride: 2 comments
- Whitstable is hit too hard by the proposals: 2 comments
- Doesn't help businesses and workers: 2 comments
- Do discounts fo based on vehicle emissions: 2 comments
- Support for park and ride discount: 1 comment
- Focus proposals on the entire district not just Canterbury city: 1 comment
- Charge encourage public transport use: 1 comment
- Resident's discount helps those who are struggling: 1 comment
- Helps residents who can't get an on street permit: 1 comment
- Supports people who drive to town: 1 comment
- Penalises Herne Bay residents: 1 comment
- Villages do not have parking elsewhere other than the car park: 1 comment
- What is the definition of a resident: 1 comment
- Create an annual car parking ticket: 1 comment
- Lower charges in off season: 1 comment
- Other car parks should be included: 1 comment
- Residents discount should apply to all bands: 1 comment
- Keep existing system: 1 comment
- What area counts as a resident: 1 comment
- Increase will reduce visits to churches: 1 comment
- Objection to the company who runs the digital parking account: 1 comment
- Residents often have permits, so the resident discount are largely irrelevant: 1 comment
- Increase discount for those with ANPR account: 1 comment
- Park and ride for Whitstable: 1 comment
- Make disable car parks like best lane hybrid for late night parking: 1 comment
- Charges are unfair to Whitstable and Herne Bay: 1 comment
- Anpr doesn't work with classic cars: 1 comment
- Don't increase Reculver: 1 comment
- 1 hours should be free to encourage shopping: 1 comment
- It's unfair to charge visitors more than residents: 1 comment
- Not enough ANPR car parks in Whitstable: 1 comment

4.1.3. Item 2

This item proposed to increase the free parking period for Blue Badge holders in all car parks from 2 hours to 3 hours.

A majority of residents support this proposal.

Of those who objected, some said those with disabilities only require reserved spaces that are close to amenities and that having a disability does not mean you need zero cost spaces.

Some also cited concerns around what they perceived to be fraudulent use of blue badges.

Level of support for Item 2	Percentage
Support	60.7% (173)
Object	16.5% (47)
Neither	20.7% (59)

The following themes were identified in the comments:

- Support 3 hours: 29 comments
- Support 2 hours only: 10 comments
- General objection: 8 comments
- Disable users don't need free spaces, they need priority spaces: 5 comments
- May increase the cost for non blue badge users: 4 comments
- Stop improper use of blue badges: 4 comments
- More than 3 hours free for blue badge holders: 3 comments
- Increase to 4 hours: 1 comment
- This will fill up car parks that the elderly rely on: 1 comment
- Roadside parking is important for blue badge holders also: 1 comment
- Canterbury isn't disable friendly, so increasing disabled parking won't help: 1 comment
- Provision for blue badge holders is sufficient: 1 comment
- General support: 1 comment
- Free time should be according to the needs of the disabled person: 1 comment
- This will reduce free spaces in car parks: 1 comment
- There isn't the money to support this measure: 1 comment
- Benefits elderly: 1 comment
- Benefits vulnerable: 1 comment

- More off street time not needed given how many places blue badge holders can park on street: 1 comment
- Held disable access town centres: 1 comment

4.1.4. Item 3

This item proposed to remove the 20% EV discount offered to ANPR account holders and permit holders.

Just under a quarter of residents supported the proposal with around 40 people stating that EV use should be encouraged. Reasons for this emphasised that they lessen climate change, reduce air pollution and that removing the discount contradicts the CCC's other environmental objectives.

Approximately 20 respondents also said EV owners do not need a discount anymore. These people said that we should be encouraging car use whatsoever with discounts.

Others doubted that a discount like this would influence whether or not people buy EVs.

Level of support for Item 3	Percentage
Support	23.5% (67)
Object	37.2% (106)
Neither	35.1% (100)

The following themes were identified in the comments:

- We need to encourage EV use: 42 comments
- Evs owners don't need a discount: 18 comments
- Encourage EVs to lessen climate change: 13 comments
- Car parking charges are too high: 8 comments
- Encourage EVs to reduce air pollution: 8 comments
- Contradicts the council's other stated objectives: 7 comments
- Unclear objection: 5 comments
- Explain all acronyms before using them: ANPR and EV: 2 comments
- Evs contribute to emissions as they add to traffic congestion: 2 comments
- We shouldn't be encouraging car use: 2 comments
- Keep discount until it no longer influences buying decisions: 1 comment
- Unaware of the discount: 1 comment
- People will get EV regardless of parking discounts: 1 comment
- More charging points in Whitstable: 1 comment
- Remove it for old hybrids: 1 comment
- Increase the discount: 1 comment
- More EV charging points: 1 comment
- Adding and removing these discounts is overcomplicated: 1 comment

- Discount never worked for EV: 1 comment
- Stop improper use of chargers: 1 comment
- Fix chargers more quickly: 1 comment

4.1.5. Item 4

This item proposed to remove free parking periods 8.30am -10am weekdays: Gorrell Tank/Middle Wall (excl summer hols period), Keams Yd, Gladstone Rd, Shaftesbury Rd, Victoria Street.

A clear majority of respondents objected to the proposal. These objections centred around two areas: school runs and businesses.

As before many said the proposal was likely to reduce spending in high-street business, as the increase in charges will make other out of town retail parks like Westwood Cross, Bluewater and Ashford Retail Outlet, which offer free or cheaper parking.

Many respondents were concerned about the impact of the proposal on school runs, stating that it would make parents' lives more financially and logistically difficult, as well as increasing congestion from more illegal and legal on street parking as people try to avoid using car parks with higher charges.

Some within this group of respondents said this proposal increases the likelihood of injury to school children. They believe this would occur through the increased risk of incidents between children walking to school and vehicles trying to park in busy on-street conditions near schools.

Level of support for Item 4	Percentage
Support	5.3% (15)
Object	76.5% (218)
Neither	16.5% (47)

The following themes were identified in the comments:

- Reduces spending in local businesses: 68 comments
- Makes parents and carers live more difficult: 55 comments
- Increases obstructive street parking and congestion: 45 comments
- Increases financial hardship for families/struggling people unfairly: 31 comments
- Increases danger for children travelling to school: 26 comments
- It's a short sighted/unimaginative way to raise money: 8 comments
- Keep this benefit for local residents: 8 comments
- Reduces viability/admission rates in of town centre schools: 5 comments
- Unspecified objection: 5 comments
- Unfair for residents shopping locally: 3 comments

- Wastes car parks that will be otherwise underused at this time: 2 comments
- Discriminates against disadvantaged children who already struggle with attendance: 2 comments
- Increases air pollution from added congestion: 2 comments
- Unspecified support: 2 comments
- Discriminates against SEN students who have to be driven in to schools: 1 comment
- Tailor the tariff to each car park according to the local area: 1 comment
- Compromise: free parking until 09:15: 1 comment
- Increases pollution through longer trips out of town retailers: 1 comment
- Increases hardship for less able people: 1 comment
- The free rate is not needed: 1 comment
- Money raised is not spent fairly across the district: 1 comment
- There is enough on street parking: 1 comment
- Improve enforcement of improper parking: 1 comment
- This will increase peaks in car park use: 1 comment
- This will increase visits to shops during quiet periods: 1 comment
- Keep winter rate for off season use by residents: 1 comment
- Free parking is needed for short visits: 1 comment
- For day visitors, create park and ride using long reach car park or near section 106 "new care home and Tesco": 1 comment
- Prioritises profit from visitors over access to community by local residents: 1 comment
- Residents struggle to find parking already: 1 comment
- Hourly charge should be reduced: 1 comment
- This will encourage use at less busy times: 1 comment
- Children should be encouraged to walk or use public transport.: 1 comment

4.1.6. Item 5

This item proposed to remove the free parking period 6pm-9pm for ANPR account holders in William Street.

A majority of respondents objected to the proposal, support was extremely low at under five percent.

Most respondents said businesses would be impacted and many mentioned specific premises such as the cinema and leisure centre.

Level of support for Item 5	Percentage
Support	4.6% (13)
Object	58.6% (167)
Neither	34% (97)

The following themes were identified in the comments:

- Negatively affects businesses (cinema, Heron Leisure Centres, cafes, restaurants): 48 comments
- Increases on street parking and congestion: 7 comments
- It's a short sighted/unimaginative way to raise money: 6 comments
- Unspecified objection: 5 comments
- Increases financial pressure on people who are already struggling: 4 comments
- Keep existing system: 3 comments
- The free periods encourage efficient use of car parks, as they are under used at these times: 2 comments
- Worsens health of residents by discouraging leisure centre use: 2 comments
- Plenty of on street parking available: 1 comment
- Tailor the tariff to each car park according to the local area: 1 comment
- Encourage ANPR as it saves council money : 1 comment
- Increase costs for tourists, decrease costs for residents: 1 comment
- Public transport isn't a viable alternative: 1 comment
- Residents struggle to find parking already: 1 comment
- Charge affect volunteers: 1 comment
- Changes will help disable users as many ANPR users are disabled: 1 comment
- Increase revenue by improving enforcement: 1 comment
- Explain acronyms: what is ANPR?: 1 comment

4.1.7. Item 6

This item proposed to increase daily capped charges: Band 1 £25 to £30, Band £20 to £25 Band 3 £10 to £15.

The majority of respondents objected to the proposal and the proportion that supported it was very low, at under 10%.

Many said the charges were too expensive especially in the context of the current cost of everyday essential expenses.

As before, many also stated the proposal was likely to reduce spending in high-street business, as the increase in charges will make other out of town retail parks like Westwood Cross, Bluewater and Ashford Retail Outlet more attractive, as these locations offer free or cheaper parking.

Level of support for Item 6	Percentage
Support	8.8% (25)
Object	69.5% (198)
Neither	18.2% (52)

The following themes were identified in the comments:

- Too expensive: 63 comments
- Will reduce visits to urban centres and negatively affect high street businesses: 43 comments
- Increases financial pressure on people who are already struggling: 14 comments
- It's a short sighted/unimaginative way to raise money: 9 comments
- Increase on street parking and congestion: 5 comments
- Unfair for workers/Extend reduced bus fares to enable workers to have an alternate cost effective choice: 5 comments
- New charges are justified: 4 comments
- Large proportional increase on bands 2 and 3: 4 comments
- Public transport not a viable alternative (reliability, safety, coverage, carrying shopping): 3 comments
- Tailor the tariff to each car park according to the local area: 1 comment
- The charges aren't justified given the poor upkeep of the car parks: 1 comment
- Discourages overnight stays from visitors, reducing spending: 1 comment
- Increases use of park and ride: 1 comment
- Daily caps are good, but cap too high: 1 comment

- Unspecified objection: 1 comment
- Revenue will decrease overall from fewer visits: 1 comment
- Decrease charges for short stays, increase charges for longer stays: 1 comment
- Encourages use of park and ride: 1 comment
- Increase charges for tourists decrease charges for residents: 1 comment
- The council will lose revenue to private car parks: sainsburys day rate is cheaper than 2 hours at sainsburys: 1 comment
- Increases are not adequately justified: 1 comment
- The car park charges are getting close to the penalty charge, so people may take the risk of the penalty: 1 comment
- Station road west car park is under used and requires better signage: 1 comment
- Increased charges are unfair given poor quality of car parks: 1 comment
- Save money in other ways rather than increase charges: 1 comment

4.1.8. Band 1

Area	Car park	Current tariff	Proposed tariff 2024/25	Proposed residents' tariff 2024/25
Canterbury	Watling Street	£3.50/hour	£3.70/hour	N/A
Canterbury	Queningate	£3.50/hour	£3.70/hour	N/A
Canterbury	Pound Lane	£2.50/hour	£3.70/hour	N/A
Canterbury	Whitefriars	£2.50/hour	£3.70/hour	N/A
Whitstable	Gorrell Tank	£3.10/hour (Apr-Sept) £1.60 (Oct-Mar)	£3.70/hour	N/A
Whitstable	Keams Yard	£3.10/hour (Apr-Sept) £1.60 (Oct-Mar)	£3.70/hour	N/A
Whitstable	Beach Walk	£2.50/hour	£3.70/hour	N/A
Whitstable	Oyster	£2.50/hour	£3.70/hour	N/A
Whitstable	Whitstable Harbour	£2.50/hour	£3.70/hour	N/A

The majority of respondents objected to the proposal and the proportion that supported it was extremely low, at under 5%. Many said the charges were too expensive especially in the context of the current cost of everyday essential expenses.

As before, many also stated the proposal was likely to reduce spending in high-street business, as the increase in charges will make other out of town retail parks.

Some respondents supported the use of public transport in theory but said it was not a viable alternative currently citing a mixture of poor coverage, service frequency, safety and reliability.

Level of support for Band 1	Percentage
Support	4.7% (6)
Object	93% (120)
Neither	2.3% (3)

The following themes were identified in the comments:

- Too expensive: 63 comments
- Will reduce visits to urban centres and negatively affect businesses: 55 comments
- Increases financial pressure on people who are already struggling: 11 comments
- Public transport not viable alternative/improve public transport first: 9 comments
- Makes parents and carers live more difficult: 8 comments
- Reduce charges for residents: 6 comments
- Keep off season low charges for Whitstable: 6 comments
- Increases obstructive street parking and congestion: 5 comments
- Increases danger for children travelling to school: 3 comments
- Will reduce Whitstable visits: 3 comments
- Too expensive: winter months at Gorrell Tank: 2 comments
- Reduces viability/admission rates in of town centre schools: 2 comments
- Increases not fair given poor upkeep of car parks: 2 comments
- Objection to all increases: 2 comments
- Charges should be greater: 1 comment
- Overall revenue will decrease from fewer visits: 1 comment
- Park and ride: services are too infrequent: 1 comment
- Penalises church goers: 1 comment
- Forces people to park further away and walk unsafe routes at night: 1 comment
- Hard for workers who work at businesses in urban centres: 1 comment
- Free time for blue badge holders should be consistent: 1 comment
- Increase number of disabled parking spaces: 1 comment
- Expensive for less able users visiting healthcare appointments: 1 comment
- Unfair for workers: 1 comment
- Make first 2 hours cheaper, then ramp up charges: 1 comment
- Business owners did not know about the consultation: 1 comment
- Make an exception for traders of Canterbury Record Fair: 1 comment
- Resident's discount should apply to all car parks: 1 comment

4.1.9. Band 2

Area	Car park	Current tariff	Proposed tariff 2024/25	Residents' tariff 2024/25
Canterbury	St Radigunds (291 bays)	£2.50/hour	£2.70/hour	£2.40/hour
Canterbury	North Lane (41 bays)	£2.50/hour	£2.70/hour	N/A
Canterbury	Northgate (57 bays)	£2.50/hour	£2.70/hour	N/A
Canterbury	Longport (119 bays)	£2.50/hour	£2.70/hour	£2.40/hour
Canterbury	Castle Row (93 bays)	£2.50/hour	£2.70/hour	£2.40/hour
Canterbury	Millers Field (43 bays)	£2.50/hour	£2.70/hour	£2.40/hour
Canterbury	Riverside (222 bays)	£2.50/hour	£2.70/hour	£2.40/hour
Whitstable	Middle Wall (90 bays)	£2.50/hour (Apr-Sept), £1.60 (Oct-Mar)	£2.70/hour	£2.40/hour
Whitstable	Neptune (93 bays)	£2.30/hour (Apr-Sept) £1.50 (Oct-Mar)	£2.70/hour	£2.40/hour
Herne Bay	Reculver Towers (65 bays)	£2.30/hour (Apr-Sept), £1.60 (Oct-Mar)	£2.70/hour	N/A
Herne Bay	Reculver Country Park (121 bays)	£2.30/hour (Apr-Sept), £1.60 (Oct-Mar)	£2.70/hour	N/A

The majority of respondents objected to the proposal and the proportion that supported it was very low, at under 10%.

Many said the charges were too expensive. As before, many stated the proposal was likely to reduce spending in high-street business, and a few comments specifically mentioned the impact of the Marlowe Theatre.

Respondents were against the removal of the off season discounts in Herne Bay and Whitstable and a number said that the increase to Reculver Country Park was ill-considered as the car park was in their opinion already under utilised.

Level of support for Band 2	Percentage
Support	8.5% (10)
Object	87.2% (102)
Neither	4.3% (5)

The following themes were identified in the comments:

- Too expensive: 28 comments
- Will reduce visits to urban centres and negatively affect businesses (e.g. Marlowe): 26 comments
- Keep out of season rate/increase out of season discount for Whitstable and Herne Bay: 11 comments
- Makes parents and carers live more difficult: 10 comments
- Don't increase Reculver car park: 8 comments
- Increases obstructive street parking and congestion: 6 comments
- Increases financial pressure on people who are already struggling: 5 comments
- Decreases safety for schoolchildren and other pedestrians: 4 comments
- Decreases revenue overall from fewer visits: 4 comments
- Decreases viability of schools in urban centres: 3 comments
- Will reduce attendance of churches and clubs: 2 comments
- Remove residents discount: 2 comments
- Invest in park and ride: 2 comments
- Public transport is not good enough to be a viable alternative: 1 comment
- Short sighted way to increase income: 1 comment
- Many car parks aren't ANPR, so don't allow for resident discount, and so will become under used.: 1 comment
- Charge more for non-residents: 1 comment
- Discriminates against children with SEN: 1 comment
- Forces people to park further away and walk unsafe routes at night: 1 comment
- Hard for workers who work at businesses in urban centres: 1 comment
- Objection to all increases: 1 comment
- Make the first two hours cheaper: 1 comment
- Don't increase charges in middle wall car park: 1 comment
- Introduce an off season reduction in charges (e.g. October to March): 1 comment
- Include Reculver car parks in resident's discount: 1 comment
- ANPR and barrier control should be introduced at all sites to improve revenue and all more use of resident's discount: 1 comment

- How can you charge more if maintenance costs haven't gone up significantly?: 1 comment
- Discourages walks in nature: 1 comment
- Proposed charges unfairly target Whistables relative to Canterbury: 1 comment

4.1.10. Band 3

Area	Car park	Current tariff	Proposed tariff 2024/25	Residents' tariff 2024/25
Canterbury	Castle Street Multi-Storey (430 bays)	£1.80/hour	£1.90/hour	£1.70/hour
Canterbury	Holmans Meadow (215 bays)	£1.80/hour	£1.90/hour	N/A
Canterbury	Station Road West Multi-Storey (380 bays)	£1.80/hour	£1.90/hour	£1.70/hour
Canterbury	Toddlers Cove*	£1.70/hour	£1.90/hour	N/A
Canterbury	Victoria Rec Ground**	£1.70/hour	£1.90/hour	N/A
Canterbury	Cow Lane	£1.30/hour	£1.90/hour	N/A
Canterbury	Maynard Road	£1.30/hour	£1.90/hour	N/A
Whitstable	Gladstone Road (56 bays)	£2.50/hour (Apr-Sept) £1.60/hour (Oct-Mar)	£1.90/hour	N/A
Whitstable	Shaftesbury Road (48 bays)	£2.50/hour (Apr-Sept) £1.60/hour (Oct-Mar)	£1.90/hour	N/A
Whitstable	Victoria Street (56 bays)	£2.50/hour (Apr-Sept) £1.60/hour (Oct-Mar)	£1.90/hour	N/A
Herne Bay	William Street (229 bays)	£1.50/hour	£1.90/hour	£1.70/hour

Herne Bay	Market Street (135 bays)	£1.50/hour	£1.90/hour	N/A
Herne Bay	Beach Street	£1.50/hour	£1.90/hour	£1.70/hour
Herne Bay	Memorial Park*	£0.50/hour	£1.90/hour	N/A
Herne Bay	School Lane	£0.60 30 mins, £1.10 2hrs, £2.20 24hrs	£1.90/hour	N/A

The majority of respondents objected to the proposal and the proportion that supported it was very low, at under 10%.

Many said the charges were too expensive. As before, many stated the proposal was likely to reduce spending in high-street businesses.

There was strong objection to the increase in School Lane car park which was described as an essential facility due to the restricted options for parking elsewhere.

Level of support for Band 3	Percentage
Support	8% (11)
Object	79.7% (110)
Neither	12.3% (17)

The following themes were identified in the comments:

- Too expensive: 36 comments
- Will reduce visits to urban centres and negatively affect businesses: 26 comments
- Don't increase school lane car park as there are limited options for parking here, Herne Bay: 20 comments
- Increase on street parking and congestion: 18 comments
- Difficult for parents and carers: 8 comments
- Increases danger for children travelling to school and other pedestrians: 7 comments
- Increases financial hardship for families/struggling people unfairly: 7 comments
- Impacts community clubs and events: 5 comments
- Its a short sighted/unimaginative way to raise money: 3 comments
- Decreases viability of schools in urban centres: 2 comments
- The charges aren't justified given the upkeep: 2 comments
- Penalises workers who need to park at non-standard hours: 2 comments

- Different for families with school children: 2 comments
- Memorial Park too expensive: 2 comments
- Stop all car park increases: 1 comment
- Don't remove free evening car parking for ANPR users in William Street as it will affect Herne Bay Swimming Club: 1 comment
- Introduce reductions for workers: 1 comment
- Forces workers to walk further at night, through unlit areas, to save money: 1 comment
- Make first 30 minutes free: 1 comment
- Decreases revenue: 1 comment
- Free parking for residents before 10am: 1 comment
- Keep free parking 0830 to 1000: 1 comment
- Governor of Whitstable & Seasalter Endowed Church of England (Aided) Junior School: free morning parking essential: 1 comment
- Increase at Toddler's Cove unnecessary: 1 comment
- The increase (280%) memorial car park in Kings Road Herne Bay will damage local businesses: 1 comment
- Gladstone Road car park, Whitstable (Item 34): charge less for short stays to encourage more visits and increase income e.g. £1 for 30 minutes.: 1 comment
- Elderly residents in School Lane have nowhere to park close to their homes for unloading shopping: 1 comment
- Object to stopping free parking for ANPR members in William Street car park Herne Bay: 1 comment
- Introduce ANPR at all sites for increased revenue: 1 comment
- Keep free parking after 1800 William Street, as it is under utilised otherwise: 1 comment
- Makes essential or medical visits expensive: 1 comment
- Unfair for small towns like Herne Bay as they don't have alternatives like park and ride: 1 comment
- Not enough car parks are eligible for resident's discounts: 1 comment
- Some villages properties have no off street parking, no on street parking nearby and rely heavily on car parks and permits, both of which are increasing: 1 comment
- Advertise prices on major routes, so motorists can make informed decisions on prices: 1 comment

4.1.11. Band 4 (Leisure Car Parks - All Day Tariff)

Area	Car park	Current tariff	Proposed tariff 2024/25
Herne Bay	Ocean View	£1.50/day Mon-Fri £3.00/day weekends, B/hols	£1.60/day Mon-Fri £3.20/day weekends, B/hols
Whitstable	Tankerton Road	£1.50/day Mon-Fri £3.00/day weekends, B/hols	£1.60/day Mon-Fri £3.20/day weekends, B/hols
Herne Bay	Reculver Drive	£1.50/day Mon-Fri £3.00/day weekends, B/hols	£1.60/day Mon-Fri £3.20/day weekends, B/hols
Herne Bay	Hampton	£1.50/day Mon-Fri £3.00/day weekends, B/hols	£1.60/day Mon-Fri £3.20/day weekends, B/hols
Herne Bay	Bishopstone Lane	£1.50/day Mon-Fri £3.00/day weekends, B/hols	£1.60/day Mon-Fri £3.20/day weekends, B/hols
Herne Bay	Swalecliffe Avenue	£1.50/day Mon-Fri £3.00/day weekends, B/hols	£1.60/day Mon-Fri £3.20/day weekends, B/hols
Whitstable	Faversham Road	£1.50/day Mon-Fri £3.00/day weekends, B/hols	£1.60/day Mon-Fri £3.20/day weekends, B/hols
Whitstable	Gorrell Valley Nature Reserve	£1.50/day Mon-Fri £3.00/day weekends, B/hols	£1.60/day Mon-Fri £3.20/day weekends, B/hols

The majority of respondents objected to the proposal.

Most said the charges were too expensive, that the proposal would increase on-street parking and congestion and would reduce visits to independent businesses on the high-street which is of particular importance to Whistable's tourism economy.

Level of support for Band 4	Percentage
Support	14.9% (13)
Object	69% (60)
Neither	16.1% (14)

The following themes were identified in the comments:

- Too expensive: 15 comments
- Increase on street parking and congestion: 11 comments
- Will reduce visits to urban centres and negatively affect businesses: 6 comments
- Difficult for parents and carers: 3 comments
- N/A: 3 comments
- Increase is fair: 3 comments
- Increases financial hardship for families/struggling people unfairly: 2 comments
- Discourage people from enjoying natural spaces: 2 comments
- Charges have led to less use of the car parks, not more income: 2 comments
- Increases danger for children travelling to school: 1 comment
- Stop all parking increases: 1 comment
- Charge low rates Ocean view car park: 1 comment
- Reduces tourism: 1 comment
- Summer months increases are too large: 1 comment
- Item 42 and 44 will increase congestion at Reculver Drive and danger to pedestrians: 1 comment
- There should be a residents discount: 1 comment
- Will affect volunteers of community groups that save CCC money: 1 comment
- Unfair given costs of upkeep haven't risen significantly: 1 comment
- Objection to extension of days and time during which the tariff is payable.: 1 comment

4.1.12. Band 5 (Park and Ride)

Area	Car park	Current tariff	Proposed tariff 2024/25	Residents' tariff 2024/25
Canterbury	Sturry Road	£4.00/vehicle/day	£4.00/vehicle/day	£3.20/vehicle/day
Canterbury	Wincheap	£4.00/vehicle/day	£4.00/vehicle/day	£3.20/vehicle/day
Canterbury	New Dover Road	£4.00/vehicle/day	£4.00/vehicle/day	£3.20/vehicle/day

Around half of respondents supported the proposal.

People supported the reintroduction of the Sturry Park and Ride and that the proposal would encourage visits to the city centre.

Level of support for Band 5	Percentage
Support	50.7% (36)
Object	29.6% (21)
Neither	19.7% (14)

The following themes were identified in the comments:

- Unspecified support: 7 comments
- Resident discount good: 3 comments
- Introduce Sturry park and ride: 3 comments
- Lower prices to encourage use and increase overall revenue: 2 comments
- Encourages city centre visits: 2 comments
- Will not encourage more usage as bus is cheaper: 1 comment
- Discount for residents doesn't encourage park and ride, and other non-private care ways of travelling: 1 comment
- Extend discount to people who work in Canterbury: 1 comment
- Environmentally friendly: 1 comment
- Residents have difficulty parking: 1 comment
- More park and ride services required: 1 comment
- Encourages spending at local businesses: 1 comment
- Encourages tourism: 1 comment

- Stop people using concession passes on park and ride after parking at supermarket car parks: 1 comment
- Demand for Sturry park and ride isn't there, as car parks are still not full in town: 1 comment
- Reduces congestion: 1 comment
- Overall charges are artificially designed to promote park and ride: 1 comment
- Keep existing prices and increase revenue through increased use: 1 comment
- For park and ride to be successful, make sure there is a high frequency of services, good lighting and toilet facilities.: 1 comment
- Park and ride is irrelevant to non-Canterbury shoppers: 1 comment
- Clearly advertise prices on entry to Canterbury: 1 comment

4.1.13. Other car parks

Area	Car park	Proposed change
Canterbury	Kingsmead Leisure Centre	Remove car park from the OSPPO for Active Life to manage
Herne Bay	Kingfisher Close	Add a defined area into the OSPPO for permit parking only
Canterbury	Simmonds Road, Wincheap	Remove car park from OSPPO as tenant no longer wants to issue permits

The largest group of respondents neither supported nor objected to the proposal. Levels of objection were slightly larger than the levels of support.

Level of support for other car parks	Percentage
Support	15.9% (10)
Object	23.8% (15)
Neither	58.7% (37)

The following themes were identified in the comments:

- Will reduce visits to urban centres and damage local businesses: 2 comments
- Support activelife management: 1 comment
- Private company should take on liabilities if gaining financially: 1 comment
- Increases pressure on local roads: 1 comment
- Stop all car park increases: 1 comment
- Proposals jeopardise community access, fairness, and well-being: 1 comment
- Private companies will make charges too high: 1 comment

4.1.14. Car park permits

Increase permit charges by approx 10% - see [Appendix 2](#) for details.

A clear majority of respondents objected to the proposals.

The most common objections were that the charges were too expensive, especially in the context of the cost of everyday expenses.

Car park permits	Percentage
Support	4.9% (5)
Object	77.5% (79)
Neither	16.7% (17)

The following themes were identified in the comments:

- Too expensive: 43 comments
- Increases are not justified given poor state of car parks: 16 comments
- Hard for those struggling financially: 11 comments
- Stop parking of visitors in resident only car parks: 7 comments
- Not enough street parking permits in (Canterbury Whitstable): 5 comments
- Discriminates those who are less physically able (disabled, elderly): 4 comments
- Drug dealing/poor lighting in car parks make people feel unsafe: 3 comments
- Increase to business permits are a burden for businesses: 3 comments
- Short-sighted/unimaginative: 3 comments
- Install more ANPR: 3 comments
- Increases pressure on struggling businesses: 2 comments
- Discourages visits to urban centres: 2 comments
- Put revenue from increases into new EV charging points: 2 comments
- Increases were meant to be capped at inflation, which is 6.7%: 2 comments
- The reason for such large increases is not adequately explained: 2 comments
- Many people have no on street parking rely heavily on car parks: 2 comments
- Stop all increases in car park charges: 2 comments
- Allocate car park spaces to residents: 1 comment
- Makes essential trips difficult (medical): 1 comment
- Public transport not a viable alternative/make park and ride better: 1 comment
- Allow payment by direct debit: 1 comment
- Street parking permits for residents: 1 comment
- Increases are valid for funding the council: 1 comment
- Reduce council costs rather than increase revenue: 1 comment

- Council broken promise that School Lane Car Park in Herne Bay was not to rise above £500: 1 comment
- Middle Wall car park's automated ANPR barrier doesn't work: 1 comment
- Discourages living in urban areas, which is mean to be good: 1 comment
- Increase should match inflation: 1 comment
- Will make it hard to recruit workers in urban centres: 1 comment
- Introduce car park specific permits: 1 comment
- Don't increase school lane: 1 comment
- In the USA, local town businesses do well and they have 3 or 4 hours free parking: 1 comment
- Enforcement of on street parking by visitors is poor: 1 comment
- Is Notley terrace car park included?: 1 comment

4.2. Written representations

A total of 3 written representations were received.

4.2.1. A resident

A resident submitted the following comments via email:

This proposal is crass in the extreme and only serves to support the contention that car parks are a cash cow to be milked at every opportunity regardless of any consideration of the needs of local people and the environment. Those in the cabinet who have supported this (and I know that some do not) are clearly myopic as to the unique situation that applies in Whitstable.

Some years back I initiated this move with support across party from other councillors. Whitstable is unique having three primary schools in close proximity to the main street (High Street and Oxford Street) which even at the best of times can be congested with no suitable drop off points particularly having regard to young children.

This measure was introduced to facilitate the school run, to mitigate congestion in the main street with consequences of pollution and to boost local trade particularly with the excellent butchers, bakers and greengrocers in the town. It only applies in the week and not at the busy weekends when car parking is in heavy demand.

A cabinet member was quoted in the press saying that that children could walk or go on the bus but this is already the case with many children but it ignores the fact that many parents have busy lives and that bus stops at the other end might be distant from homes and that with very young children this is neither safe nor convenient.

I have no objection to raised charges at busy times elsewhere and outside of term time. Tourists normally expect to pay high charges and certainly those from London are more than used to it. When matched against the price of a pint parking charges remain low.

4.2.2. A resident

A resident submitted the following comments via email:

Further to Canterbury council's consultation document on proposed increases to car parking I wish to register my objection to these large cost increases for parking which have already increased by more than inflation in recent years.

I live in Whitstable and consider these proposed charges to be excessive and will result in less visitors which harm trade in the town and also adversely affect council income.

Council will be aware of considerably higher costs for eating/drinking/shopping in the town. Increased parking costs will have to be passed on to customers which will result in businesses becoming unviable in what is already a very challenging environment.

In my view the lack of investment and very little maintenance and upkeep within the town not just by CCC but also KCC means that the councils are continuing to draw a lot of income whilst only putting a very small fraction back.

If however some real improvements to roads, footpaths and other infrastructure (currently in poor condition) were undertaken, to improve the appeal of the town then perhaps residents like myself would look more favourably on modest increases to current parking charges in the town.

I look forward to seeing the results from the consultation.

4.2.3. Canterbury BID

Canterbury Business Improvement District (BID) say that increasing parking charges without sufficiently improving public and active transport could harm businesses in Canterbury.

They made a number of strategic and practical points, including that the council should:

- Ensure charges are based on economic analysis and integrate with the wider transport policy.
- Identify and communicate the positive aspects of visiting Canterbury vs other cities e.g. 'parking from £1.70ph /£1.90ph ... 3 minutes from the city centre'
- Put up clear maps and routes for visitors to follow from the car parks to the shops.
- Reconsider collection points to incentivise shoppers.
- Introduce season tickets for park and ride.

Canterbury BID also welcome:

- The investments in the Castle Street Multi Storey Car Park.
- The proposal to re-open Sturry including the later evening services.

Canterbury BID's comments were submitted by email and can be viewed below:

[...] Canterbury BID has run two consultation workshops and surveys on transport and parking in recent years, and they are available on the BID website <https://www.canterburybid.co.uk/representation/>.

For this year's consultation, we welcomed Richard Moore, Head of Transportation and Environment at CCC, and Cllr Alex Ricketts, Cabinet Member for Tourism, Movement and Rural Development, to the BID Board meeting on 15 November 2023 and extended invitations to representatives from the city's business quarters.

We recognise that we are in a "transport transition" and that a reduction in carbon emissions and congestion is essential. However, we also have to recognise that increasing car parking prices alone – without any other change to our transport infrastructure – will have a negative impact on businesses, on their employees and on our residents. Measures discouraging car use need to be supported by additional public and active transport, which is necessary in order to achieve environmental objectives without adversely affecting city centre footfall.

If businesses – many of whom continue to struggle post-pandemic due to rising costs and disruptions to the supply chain – fail as a result of these changes, there will be a further increase in vacant units and a negative impact on the Council budget through business rates.

We understand that local authorities are underfunded and we want to work with the Council to ensure Canterbury can remain a thriving city for everyone who uses the city. We very much welcome investment in Castle Street Multi Storey and investment in marketing / incentive strategies. We would like to be involved and support a clear strategy to focus on positive messaging and signposting.

Below is a summary of questions and points of feedback.

Strategic

- *What is car parking for? Is parking about raising revenue for local services? Is it a service to the public, residents and visitors alike? Or, is it to support businesses as part of an economic regeneration strategy?*
- *What was the strategic decision-making process for the proposed increases? How does this proposal link to Canterbury's wider transport strategy?*
- *Canterbury welcomed 16 million + visitors in 2023. Was the consultation sent proactively to visitors?*

Economic Development oversight

- *Has there been a cost/benefit analysis done in terms of economic impact?*
- *Businesses are still in a very precarious position. Footfall is recovering but the cost of doing business remains very high, which means profit margins are low with many businesses carrying debt from the pandemic. Hospitality and ENTE are at most risk. This impacts on employment and eventually on business rates.*

- *The vast majority of businesses who participate in our car parking consultation workshops and questionnaires say that increasing car parking charges has a significantly negative/damaging impact on business and significant revenue will be lost.*
- *Car drivers are the biggest spenders. With business margins so tight due to rising costs, this puts jobs and businesses at risk. Strong view that car parking increases will put businesses at risk.*
- *Customer decision making in our key catchment area is impacted by price. Customers in this zone are almost exclusively car driving customers with limited public transport. These are our biggest cash spenders and they will drive further, adding to the climate emergency, to drive down their parking costs out of principle.*
- *Competition – Canterbury is in direct competition with nearby shopping centres that offer free parking. This must be a consideration.*

Incentive strategies, marketing and comms

- *Incentive strategies and positive marketing are crucial. We understand that some funding will be available for marketing and comms. Can we be involved in the development of the strategy and campaign? We would like to see a clear incentivising strategy focussed on positive messaging and wayfinding. For example, ‘parking from £1.70ph /£1.90ph ... 3 minutes from the city centre along the Kings Mile/Castle Quarter’, showing how close these car parks are to shopping / key destinations – this could also be a good way to show the value of some of the LUF investment. The city’s car parks are perfectly reasonable walking distances and in some cities, you wouldn’t be able to park this close. If we push the positive narrative, we could win back some customers.*
- *Can you look at peak and off peak, matching this with low footfall days, to encourage people to try Park & Ride? The idea being that this wouldn’t negate existing income but could serve as a boost – financial for the Council (also from a decarbonisation / congestion perspective) and boosting economic impact.*
- *Will there be new incentives for EVs?*
- *Park & Ride – Is it true that some/all Stagecoach buses can be used to return to Park & Ride? If so, what can be done to promote that?*

Specific questions / points

- *Rosemary Lane has been shut now for 3 years+. Why can’t it be reopened for business use? Whilst it’s not in use, it needs to be kept tidy – otherwise, the broken window syndrome kicks in.*
- *Castle Street Multi Storey. Very pleased to hear that £300,000 is being invested to improve Castle Street Multi Storey (cleaning, lighting) as it is much needed. We receive regular stories like this one:
Recently a client parked in Castle Street Multi-storey. She was concerned about returning to her car after her appointment, so I walked her back and used the stair well to enter. There was human faeces and stank of urine. Women do not feel safe using this car park.*

- *Public transport is unreliable and not always accessible, not least for people who arrive early and leave late for work, and in many cases remains costly, so not a viable option for many.*
- *Do you have to park in order to ride? What if you cycle or walk to a Park & Ride – can you then jump on a bus? Can this be communicated explicitly.*
- *Park and Ride:*
 - *We welcome the proposal to re-open Sturry and agree this needs to run later in the evening to serve the night time economy and enable people to return home after work.*
 - *Can every bus that passes Park & Ride stop there?*
 - *Could there be season tickets for Park & Ride?*
- *Wayfinding is absolutely crucial. How will these proposals link to LUF?*
- *Better wayfinding is essential, especially the signage as you enter Canterbury. We understand that KCC are responsible for the signage outside the city centre. WiFi / connectivity is so poor which is partially why the digital signs (indicating number of spaces available) don't work. How can this be addressed?*
- *Suggestion to reconsider collection points as a direct mitigation to the impact of car parking prices increases to incentivise shoppers.*
- *What incentives will be provided? Suggestion to offer discounts at low peak times.*
- *Suggestion to include maps and visual marketing collateral as part of the marketing campaign, as discussed with the BID team, so people know how close they are to their designation. Include “concentric circle” style maps around the city with an indication of how long it will take to walk from point a to point b, for example.*
- *University perspective – 1/3 of students are commuters. Both students and staff would like to reduce their carbon footprint, but the reality is that some still need to park. What conversations are CCC having with other transport providers?*
- *Why remove the 20% EV discount offered to ANPR account holders and permit holders?*

5. Conclusions

Overall, respondents objected to the majority of the proposed changes.

They said net increases to car park charges were too large, would reduce visits to urban centres and increase pressure on high-street businesses.

The Canterbury BID also mentioned the potential of harm to Canterbury businesses, highlighting the risk of losing customers to retail parks that offer free parking. This was also mentioned by other respondents.

Many stated that the resident's discount was not large enough. Those responding to the proposed increase in charges for car parking permits often said the increases were not justified given the poor state of car parks.

Parents who use car parks for drop offs to schools with otherwise limited parking objected strongly to the introduction of morning charges. They said the proposed changes would make their lives more difficult, increase obstructive on-street parking and therefore pose a danger for school children.

Other points included that the morning charges may reduce admissions to some Whitstable schools in particular and would generally increase financial hardship of families already struggling with cost of living.

Most objected to the removal of the electric vehicle (EV) discount. They stated that we should be encouraging the use of EVs with discounts to lessen climate change and improve air pollution.

The majority of respondents supported the change from 2 to 3 hours free parking for blue badge holders. However, there were still some that objected.

Most respondents supported the proposal to reduce the Park and Ride charge for residents.

It is hoped that the findings from this consultation provide useful insight as to how the council will proceed during the next stages of the decision-making process.

Appendix 4 Climate Change Impact Assessment

Please provide an assessment of the impact of the proposal under each of the headings below. If none, please say so.

1. Climate Change impacts

Impact of proposal Positive/ Neutral/ Negative	Explanation of impact If you have any relevant data, please include that in the explanation and reference the source.	Mitigation
<p>Impact on the council's target of being carbon neutral by 2030 This applies to emissions of carbon dioxide as a direct result of our own activities and services. Please consider the whole life impact of your proposals</p>		
Neutral	No direct impact	
<p>Impact on carbon emissions in the Canterbury district This applies to the carbon dioxide emissions in the district as a result of your proposal. Please consider the whole life impact of your proposals.</p>		
Positive	<p>The move to place all car parks in Bands 1,2 or 3 will make it easier for drivers to make informed choices based on cost and convenience - this should encourage greater use of under used car parks. Improved marketing, particularly making it clear which car parks have spare capacity using real-time ANPR data will reduce congestion and queuing when car parks are full. Removing the am weekday discount in Whitstable car parks will remove the incentive for parents to drive children to school.</p> <p>The tariff increases generally will encourage greater use of sustainable transport including Park & Ride and lead to a reduction in driving into the city and town centres. This in turn will help to reduce emissions including CO2.</p>	
<p>Emission of other climate changing gases including methane, CFCs, nitrous oxide</p>		
Positive	<p>The move to place all car parks in Bands 1,2 or 3 will make it easier for drivers to make informed choices based on cost and convenience - this should encourage greater use of under used car parks. Improved marketing, particularly making it clear which car parks have spare capacity using real-time ANPR data will reduce congestion and queuing</p>	

	<p>when car parks are full. Removing the am weekday discount in Whitstable car parks will remove the incentive for parents to drive children to school.</p> <p>The tariff increases generally will encourage greater use of sustainable transport including Park & Ride and lead to a reduction in driving into the city and town centres. This in turn will help to reduce vehicle NOx emissions.</p>	
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2. Adaptation to climate change - Impact on our resilience to the effects of climate change

The greatest risks posed by climate change to the UK are:

- Flooding and coastal changes including erosion from extreme events
- Risks to health caused by high temperatures
- Water shortages and drought
- Risk to natural environments & services - landscape, wildlife, pollinators, timber etc
- Risk to food production & trade
- Emergence of new pests and diseases affecting people, plants & animals

What impact do your proposals have on our ability to resist or tackle these problems in the future?

Impact of proposal Positive/ Neutral/ Negative	Explanation of impact	Mitigation
Neutral	n/a	

3. Further assessment work

Is a further more detailed assessment required at a later stage of this proposal?

If yes, please give a brief description

Appendix 5 - Equality Impact Assessment

Please refer to the [Equality Impact Assessment guidance](#) to help you in completing this form.

For the purposes of this form, we refer to your policy, function, project or service as a proposal.

We have contact with two groups who can be useful sounding boards as part of any consultation or pre consultation engagement. They are the Disability Advisory Board (DAP) and the Ethnic Minority Independent Council (EMIC), both are local groups. You can contact Matthew Archer for further advice.

Date of initial assessment	October 2023
Division	Transport and Environment
Proposal to be assessed	24/25 OSPPO
New or existing policy or function?	Existing
External (i.e. public-facing) or internal?	External
Statutory or non-statutory?	Non Statutory
Your name	Richard Moore
Your job title	Head of Transport and Environment
Your contact	richard.moore@canterbury.gov.uk
Decision maker	Council
Estimated proposal deadline	Final decision February 2024

<p>Please outline your proposal, including:</p> <ul style="list-style-type: none"> ● Aims and objectives ● Key actions ● Expected outcomes ● Who will be affected and how ● How many people will be affected 	<p>Aims and Objectives: Parking charges across the district to be more consistent The need to meet current financial challenges To provide parking benefits for residents of the district To provide fairer parking offer for disabled drivers/passengers</p> <p>Key actions: Changes to terms and conditions in the OSPPO</p> <p>Expected outcomes: Banding changes will allow for clearer marketing and branding which will enable drivers to make informed choices on where to park Reopening Sturry Road Park & Ride Longer free parking stays for Blue Badge holders Increased income Tariff increases will encourage greater use of sustainable transport modes</p>
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	<p>How will be affected : All residents and visitors to the Canterbury district</p> <p>How many people will be affected : Over 5000 parking acts per day</p>
<p>What relevant data or information is currently available about the customers who may use this service or could be affected? Please give details; for example “x% of customers are female” or “x% of customers are aged over 60”</p>	None

<p>Is the decision relevant to the aims of the Public Sector Equality Duty, which are listed below? Guidance on the aims can be found in the EHRC’s PSED Technical Guidance</p>		
Aim	Yes/No	Explanation
Eliminate discrimination, harassment and victimisation	n/a	
Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it	n/a	
Foster good relations between persons who share a relevant protected characteristic and persons who do not share it	n/a	

<p>Assess the relevance of the proposal to people with different protected characteristics, and assess the impact of the proposal on people with different protected characteristics. Your explanation should make it clear who the assessment applies to within each protected characteristic. For example, a proposal may have high relevance for young people but low relevance for older people; it may have a positive impact on women but a neutral impact on men.</p>			
Protected characteristic	Relevance to proposal High/ Medium/ Low/None	Impact of proposal Positive/ Neutral/ Negative	Explanation
Age	n/a		
Disability	Medium	Positive	Increasing the free parking period in car parks from 2 hours to 3 hours will improve access to amenities for blue badge holders
Gender reassignment	n/a		
Marriage and civil partnership	n/a		
Pregnancy and maternity	n/a		
Race	n/a		

Religion or belief	n/a		
Sex	n/a		
Sexual orientation	n/a		
Other groups:	n/a		

Are you going to make any changes to your proposal as a result of these findings, in order to mitigate any potential negative impacts identified? If yes, what are they? If no, why not?	Comments received during the public consultation may lead to changes.
Is there any potential negative impact which cannot be minimised or removed? If so, can it be justified? (for example, on the grounds of promoting equality of opportunity for another protected characteristic)	Not known at the current time

What additional information would increase your understanding about the potential impact of this proposal?	N/A
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Please update the section below if:

- You have amended your proposal
- You have new information
- You have undertaken consultation

Date of revised assessment	Click here to enter a date.
Have you made any changes to your initial assessment? If so, please give brief details	
Did you undertake consultation? – if yes, give date and the consultation results:	
Do you have new information which reveals any difference in views across the protected characteristics?	
Can any new conclusions be drawn as to how the proposal will affect people with different protected characteristics?	
Are you going to make any changes to your proposal as a result of these findings, in order to mitigate any potential negative impacts identified? If yes, what are they? If no, why not?	

Is there any potential negative impact which cannot be minimised or removed? If so, can it be justified? (for example, on the grounds of promoting equality of opportunity for another protected characteristic)	
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Should you need to revisit your assessment more than once, please ensure that you provide details of any changes or new information and the date these amendments were made.

Cabinet
8 February 2024

Subject: Financial outlook and draft budget 2024/25

Director and Head of Service:

Tricia Marshall, Director of Corporate Services and Head of Paid Service.
Nicci Mills, Service Director Finance and Procurement and s151 officer

Cabinet Member:

Councillor Mike Sole Cabinet Member for Finance

Key or Non Key decision:

Key

Decision Issues:

These matters are within the authority of the Council

Is any of the information exempt from publication:

This report is open to the public.

CCC ward(s):

All

Summary and purpose of the report:

This report sets out the key financial issues facing the Council from 2023 to 2025, advises Councillors on key budget assumptions and puts forward budget proposals for 2024/25 for consultation.

The detailed estimates and consultation responses will be considered by Cabinet on 8 February 2024 and by Council on 22 February, when the budget and council tax for 2024/25 are set.

To Recommend (to Council) :

- a) that the Council approves the net revenue budget amount of £20,817,234 for 2024/25;
- b) that the Council approves a Council Tax for Band D of £239.91 for 2024/25, an increase of 2.99% when compared with 2023/24;
- c) that the Council approves the Financial Plan for 2024/25 to 2025/26 set out in Appendix 1 as the basis for the budget in each of those years with the projected Council Tax increase being limited to not more than 2.99% each year;
- d) that, in order to deliver a robust budget in future years, the Council continues to identify further opportunities to generate additional savings;
- e) that the fees and charges set out in Appendix 3 be approved;
- f) that the movements in reserves set out in Appendix 4 be approved; and
- g) that authority be given to incur expenditure on schemes brought into the capital programme since the Council meeting in February 2023 for 2024/25 set out in Appendix 2;
- h) that, subject to any alterations necessary, the draft capital programme set out in Appendix

2 be adopted as the basis for planning the approved capital budget; and

i) that authority be given to the Head of Paid Services, Director of People and Place, Director of Strategy and Improvement and Service Directors to incur expenditure and otherwise exercise the powers delegated to them in the Constitution in order to implement the Capital Programme.

j) that for the cost recovery fees and charges (highlighted in amber in Appendix 3), officers are able to further increase or decrease charges during the year by up to 5% if costs vary, in consultation with the Chair of Cabinet.

k) that authority is given to the Director of Finance & Procurement, Section 151 Officer to make any necessary amendments to individual budget lines following the final Local Government Finance Settlement in line with existing virement rules that does not alter the net revenue budget requirement.

1. Introduction

At its meeting in November, Cabinet considered a report setting the Council's financial prospects for 2024/25 and beyond.

Public consultation on the 2024/25 budget proposals started on 13 November and ended on 8 January 2024.

This report sets out:

- new information available since the November report was produced;
- an updated budget for 2024/25 taking into account the above;
- the results of the budget consultation exercise; and
- changes proposed to reserves.

This report sets out the key financial issues facing the Council for 2024/25 and beyond, advises Cabinet on key budget assumptions and puts forward budget proposals for 2024/25

Section 25 of the Local Government Act 2003 requires the Chief Financial Officer to report on:

- the robustness of the estimates (on which the Council Tax calculation is based); and
- the adequacy of the proposed financial reserves.

This report sets out the Chief Financial Officer's opinion on these matters for Councillors' consideration. The schedules attached to this report are:

- Appendix 1.1 Summary Financial Plan to 2025/26
- Appendix 1.2 Detailed Financial Plan to 2025/26
- Appendix 1.3 Changes to the budget since November 2023
- Appendix 2 Capital programme
- Appendix 3 Fees and Charges
- Appendix 4 Schedule of Reserves and Balances
- Appendix 5 Risk Schedule
- Appendix 6.1 Summary of General Fund budget consultation responses
- Appendix 6.2 Summary of markets consultation responses
- Appendix 6.3 Summary of licensing consultation responses
- Appendix 7 Equality Impact Assessment
- Appendix 8 Climate Change Impact Assessment

2. New information and key changes since November 2023

The 8 November report highlighted a number of areas where further information was required in order to set the budget for 2024/25. New information received since that date is set out below.

In summary, the financial settlement was slightly less than expected, and the funding is still for one year only with an expected funding reform due from 2025/26. New Homes Bonus has been extended for one last year, increasing by £600,000 due to additional hereditaments added to the council tax base. However the newly added in 2023/24 3% funding guarantee was reduced by £600,000. Other smaller grants have increased by an inflationary amount, however levies and business rates tariffs have also increased, resulting in a net adjustment to grant funding from the November assumptions of £71,000 deficit which has been added to the existing £406,000 budgeted transfer from the budget stabilisation reserve.

As anticipated, inflation continues to increase, albeit at a slower rate than was seen last year. The extra costs of inflation are still assumed to be higher than the additional funding received. Whilst the gap can be filled for 2024/25 with one off funding, this creates additional pressure for future budgets. Appendix 1.3 shows the changes from 2023/24 to 2024/25 and to 2025/26. There were various assumptions already made in the November report of these changes.

The OSPPO report has been amended to take the consultation results into consideration. The impact of these changes result in an additional deficit of £40,000. This amount has been off-set by £38,699 through other changes and the positive impact of Quarter 3 parking figures. All these changes are set out in the report and the overall financial impact of 24/25 OSPPO proposals is now £648,058.

On 24 January 2024, The Department for Levelling Up, Housing and Communities published details of additional funding which councils can expect in the final Local Government Finance Settlement (LGFS).

There were four main areas of additional funding announced.

- Additional Social Care funding
- Rural Services Delivery Grant
- Increase in the minimum funding guarantee
- Additional Internal Drainage Board levies funding

The only applicable funding to Canterbury is the increase in the minimum funding guarantee from 3% to 4%.

Social Care goes to Kent County Council and the other two are zero for Canterbury.

The full details of the final LGFS, including the allocations for individual councils, are expected to be announced in early February.

For the purpose of this report an estimate has been calculated and serves to reduce the amount needing to draw upon reserves in 2024/25.

Updated Summary Financial Plan (£000)

As a result of the above changes, the budget position for 2024/25 has changed as set out in the table below.

	000's	2023/24	2024/25	2025/26
Net budget before savings		21,126	22,016	22,266

use of reserves	(405)	(427)	(427)
Existing savings to be found	0	(700)	(100)
New savings to be found	0	0	(1,234)
Net budget	20,722	20,889	20,505
Central grant funding	(8,522)	(8,090)	(7,192)
Council tax	(12,200)	(12,799)	(13,313)
Total funding	(20,722)	(20,889)	(20,505)

The draft budget is set out in Appendix 1.1, with further detail by service at Appendix 1.2 and with the adjustments since November 2022 set out at Appendix 1.3.

a) Central Government Formula funding

Annually the government publishes a baseline needs assessment for each council under the formula funding system and this is made up of two elements – Revenue Support Grant (RSG) and business rates. The business rates element currently increases each year in line with inflation. RSG is the balancing figure to bring the total funding to the baseline needs assessment total. For the current year RSG was £193,000, increasing to £207,000 in 2024/25. However this is not expected to continue from 2025/26 and may, as expected prior to the pandemic, result in a negative RSG, where the council is paying the government.

b) 3% Funding Guarantee

As part of the provisional local government finance settlement, the government is proposing an increase in the funding available to local authorities, providing local authorities with a new one-off, funding guarantee that will ensure all councils will see at least a 3% increase in their Core Spending Power. For Canterbury City Council this results in a grant of £1.1m for 2024/25.

For 2023/24 the government provided a 3% funding guarantee to increase local authority core spending power to support the increased inflationary pressures. Government announced this would be for a two year period. The 3% funding guarantee for 2024/25 has been announced at £1.1m, which is a reduction of £600,000 from the previously assessed amount.

There is no information about funding in 2025/26 and beyond. It has been assumed for financial planning purposes that there will be a reduction in 2025/26 of some specific grants, with any increase in business rates income for inflation being balanced by a clawback mechanism.

This funding guarantee is based on the assumption that councils will increase their council tax by the maximum allowable under the council tax increase referendum rules, for CCC that is 2.99% as set out above.

For context, the overall net funding from government grants from 2023/24 to 2024/25 is a net reduction of £9,000. This is due to a reduction in 3% funding guarantee, the New Homes bonus increase and reduction in the Services Grant.

As mentioned in section 2 above, the government has now increased the LGFS to 4% funding guarantee from 3% originally announced. An assumption of the amount has been

included in this report. Any additional funding above the current assumption will continue to serve to reduce the amount required to draw upon reserves in 2024/25.

c) Business rates (£5.2m)

As mentioned above, business rates form part of the baseline needs assessment. The government makes an estimate of the Council's business rates income. It then shares the income as follows.

Recipient	share
Government	50%
CCC (+ see below re. tariff)	40%
KCC	9%
Fire	1%
Total business rates income	100%

A tariff is then applied to the Council's share, reducing it to £5.2m in 2024/25. If business rates increase (for example due to new business premises being built) then the Council will receive a proportion of the increased rates due. However, if business rates decrease (for example through demolition or conversion to residential use, or as the result of an appeal) then the Council will share in the reduction in business rates, though the reduction is capped by a safety net limit - ie. the government bears any losses above the safety net limit.

For 2024/25 it has been assumed that this Council's share of business rates income will improve slightly and is budgeted at the baseline needs level.

d) New Homes Bonus (NHB) (£1m)

The actual NHB to be received for 2024/25 has been assessed as an additional one off funding of £997,000. The government had intimated that NHB would stop after 2019/20 however continued it a further one year.

This additional growth in new homes bonus has been offset as described above through the 3% funding guarantee resulting in a minimal net adjustment to the 2024/25 budget.

e) Council Tax (£12m)

The council tax income is derived from three factors – the average (band D) council tax, the number of properties in the district (converted into band D equivalent properties and adjusted for discounts and allowances) and the collection rate.

The result of the most recent taxbase assessment, which was approved at Council on 4 January has also been included in the council tax calculations for 2024/25 resulting in an increase to the budget of £108,000.

In previous years the government has controlled increases in council tax through council tax referendum limits (any proposed increase above the limit requires a referendum). Last year the government limited council tax increases by district councils to three percent; this limit has continued for 2024/25.

The current level of increase assumed will result in approximately £0.3m of additional income to fund the cost of services.

f) Parking income (£11m)

Off street parking has bounced back to pre-pandemic levels, park and ride usage has been slower to recover. The Sturry Road Park and Ride was temporarily suspended with some costs still being incurred, which is now being proposed to reopen in 2024.

The parking budgets have been adjusted to take into consideration the consultation responses. This has a zero impact to the net budget as operational savings identified within the OSPPO report have offset the additional net costs of £40,000.

In terms of robustness of any estimate, parking income is heavily dependent on:

- businesses and venues being open;
- people having spare cash to spend on leisure and retail activities;
- working arrangements;
- international and domestic tourism; and
- universities running face to face courses.

3. Review of Reserves and Balances

The Service Director of Finance and Procurement is required to report on whether the budget is robust and whether reserves are adequate.

The use of reserves in 2023/24 and 2024/25 to balance the budget will use up £1m of available reserves. At current estimates it is assumed that the Council will continue to need to utilise the budget stabilisation reserve in 2025/26 to the same extent as in 2024/25. However this is not a sustainable position for the long term as the budget stabilisation is a one off and finite option.

Services have been reviewed alongside the ongoing requirement for one off reserves that were originally transferred from general fund revenue service budgets for specific purposes prior to the budget stabilisation being required.

As services regulate and inflation settles, it should become easier to manage, plan and forecast the council's finances for individual services as in turn, the council's overall budget. Earmarked reserves are set to mitigate specific risks or to build up funds for known or anticipated future expenditure, thus smoothing the impact over a number of years.

The review of reserves has taken 3 aspects into consideration; the individual needs of the services that contributed to earmarked reserves and their original requirements; the overall budget stabilisation requirement and sensitivity analysis for future overall funding requirements; and the current general fund budget and temporary budget gaps.

The main movements in reserve recommendations are to allocate the pre-pandemic reserves that were pooled back to the service earmarked reserves if still required, this includes the climate change reserve, litter reserve and phased use of business rates reserve.

To allocate specific budget stabilisation reserves, the other movements include strengthening the commercial property stabilisation reserve; the general fund working balance; property maintenance and elections reserves.

Due to this review and to balance the budget some of the contributions to reserves have been adjusted for one year to provide a temporary revenue saving which will need to be re-established in future years.

Taking into consideration the economic outlook and difficult economic climate, the review and movement of reserves provides a robust and an adequate balance for the financial stability of the council.

4. Capital Programme and financing

There are no significant changes to the capital programme since the November report that will require additional borrowing.

5. Consultation

This report was presented to the Overview and Scrutiny Committee, Cabinet members including the Finance Cabinet member observed the meeting to listen to comments. No recommendations were made from Overview and Scrutiny to the Cabinet to take into consideration into this report.

General Fund consultation feedback

The revised Best Value statutory guidance requires that service users, businesses and the community and voluntary sector are consulted on changes to services. Any adverse impact will be identified through the equality impact assessment process and, where needed, specific consultation is undertaken.

The general consultation via the council website started on 13 November and ran until 8 January. As well as consulting on the fees and charges proposed for 2024/25 the consultation asked for more general views.

Parallel to the general fund consultation was the Osppo consultation, the markets consultation and licensing consultation, which all fed into the 2024/25 updated budget in this report. The responses to the general fund consultation and the markets consultation are attached as Appendix 6.1 and 6.2 to this report.

The general fund consultation covered a wide range of proposals as part of the 2024/25 budget and received 52 respondents from a variety of stakeholders. The executive summary in Appendix 6.1 provides a summary of the results with the detailed analysis following.

Some of the key points to note are below:

- The majority of respondents said that the increase in council tax was fair given the current cost of day to day expenses.
- There was good support for the Park and Ride at Sturry.
- Support was mixed for the Canterbury market and tree officer.
- There was strong support for the Christmas tree disposal service and a large concern that restricting the Christmas tree disposal service to garden waste subscribers only would increase fly tipping.
- Many respondents said that the beach hut increase is too large given the quality of nearby facilities.
- A number of respondents recommended increasing or maintaining the support of voluntary sector organisations

Running parallel to the general fund budget consultation, specific consultations on the Markets and market traders fees and licensing fees was undertaken and the results are summarised in Appendix 6.2 and 6.3.

Markets consultation feedback

Consultation on markets was carried out between 13 November 2023 and 8 January 2024. The survey included questions about proposed market trader fees, the costs of bringing in a market manager - which are relevant to the budget report and will be considered in this decision.

It also included other questions which can inform the operational management of the market should it be reintroduced, as well as ideas for future use of St George's Street for other events and activities.

The full consultation summary report is attached in appendix 6.2

There were 183 responses. 180 people completed the questionnaire and there were three written responses. One of these is from an existing street trader, who was writing on behalf of former market traders. The full text of that response is included in the summary report referenced above, along with the notes from a meeting held with street traders / previous market traders and other interested parties. The specifics requested in his response are detailed below.

There is general support for the return of the Canterbury market, with 77% of respondents in agreement.

It's clear the public want to see good quality products on offer, specifically fresh produce and craft products. There are concerns regarding the appearance of the market and a feeling that the stalls should have a more uniform and tidy appearance. It is also clear that respondents do not want to see vape products or low quality plastic products on offer. This feedback would be considered as part of the operational management.

Proposed street trader/market trader fees were included in the consultation for Canterbury and Herne Bay. These were based on a 10% inflationary increase on the fees charged previously.

Note - there are additional costs associated with operating a market - namely National Non Domestic Rates (NNDR), waste removal and street cleansing - which do not apply to street trading so there is a historic difference between the fees for each activity. Market fees made a contribution towards these costs in recent years.

Proposed street trading fees for 2024/25:

Prime location street trading = £31.63 (previous year £28.75)

3x3m Canterbury market pitch = £54.10 (previous fee £49.18)

6x3m Canterbury market pitch = £81.15 (previous fee £73.77)

Herne Bay market pitch = £38.50 (previous fee £35)

There were just two comments in the questionnaire responses:

- Fee is fair if good quality gazebos are offered: 1 comment
- Fee is fair but should not go higher: 1 comment

However, the written response mentioned above calls for fees to be set at £30 for a 3x3m market stall and £40 for a 6x3m market stall. Partly in recognition that the market needs to re-establish itself.

Proposed fees for the Herne Bay market received no consultation feedback.

There was a mixed response to the number of days the market should operate, in response to the proposal that it should be all day on Wednesdays - as set out in the consultation report. It is proposed that if reintroduced, this is initially on Wednesdays only and that this is reviewed as an operational matter during the course of the year.

Market manager costs were also included in the consultation, as this is a new cost of £45k to the council's budget to cover salary and oncosts. It is anticipated that this role would manage the district markets on a day to day basis as well as being responsible for widening the market offers in the city and town centres over time to include new activity.

In response to whether the introduction of the post was supported, 39 responded that a manager would be 'good' or 'fine'. 10 responded that it wasn't needed. Three commented that if the quality of the market was no better, there was no need for a manager. 10 responded that the post should cover its own costs. There were numerous comments reflecting the skills and responsibilities a manager should have.

The written response refers to the market traders paying for this post. That would require a significant increase in the number of traders to even cover the operational costs mentioned above, before any contribution could be made towards the salary costs.

Specific consultation was undertaken with those who pay licensing fees - namely scrap metal dealers, taxi and private hire vehicle drivers, street traders and boat and punt operators, all of whom were contacted directly.

There were no responses from scrap metal dealers.

There was just one response from a private hire vehicle (PHV) driver, opposing the fees charged to PHVs for school journeys and suggesting these should be capped at £50. The response can be found in appendix 6.3.

There were five responses overall from street traders, with just two comments on the fees. One comment in support, provided the gazebos are good quality. And one saying the fee is fair but should not go higher.

It is proposed that the fees for scrap metal, taxi and PHV and street trading are increased as per the fees and charges proposals - namely 10% for scrap metal, 4% for taxis and PHVs and 10% for street trading.

The fees for boats and punts are also proposed to increase by 10%. A detailed response was received from the Canterbury and Stour Waterways Association (CASWA) comprised local operators - Grove Ferry River Trips, Westgate Punts, Canterbury Punting Company and Canterbury Historic River Tours.

The full response can be found in appendix 6.3

In summary, their response references an agreement that was reached when the organisation was formed in 2017/18, whereby instead of being charged for separate elements of operation including boat licences, street trading licences etc, 'each company will be charged an inclusive fee for an operators licence, set in consideration of the nature and size of the operation and associated sales and marketing activity. The fee set is subject to the Council's annual greater budgeting exercise in terms of necessary inflationary related uplift'.

The 10% increase proposed for most fees is reflective of the inflationary increases being applied to the council's costs.

It is proposed that the 10% increase is applied to the boat and punt fees. However, that the approach with CASWA members is maintained and the 10% is applied to the inclusive fees they were charged in 2023/24. Any new operator working outside CASWA would be charged as per the fees and charges table.

In addition, it is proposed that the boat and punt fees are reviewed for 2024/25.

6. Equality Impact Assessment

Under the Equality Act 2010 the council has a public sector equality duty to consider the impact of its budget decisions on different people. Where negative impact is identified on certain groups of people, ways must be considered of mitigating or avoiding the negative impact. Budget impact analysis was carried out to understand the impact on service users of budget decisions.

In line with DCLG Best Value Guidance, other factors including economic impact, environmental impact and social value have been included within the analysis along with consideration of the effects on people with low incomes and people living in different areas of the district. None of the proposals set out in the budget are expected to have a negative impact on specific groups of people.

7. Risk Assessment

The 2024/25 budget is a one year budget plan with an indication of the 2025/26 budget position. This is due to the unknown settlement position in 2025/26 and beyond.

A schedule of the financial risks facing the Council when setting the budget is set out in Appendix 5 and the most significant risks are considered below.

The budget continues to be challenging, balancing the service users needs and the increasing costs of providing services.

8. Opinion under the Local Government Act 2003 (LGA 2003)

Under the LGA 2003 the Statutory Finance Officer (Service Director Finance and Procurement) is required to give Councillors an opinion on the robustness of the budget estimates and the adequacy of reserves.

In assessing the robustness of estimates in terms of the budget, the following sources of assurance were taken into account:

- The financial planning process used for the 2024/25 budget, including full involvement of Heads of Service and the Finance Sub Group;

- The Financial Strategy, including building a two-year Financial Plan, clear financial objectives and the continual improvement programme following the change programme;
- A history of strong financial management within the Council, confirmed by feedback from external auditors;
- Clear budget responsibilities at individual officer level;
- The separate monitoring arrangements around major projects
- Effective internal and external audit arrangements, with risk-based audits, reporting through the Scrutiny Sub Committee and Audit Committee;
- Set aside of earmarked funds for potential liabilities in the medium term; and
- Effective risk management, including scrutiny of the risk register by the Audit Committee.

As is the case every year, inevitably there are a number of risk factors within the 2024/25 budget proposals; these are set out in some detail in Appendix 5 to this report. Some of the more significant items are set out below.

a) Pay costs (£17.6m)

The Council agreed that from 2021/22 it would adopt the nationally negotiated local government pay settlement as its pay award. The national settlement for 2023/24 has been agreed at a flat rate amount of £1,925 or 3.88% whichever is the higher, and capped at 3.5% for higher grades.

There is no information currently available about the pay settlement for 2024/25. Assumptions have been made in putting the budget together, but this is an area of considerable uncertainty.

There are still some vacant positions across many service areas throughout 2023/24, and although the budget is allocated out to services to cover all posts, the impact of this will be seen in future years from 2024/25 when vacant posts are filled and turnover stabilises.

b) Inflation for non-pay costs

The council would usually add a £250,000 budget for inflationary increases to contracts or services to be allocated as required. Recent years have seen a significant increase in the requirements for inflation, with estimates for various elements, including fuel, utilities and contracts, and this is expected to continue into 2024/25.

Inflation is flagged as a budget risk and there is a high risk that it will exceed the budget available. In order to mitigate against this, additional inflation contingency budgets have been included for both Capital and Revenue. Any further inflationary increases not contained within the overall general fund budget will need to be funded from the budget stabilisation reserve.

c) Income

In the build-up of the budget there are a number of major income streams with risks attached, including:

- Business rates
- Car parks and off street parking;
- Commercial rents;
- Development Control;

The risks around these income sources are set out in more detail in Appendix 5, but in general terms they are dependent on local economic and market fluctuations. In depth monitoring of these budgets will continue throughout the year and will be given regular consideration by Scrutiny Sub Committee, the Cabinet and senior officers through the budget monitoring process.

d) Pensions funding

The Council is required by law to be part of the Kent County Council Pension Fund. This is a defined benefit scheme. All staff are auto enrolled into the scheme but can choose to opt out. The scheme benefits are set nationally as part of the Local Government Pension Scheme.

The Fund is actuarially assessed every three years to check whether the assets held by the Fund will be sufficient to cover its liabilities. Whilst CCC is part of the Kent Scheme, its assets and liabilities are ring fenced and CCC receives its own actuarial valuation. The next revaluation results have been calculated and applied from April 2023. The Canterbury Pension Fund is nearing a fully funded scheme at 99.5%. Contributions remain constant for the next three years unless the Fund significantly changes due to market conditions. The triennial review of the Kent Superannuation Scheme took place for 2023/24. A decrease in backfunding contributions to the scheme has been included in the budget as the fund becomes near fully funded for the Council. This reduction in budget has been included for 2024/25. The ongoing contribution rate has however increased and contributes to the increasing costs of services.

e) Investment receipts and borrowing costs

Interest rates have begun to decrease throughout 2023/24.

Borrowing costs have been estimated based on PWLB rates. The Whitefriars purchases in 2016 and 2018 increased the Council's borrowing significantly. The purchase decisions were based on the rental income share covering interest and principal repayments, though with the understanding that the income will vary depending on movements in the rental market. The position will continue to be monitored closely as part of the budget management process. A separate reserve was set up to smooth the impact of fluctuations in rental income from year to year.

To give Councillors some context, CIPFA's comparative data for all English district councils shows that as at 31 March 2019 this Council had the tenth highest level of external debt £217m. The Council is also ranked 26th out of 192 districts for external interest payments as a proportion of Net Revenue Expenditure. Since March 2019 debt levels have fallen to £178m, but this is still likely to place the Council at a high comparative level. Much of the Council's borrowing is at a long term fixed rate, however variable short term borrowing is also used.

f) Impact of economic climate

The council continues to face a very challenging financial and economic climate as a result of the war in Ukraine and the impact of many other financial and economic pressures which have led to a period of high inflation and interest rates, together with high energy costs and the resulting cost of living crisis that residents of the District now face. The UK faces a period of possible recession and public sector funding pressures over the near, medium and longer term.

District Councils find themselves in a position where they have to remain flexible and adaptable to constant changes with limited new financial resources likely on the horizon, in a period of great uncertainty in terms of financial planning. As such the 2024/25 budget is based on a continuation of service levels with reasoned assumptions in relation to pay and price inflation, borrowing costs and known income pressures.

Robust monitoring is in place to manage the budget and mitigate any potential risks at the earliest opportunity and Councillors will be kept updated of the financial position through budget monitoring reports throughout the year.

g) Growth and Savings

As part of the change programme there is an existing £700,000 savings built into the budget for 2024/25. This is to be made from operational service efficiencies of system alignments and process efficiencies.

There is a risk that this saving will not be met in full in 2024/25, if not identified and achieved there is the potential for the contribution from reserves to be higher.

Growth has been kept at a minimum for 2024/25, with decisions to reinstate the Canterbury market and the Sturry Road Park and Ride service to support the local economy.

h) Impact of new legislation

It has been assumed for 2024/25 that any costs arising from the implementation of new legislation are either negligible or that the implementation costs will be met by the government under the 'new burdens' arrangements. No provision has therefore been made in the budget for such costs.

9 Adequacy of reserves

Ensuring the adequacy and sustainability of the Council's reserves continues to be a key part of the budget process. Individual balances have been reviewed as part of writing this report and the detailed work is set out at Appendix 4. This review should ensure that all provisions and earmarked reserves are adequate for their purposes in the medium term.

The key issue on which comment must be made relates to the General Fund Reserve: The General Fund reserve is the only resource not ear-marked to a particular future need.

Given the increased volatility in the Council's financial position, including potential major reductions in formula funding, it is recommended that the Council hold a minimum General Fund reserve balance of £3m or 15% of its net Revenue Budget (whichever is the greater).

The formal advice of the Section 151 officer to the Council is that every effort must be made to achieve the agreed savings plan in order to ensure financial sustainability and preserve the level of reserves for future commitments. The Council should avoid, at all costs, the General Fund Reserve balance reducing below 15% of its Net Service Expenditure. The 2024/25 draft budget set out achieves this general reserve balance.

Councillors will recognise that budget risk cannot be avoided completely. However, the structures already in place and the actions being put in place should ensure that next year's overall revenue budget is achieved.

Councillors may recall that the Budget Stabilisation Reserve was set up as a response to the financial impact of CV19 on the Council's finances. All the reserves that could be used with some flexibility were moved into this reserve. The remaining earmarked reserves are required for specific purposes.

Post review of reserves, there is expected to be a balance of £4.8m in the Budget Stabilisation Reserve as at 31 March 2024, of which £0.4m is allocated to be spent within the 2023/24 budget and a further £0.4m in 2024/25.

It is strongly recommended that the remaining balance is held in that reserve and not allocated out for specific purposes in order to provide resilience in the Council's budget for 2024/25 onwards. The Budget Stabilisation reserve will be needed to cover the following risks for one year only:

- Any general shortfalls in income in 2024/25 (on top of the £0.4m shortfall forecast)
- Shortfalls from recovery assumptions in future years
- Any impact from the wider economic climate
- Excess inflation above that provided for within the budget
- Increases in borrowing costs as a result of interest rate increases
- Any impact from the KCC budget proposals

The position on the General Fund Reserve is as follows.

	£'000's
Actual Balance 1 April 2023	(2,239)
Estimated balance 1 April 2024	(3,108)

10 Medium Term Financial Prospects

The current financial settlement is only for one year, which continues to make it difficult to set out financial projections for the longer term. We anticipate there will be further significant reductions in local government funding in future years.

In previous years an increasing proportion of central funding has come through the New Homes Bonus. The scheme has ended with one more year extension for 2024/25 providing a one off £1m of funding. There is no indication of future funding related to building new homes as yet.

The draft 2024/25 budget shows a balanced position, however this relies on many variables, including income assumptions to continue in a similar manner they have have been; government settlement to be confirmed at no lower than proposed; inflationary impacts on expenditure including utilities and fuel to be within the contingencies allocated and a one off contribution from the budget stabilisation reserve.

11. Options available with reasons for suitability

Options

Cabinet can either:

- a) agree the recommendations as set out in this report; or
- b) amend the recommendations.

The council must set a budget by the end of February in order to produce its council tax bills and to start to collect council tax in a timely manner; it is therefore not practical to reject the budget proposals entirely.

The Council is required to set a balanced budget for 2024/25. The proposed approach set out in this report has the following key elements:

- a council tax increase of 2.99% (£6.97 a year for a band D property);
- use of reserves to smooth savings across years;
- reductions in some service areas but with the majority of savings being achieved through efficiency savings; and
- some increases in fees and charges at the current rate of CPI or cost recovery, with some exceptions.

When considering its options for council tax levels for next year, the Council has three options:

- freeze council tax;
- increase council tax up to 3%, or
- increase council tax by more than 3%, which would require a local referendum.

The financial consequences of freezing council tax when compared with a 2.99% increase would be that the Council would need to find additional ongoing savings/increases in income of £357,000 in 2024/25. Given the exceptional level of savings recently built in this is not recommended.

The financial consequence of setting a council tax increase above 3% would be that the Council would have to bear the cost of a local referendum on the increase, which is unlikely to be successful. As a result, an increase up to 3% is the preferred option.

When considering the proposals for fees and charges increases, the Council could decide to make a higher level of savings with lower increases in charges, or a lower level of savings with a corresponding higher increase in charges. Additional savings at this point have a risk to be achieved, therefore this is not recommended.

Alternatively a higher contribution could be taken from reserves, but this is not recommended by the Chief Finance Officer as an acceptable level of reserves are already being used in the current financial year and in 2024/25.

12. Implications

- (a) Financial Implications – these are set out in the report.
- (b) Legal Implications – all expenditure and income must be covered by legal powers.
- (c) Staffing/resources – these are set out in the report and schedules. One implication of the expected funding reduction is that there will need to be a managed reduction in posts over time.
- (d) Equalities impact assessment will be attached for the next stage
- (e) Environmental impact assessment will be attached for the next stage

13. Conclusions

The Council has a successful track record in achieving a balanced budget whilst maintaining service levels, however in the current unprecedented situation it will be impossible to continue with that approach. Councillors will need to face some very difficult decisions over the next three years in order to have a sustainable financial position.

The Summary Financial Plan at Appendix 1.1 shows a balanced budget through drawing upon reserves for 2024/25, planned savings are still in process of being delivered and prove to be challenging in the current economic climate, whilst continuing to provide . Around £0.7m of as yet unidentified savings are required in 2024/25, which will be very challenging to achieve.

The risks associated with the proposals have been set out in the report for consideration.

If there were to be unforeseen changes during the next financial year, the Council would need to address them through in-year savings to avoid depleting its reserves further.

Finally, a great deal of work has gone into producing the projections and proposals and the authors of the report thank those involved.

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- Appendix 1.1 Summary Financial Plan to 2025/26
- Appendix 1.2 Detailed Financial Plan to 2025/26
- Appendix 1.3 Changes to the budget since November 2023
- Appendix 2 Capital programme
- Appendix 3 Fees and Charges
- Appendix 4 Schedule of Reserves and Balances
- Appendix 5 Risk Schedule
- Appendix 6.1 Summary of General Fund budget consultation responses
- Appendix 6.2 Summary of markets consultation responses
- Appendix 6.3 Summary of licensing consultation responses
- Appendix 7 Equality Impact Assessment
- Appendix 8 Climate Change Impact Assessment

A1.1 Budget Summary

	Net Budget 2023/24	Net Budget 2024/25	Net Budget 2025/26
Inflation & Growth Provision	1,949	3,852	4,702
Capital Financing & Interest	12,462	12,560	12,656
Capital Charges (contra)	(5,993)	(5,993)	(5,993)
Corporate Management	778	349	253
Corporate Services	4,868	4,850	4,850
Strategy & Improvement	3,981	4,171	4,171
Place Services	(8,527)	(10,341)	(10,341)
People Services	11,204	11,471	11,471
Balance of Savings	0	0	(1,234)
Net Budget	20,722	20,919	20,535
New Homes Bonus	(319)	(998)	0
Revenue Support Grant	(2,290)	(1,499)	(1,199)
NNDR growth contribution	(1,050)	(400)	(300)
NNDR Baseline	(4,863)	(5,223)	(5,723)
Other funding	0	0	0
Grant income total	(8,522)	(8,120)	(7,222)
CT Requirement	12,200	12,799	13,313
Band D Equivalent Properties (ctb)	52,373	53,348	53,882
Band D Equivalent Council Tax £	232.94	239.91	247.08
Increase from previous year £	6.77	6.97	7.17
Increase %	2.98%	2.99%	2.99%

2023/24 Budget Build	Total 2023/24 Budget	Total 2023/24 net Budget	Prev 23/24 adj	Inflation & unavoidable	Growth	Savings	Total 2024/25 Budget	Estimate Growth	Estimate Savings	Total 2025/26 Budget
Corporate Leadership & Support	436,507	392,190	(100,000)	0	0	0	292,190		(100,000)	192,190
Contingency Provisions	2,696,169	1,948,899	373,370	1,372,877	55,000	102,000	3,852,146	850,000		4,702,146
Contributions to/from Reserves	(404,670)	(404,670)	200,000	0	0	(192,485)	(397,155)			(397,155)
Corporate Costs - General	(775,428)	(940,903)	0	0	0	0	(940,903)			(940,903)
Interest & Financing Costs	6,265,133	6,265,133	397,818	0	0	(391,268)	6,271,683	100,000		6,371,683
Non Distributed Pension Costs	2,325,941	1,792,610	0	0	0	(245,000)	1,547,610			1,547,610
Precepts & Levies	142,593	142,593	0	0	0	0	142,593			142,593
Corporate Management	10,686,245	9,195,852	871,188	1,372,877	55,000	(726,753)	10,768,164	950,000	(100,000)	11,618,164
Total Corporate Management	10,686,245	9,195,852	871,188	1,372,877	55,000	(726,753)	10,768,164	950,000	(100,000)	11,618,164
Corporate Business Support	78,849	346,194	0	20,000	0	0	366,194			366,194
Case Services (Corporate)	179,589	218,407	0	0	0	0	218,407			218,407
Case Services (Corporate)	258,438	564,601	0	20,000	0	0	584,601	0	0	584,601
Contracts & Commissioning	542,796	509,846	0	0	0	0	509,846			509,846
Contracts & Commissioning	542,796	509,846	0	0	0	0	509,846			509,846
Democratic Services - Members	272,166	306,319	0	15,000	0	(39,000)	282,319			282,319
Democratic Services - Civic	281,681	108,329	0	0	0	0	108,329			108,329
Democratic Services - Election	118,253	263,191	0	0	0	0	263,191			263,191
Democratic Services Team	268,415	279,306	0	5,000	0	0	284,306			284,306
Information Governance	122,824	131,228	0	0	0	0	131,228			131,228
Corporate Governance	1,063,339	1,088,373	0	20,000	0	(39,000)	1,069,373	0	0	1,069,373
Financial Services	633,485	688,641	0	0	0	0	688,641			688,641
Insurance & Risk Management	5,344	8,711	0	0	0	0	8,711			8,711
Internal Audit	66,465	66,465	0	0	0	0	66,465			66,465
Payroll Services	29,164	28,364	0	0	0	0	28,364			28,364
Procurement	90,671	100,231	0	0	0	0	100,231			100,231
Financial Services	825,129	892,412	0	0	0	0	892,412	0	0	892,412
HR & Training	298,956	298,383	0	0	0	0	298,383			298,383
HR & Training	298,956	298,383	0	0	0	0	298,383			298,383
Legal Team	553,987	709,483	0	0	0	0	709,483			709,483
Legal Team	553,987	709,483	0	0	0	0	709,483			709,483

2023/24 Budget Build	Total 2023/24 Budget	Total 2023/24 net Budget	Prev 23/24 adj	Inflation & unavoidable	Growth	Savings	Total 2024/25 Budget	Estimate Growth	Estimate Savings	Total 2025/26 Budget
Revs & Bens - CT	332,430	332,430	0	0	0	0	332,430			332,430
Revs & Bens - HB	520,878	520,878	0	0	0	15,268	536,146			536,146
Revs & Bens - NNDR	(48,750)	(48,750)	0	0	0	(34,102)	(82,852)			(82,852)
Revenues & Benefits	804,558	804,558	0	0	0	(18,834)	785,724	0	0	785,724
Total Corporate Services	4,268,354	4,867,656	0	40,000	0	(57,834)	4,849,822	0	0	4,849,822
ICT & Digital Services	2,380,259	2,423,084	0	190,000	0	0	2,613,084			2,613,084
Performance & Project Mgt	55,003	59,661	0	0	0	0	59,661			59,661
Digital, Data & Improvements	2,435,262	2,482,745		190,000	0	0	2,672,745	0	0	2,672,745
Emergency Planning	52,914	57,667	0	0	0	0	57,667			57,667
Emergency Planning	52,914	57,667	0	0	0	0	57,667			57,667
Climate Change & Air Quality	71,135	109,984	0	0	0	0	109,984			109,984
Planning Policy	337,311	489,844	0	0	0	0	489,844			489,844
Communication & Consultation	520,465	482,690	0	0	0	0	482,690			482,690
EKS Customer Services	110,613	192,578	0	0	0	0	192,578			192,578
Policy & Communications	1,039,524	1,275,096	0	0	0	0	1,275,096	0	0	1,275,096
Strategic Business Planning	343,909	165,741	0	0	0	0	165,741			165,741
Strategic Business Planning	343,909	165,741	0	0	0	0	165,741			165,741
Total Strategy & Improvement	3,716,090	3,981,249	0	190,000	0	0	4,171,249	0	0	4,171,249
Commercial & Cultural Dev	204,570	145,282	0	0	0	0	145,282			145,282
Concessionary Rents	94,487	94,487	0	0	0	0	94,487			94,487
Events	40,044	44,893	0	0	0	(20,000)	24,893			24,893
External Support	362,560	384,437	0	0	0	16,000	400,437			400,437
Herne Bay Pier	28,880	8,511	0	0	0	0	8,511			8,511
Kings Hall	101,501	108,905	0	0	0	0	108,905			108,905
Marlowe Theatre	562,416	562,416	0	0	0	0	562,416			562,416
Museums & Galleries	952,375	1,106,692	0	0	0	(25,000)	1,081,692			1,081,692
Parish Activities	179,020	179,020	0	0	0	0	179,020			179,020
Sports	711,386	705,101	(156,100)	0	0	0	549,001			549,001
The Guildhall	41,434	38,345	0	0	0	0	38,345			38,345
Tower House	47,783	40,396	0	0	0	0	40,396			40,396
Cultural & Commercial Developm	3,326,456	3,418,485	(156,100)	0	0	(29,000)	3,233,385	0	0	3,233,385

2023/24 Budget Build	Total 2023/24 Budget	Total 2023/24 net Budget	Prev 23/24 adj	Inflation & unavoidable	Growth	Savings	Total 2024/25 Budget	Estimate Growth	Estimate Savings	Total 2025/26 Budget
Deputy Director Place	122,428	(4,061)	0	0			(4,061)			(4,061)
Deputy Director Place	122,428	(4,061)	0	0			(4,061)			(4,061)
Beach Huts	(465,031)	(465,031)	(27,074)	0	0	0	(492,105)			(492,105)
Coast Protection & Cliffs	759,378	900,183	60,000	0	0	0	960,183			960,183
Engineers	170,853	181,443	0	0	0	0	181,443			181,443
Foreshore & Water Safety	128,647	145,413	0	0	0	0	145,413			145,413
Highways Asset Management	177,273	188,533	0	0	0	0	188,533			188,533
Sewers & Drainage	45,221	45,221	0	0	0	0	45,221			45,221
Sluice Gates & Met Station	10,000	10,000	0	0	0	0	10,000			10,000
Whitstable Harbour	(427,763)	(363,239)	0	0	0	0	(363,239)			(363,239)
WH - South Quay Shed	(100,444)	(139,552)	0	49,000	0	0	(90,552)			(90,552)
Engineering Services	298,134	502,971	32,926	49,000	0	0	584,897	0	0	584,897
Building Control - Corporate	75,000	75,000	0	0	0	0	75,000			75,000
Environmental Health	550,335	1,020,572	0	0	0	0	1,020,572			1,020,572
Land Charges	(61,065)	(48,674)	0	50,000	0	0	1,326			1,326
Licensing	(252,831)	(248,528)	0	0	0	0	(248,528)			(248,528)
Planning & Conservation	309,086	251,599	0	0	0	(300,000)	(48,401)			(48,401)
Planning & Health	620,525	1,049,969	0	50,000	0	(300,000)	799,969	0	0	799,969
Business & Regeneration	208,963	306,381	0	0	0	0	306,381			306,381
Commercial Sites	(7,831,555)	(7,861,992)	(871,683)	0	0	0	(8,733,675)			(8,733,675)
Industrial Estates	(1,025,148)	(1,025,148)	0	0	0	0	(1,025,148)			(1,025,148)
Markets & Boot Fairs	28,884	7,795	0	0	61,000	0	68,795			68,795
Property Team	197,449	198,969	0	60,000	0	0	258,969			258,969
Property & Regeneration	(8,421,407)	(8,373,995)	(871,683)	60,000	61,000	0	(9,124,678)	0	0	(9,124,678)
Environment	143,995	169,315	0	0	0	0	169,315			169,315
Parking Services - Off Street	(5,601,858)	(5,870,645)	0	20,657	99,000	(1,062,000)	(6,812,988)			(6,812,988)
Parking Services - On Street	(256,741)	(498,565)	0	0	0	0	(498,565)			(498,565)
Parking Services - Park & Ride	256,223	709,420	0	0	232,000	0	941,420			941,420
Transport	347,743	370,533	0	0	0	0	370,533			370,533
Transport & Environment	(5,110,638)	(5,119,942)		20,657	331,000	(1,062,000)	(5,830,285)	0	0	(5,830,285)
Total Place Services	(9,164,502)	(8,526,573)	(994,857)	179,657	392,000	(1,391,000)	(10,340,773)	0	0	(10,340,773)

2023/24 Budget Build	Total 2023/24 Budget	Total 2023/24 net Budget	Prev 23/24 adj	Inflation & unavoidable	Growth	Savings	Total 2024/25 Budget	Estimate Growth	Estimate Savings	Total 2025/26 Budget
Administrative Offices	463,155	486,525	(100,000)	160,000		0	546,525			546,525
Building Maintenance Team	278,774	218,143	0	0		0	218,143			218,143
Buildings	185,402	158,601	0	0		0	158,601			158,601
Facilities Support/Caretakers	209,830	133,453	0	0		0	133,453			133,453
Heritage Buildings	44,059	43,292	0	0		0	43,292			43,292
Cemeteries	98,427	168,135	0	0		0	168,135			168,135
Asset & Estate Management	1,279,647	1,208,149	(100,000)	160,000		0	1,268,149	0	0	1,268,149
CCTV and City Centre Security	685,650	853,787	0	0		0	853,787			853,787
Enforcement	484,651	137,445	0	0		0	137,445			137,445
Lifeline Service	(301,623)	(386,618)	0	0		0	(386,618)			(386,618)
Parking Enforcement	367,599	464,512	0	0		0	464,512			464,512
Community Safety	67,002	88,709	0	0		0	88,709			88,709
Locality Services	2,468	84,257	0	0		0	84,257			84,257
Community Safety	1,305,747	1,242,092	0	0		0	1,242,092	0	0	1,242,092
Allotments	6,582	1,750	0	0		0	1,750			1,750
Churchyards	28,187	21,155	0	0		0	21,155			21,155
Central Bandstand	2,158	83,502	0	0		0	83,502			83,502
Outdoor Sports Pitches	416,762	144,248	0	0		0	144,248			144,248
Parks & Open Spaces	1,356,599	1,089,042	0	0		0	1,089,042			1,089,042
Public Conveniences	543,334	390,753	0	0		0	390,753			390,753
Refuse Collection	2,554,583	2,912,502	0	328,000		0	3,119,502			3,119,502
Street Cleansing	2,350,568	2,427,056	0	0		0	2,427,056			2,427,056
Contracts	7,258,773	7,070,008	0	328,000		(121,000)	7,277,008	0	0	7,277,008
Deputy Director People	123,448	127,790	0	0			127,790			127,790
Deputy Director People	123,448	127,790	0	0			127,790			127,790
Community Support	163,930	189,767	0	0		0	189,767			189,767
Homelessness	703,899	787,095	0	0		0	787,095			787,095
Private Sector Housing Renewal	20,617	33,828	0	0		0	33,828			33,828
Street Name & Numbering	(31,674)	(39,750)	0	0		0	(39,750)			(39,750)
Housing & Community Services	856,772	970,940	0	0		0	970,940	0	0	970,940
Total People Services	10,824,387	10,618,979	(100,000)	488,000		(121,000)	10,885,979	0	0	10,885,979
Case Services (P&P)	391,139	584,550	0	0		0	584,550			584,550

2023/24 Budget Build	Total 2023/24 Budget	Total 2023/24 net Budget	Prev 23/24 adj	Inflation & unavoidable	Growth	Savings	Total 2024/25 Budget	Estimate Growth	Estimate Savings	Total 2025/26 Budget
Case Services (P&P)	391,139	584,550	0	0	0	0	584,550			584,550
Total Case Services (P&P)	391,139	584,550	0	0	0	0	584,550			584,550
NDR Baseline Funding	(4,862,759)	(4,862,759)	(360,000)	0	0	0	(5,222,759)		(500,000)	(5,722,759)
NDR Business Rates	(1,050,000)	(1,050,000)	850,000	0	0	(200,000)	(400,000)	100,000		(300,000)
New Homes Bonus	(318,749)	(318,749)	0	0	0	(679,201)	(997,950)	997,950		0
Revenue Support Grant	(2,290,495)	(2,290,495)	224,355	0	0	566,641	(1,499,499)	300,000		(1,199,499)
Grant Funding	(8,522,003)	(8,522,003)	714,355	0	0	(312,560)	(8,120,208)	1,397,950	(500,000)	(7,222,258)
Total Grant Funding	(8,522,003)	(8,522,003)	714,355	0	0	(312,560)	(8,120,208)	1,397,950	(500,000)	(7,222,258)
Balance of savings to find		0				0	0		(1,233,630)	(1,233,630)
Grand Total	12,199,710	12,199,710	490,686	2,270,534	447,000	(2,609,147)	12,798,783	2,347,950	(1,833,630)	13,313,103

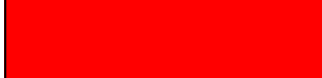
	November position	January updated	variance
Council tax net change	(12,690,396)	(12,798,783)	(108,387)
NDR Baseline Funding	(5,222,759)	(5,222,759)	0
NDR Business Rates	(400,000)	(400,000)	0
New Homes Bonus	(318,749)	(997,950)	(679,201)
Revenue Support Grant	(2,066,140)	(1,499,499)	566,641
Additional funding guarantee		(101,757)	(101,757)
Housing Benefit grant	(364,887)	(349,619)	15,268
Cost of collection grant	(218,800)	(252,902)	(34,102)
Changes to transfer from reserve	(406,576)	(274,819)	131,757
Other grants adj			(15,268)
Changes to parking OSPPO			40,000
Changes to parking operational budgets			(40,000)
movement of balance of savings			<u>(225,049)</u>


Description	Expenditure 23/24	Income / Funding 23/24	Net cost to CCC 23/24	Expenditure 24/25	Income / Funding 24/25	Net cost to CCC 24/25	Expenditure 25/26	Income / Funding 25/26	Net cost to CCC 25/26
Leisure Centres - Major Repairs	1,317,000		1,317,000	0		0	0		0
Leisure Centre Refurbishments	8,482,443		8,482,443	1,359,608		1,359,608	0		0
Kingsmead Field Housing Development	58,777		58,777	0		0	0		0
Beach Street	0		0	50,000		50,000	0		0
Canterbury Riverside	1,305,020		1,305,020	650,000	400,000	1,050,000	0		0
Car park maintenance	0		40,000	400,000		400,000	250,000		250,000
Replacement Car park	0		0	0		0	80,000		80,000
Coach park works	0		0	15,000		15,000	0		0
Play Area Improvements	122,000	(122,000)	0	150,000		150,000	120,000		120,000
Vauxhall Estate Access repairs	0		0	200,000		200,000	0		0
EV charging points	115,341		115,341	0		0	0		0
Pier Plaza - Power & bollards	0		0	25,000		25,000	0		0
Building New Beach Huts	0		0	72,000		72,000	79,200		79,200
Coast Protection works	469,000	(429,000)	0	419,000	(419,000)	0	0		0
Coast Protection works	222,000	(197,000)	0	0		0	0		0
Harbour projects / quay maintenance	155,000		155,000	60,000		60,000	0		0
Harbour works - Quay replacement	650,000	(650,000)	0	0		0	0		0
Herne Bay Pier Structure	0		0	300,000		300,000	0		0
Street Lighting Improvements	55,700		55,700	0		0	0		0
Westgate Towers	0		0	139,000		139,000	0		0
LUF scheme	2,006,116	(2,006,116)		17,720,468	(17,720,468)		1,962,233	(1,962,233)	
Canterbury Castle	650,000		650,000	0		0	0		0
Electricity Supply to Dane John	198,650		198,650	0		0	0		0
St Georges Street Public Realm	393,467		393,467	0		0	0		0
District Signage	0		0	40,000		40,000	0		0
Marlowe	1,209,000		1,209,000	263,000		263,000	0		0
IT basic infrastructure	773,037		773,037	555,000		555,000	200,000		200,000
Building Impr Requirements, footbridges and allotments & RAAC	634,500		634,500	937,605		937,605	1,300,000		1,300,000
Control Room Relo LL	75,074		75,074	0		0	0		0
Rose Lane Relo LL	572,140		572,140	476,542		476,542	0		0
Rose Lane Relo Tenant	760,000		760,000	0		0	0		0
St Georges Lane Relo LL	1,307,669		1,307,669	1,089,172		1,089,172	0		0
Control Room Relo Tenant	160,000		160,000	0		0	0		0
St Georges Lane Relo Tenant	2,950,000		2,950,000	0		0	0		0
Printers contract - office equip	45,000	(15,000)	30,000	0		0	0		0
Public Conveniences Refurbishment	10,000		10,000	10,000		10,000	390,797		390,797
Parish Council Capital Grants	29,729		29,729	20,000		20,000	0		0


Description	Expenditure 23/24	Income / Funding 23/24	Net cost to CCC 23/24	Expenditure 24/25	Income / Funding 24/25	Net cost to CCC 24/25	Expenditure 25/26	Income / Funding 25/26	Net cost to CCC 25/26
Museum projects - allocated	11,357		11,357	0		0	0		0
CEC Grounds vehicles replacement	1,472,000		1,472,000	0		0	0		0
CEC Plant & Equipment	85,000		85,000	0		0	0		0
CEC - IT modules	140,000		140,000	0		0	0		0
Litter Bins	20,427		20,427	0		0	0		0
Disabled Facilities Grant	900,000	(900,000)	0	0		0	0		0
Temporary Accommodation / Rough Sleeper Accomodation	655,706		655,706	0		0	0		0
Air Quality monitoring equipment	19,000		19,000	0		0	0		0
Lifeline Equipment	10,001	0	10,001	50,000		50,000	0		0
District Wide Conservation projects	46,718	(20,000)	26,718	0		0	0		0
Inflation contingency	562,300		562,300	950,286		950,286	0		0
New Schemes	300,000		300,000	300,000		300,000	300,000		300,000
Grand Total	28,949,172	(4,339,116)	24,585,056	26,251,681	(17,739,468)	8,512,213	4,682,230	(1,962,233)	2,719,997

Division	Service	Page
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The fees and charges details on the following pages are colour coded to indicate the level of control that the council has when setting the fees charged. The key to the coding is as follows:

 Red shading indicates fees that are set by central government

 Amber shading indicates fees that we can set to recover our costs only

 Green shading indicates fees that we can set to the market rate

	Charge wef 01/04/2023	Proposed Charge wef 01/04/2024	Increase	Vatable Yes/No	VAT included	Fee setting structure (please see key on contents page)
Finance	£	£			Yes/No	
Costs for Local Authorities Summons and Liability charges						
Council tax summons	60.00	79.00	32%	No		
Council tax liability	50.00	60.00	20%	No		
NDR Summons	60.00	79.00	32%	No		
NDR Liability	50.00	60.00	20%	No		
Public Health Burials						
Administration Fee	320.30	350.00	9%	No		
Legal charge out rates apply to work done for external clients or relate to costs schedules and are based on salary costs, pension contributions and other on costs based on work done using the IKEN case management system when possible.						
Legal Services						
Regulatory and Litigation (p/hr)	154.00	170.00	10%	Yes	No	
Advice on Property Law Advice (p/hr)	154.00	170.00	10%	Yes	No	

Local Land Charges	Charge wef 01/04/2023	Proposed Charge wef 01/04/2024	Increase	Vatable Yes/No	VAT included	Fee setting structure (please see key on contents page)
	£	£			Yes/No	
Full Standard Search	148.53	158.92	7%	Partial	No	
Full Standard Search via NLIS	148.53	158.92	7%	Partial	No	
LLC1	31.83	34.05	7%	No	No	
LLC1 via NLIS	31.83	34.05	7%	No	No	
CON29R	116.70	124.87	7%	Yes	No	
CON29R via NLIS	116.70	124.87	7%	Yes	No	
CON29 Optional Questions (except question 22)	10.61	11.35	7%	Yes	No	
CON29 Optional Question 22	15.91	17.03	7%			
Additional Questions	15.91	17.03	7%	Yes	No	
Individual CON29R questions	1.06	1.14	7%	Yes	No	
Individual CON29R questions	1.59	1.70	7%	Yes	No	
Individual CON29R questions	2.12	2.27	7%	Yes	No	

Development Management	Charge wef 01/04/2023	Proposed Charge wef 01/04/2024	Increase	Vatable Yes/No	VAT included	Fee setting structure (please see key on contents page)
	£	£			Yes/No	
Householder development - fee for meeting, site visit where required and written advice	467.00	500	7%		Yes	
Minor development - (1-9 houses) fee for meeting, site visit where required and written advice	1,167.00	1,250	7%		Yes	
Major development - (10-49 houses) fee for meeting, site visit where required and written advice	4,090.00	4,375	7%		Yes	
Larger major development (eg 50 or more dwellings or 1,000sqm and 4,999sqm commercial floorspace)	5,835.00	6,245	7%		Yes	
Works to Listed Buildings (site visit and written advice)	467.00	500	7%			
High hedges complaints	500.00	500	0%		Yes	
Section 106 monitoring and reporting fee						
1-10 dwellings (price per dwelling)	113.00	121	7%		Yes	
11-99 dwellings	5,665.00	6,062	7%		Yes	
100 dwelling or more	11,330.00	12,125	7%		Yes	
Statutory Planning fees						

http://www.planningportal.gov.uk/uploads/english_application_fees.pdf

Museums and Galleries	Charge wef 01/04/2023	Proposed Charge wef 01/04/2024	Increase	Vatable Yes/No	VAT included Yes/No	Fee setting structure (please see key on contents page)
	£	£				
Museums						
Adults (roman Admission)	10.50	11.00	5%			
Schools (Canterbury District) Subject to minimum booking fee	4.00	4.00	0%	No		
Schools (Non Canterbury District) subject to minimum booking fee	4.50	5.00	11%	No		
Concessions	8.00	9.00	13%		Yes	
Child	5.35	5.50	3%			
Beaney: House of Art and Knowledge						
All visitors	0.00	0.00	0%			
Assess each exhibition to determine pricing model - ticketed or Pay What You Can (voluntary giving)	Up to £20	Up to £20				
Half day artist led workshops (per group) up to	320.00	320.00	0%			
Full day artist led workshops (per group) up to	640.00	640.00	0%			
Learning Lab school & concessions hire (day rate)	135.00	150.00	11%	No		
Learning Lab school & concessions hire (half day rate)	95.00	100.00	5%			
Learning Lab Commercial Hire - per half day (benchmarked)	150.00	155.00	3%			
Learning Lab Commercial Hire - per day (benchmarked)	220.00	230.00	5%			
Full museum evening hire - 17:00 - 23:59	To be negotiated on case by case basis- minimum charge £500					
Explorer Gallery 5 hours hire	Up to 1,000	TBA				
Front Room Gallery Hire (standard 8 week hire)	1,350.00	1,400.00	4%			
Additional weeks	200.00	220.00	10%			

Museums and Galleries	Charge wef 01/04/2023	Proposed Charge wef 01/04/2024	Increase	Vatable Yes/No	VAT included Yes/No	Fee setting structure (please see key on contents page)
	£	£				
Special Exhibitions Gallery Hire		To be negotiated on case by case basis up to £1,000 per week				
Other charges						
In School outreach sessions half day (plus VAT and petrol)	230.00	240.00	4%			
Public Tours & Workshops	up to £8	£5-£15				
Specialist out of hours workshop	Minimum booking fee (up to 15 participants) £200+ workshops costs					
Explorers University Hire (hourly)		£40				
Explorers Self led handling session (25 students)		£40				
Reproduction charges for books and magazines						
Full rate	94.00	100.00	6%			
Education rates	47.50	50.00	5%			
Local History rates	23.75	25.00	5%			
Academic publications	47.50	50.00	5%			
Plus VAT as applicable						
NB Special higher prices may be negotiated for certain types including calendars and promotions						
Loan requests – Where an item needs to be photographed or conserved or have special crating or transport, cost recovery is required.	To be negotiated on case by case basis			Yes		
Charges for filming in the museums or for using museum objects in filming	To be negotiated on case by case basis			Yes		
Where the filming is not part of a specific promotion of the district museums, cost recovery for staff involved will be applied plus a facility and/or reproduction fee to be negotiated by the Museums & Cultural Programme Director on a case by case basis	To be negotiated on case by case basis			Yes		

Museums and Galleries	Charge wef 01/04/2023	Proposed Charge wef 01/04/2024	Increase	Vatable Yes/No	VAT included Yes/No	Fee setting structure (please see key on contents page)
	£	£				
Collections enquiries/research (first hour free) per hour up to	up to £40 per hr	up to £45 per hr				

Event Fees	Charge wef 01/04/2023	Proposed Charge wef 01/04/2024	Increase	Vatable Yes/No	VAT included	Fee setting structure (please see key on contents page)
	£	£			Yes/No	
Events Team administration fees (for all events on CCC land and those dealt with by the Canterbury District Safety Advisory Group)						
Community/Not for profit events						
Small event registration fee (0 - 499 people at any one time)	23.00	25.00	9%	Yes	Yes	
Medium event administration fee (500 -1,999 people at any one time)	175.00	185.00	6%	Yes	Yes	
Large event administration fee (2,000 -4,999 people at any one time)	292.00	310.00	6%	Yes	Yes	
Major event administration fee (more than 5,000 people at any one time)	583.00	625.00	7%	Yes	Yes	
Commercial events						
Small event registration fee (0 - 499 people at any one time)	29.00	50.00	72%	Yes	Yes	
Medium event administration fee (500 -1,999 people at any one time)	351.00	400.00	14%	Yes	Yes	
Large event administration fee (2,000 -4,999 people at any one time)	699.00	750.00	7%	Yes	Yes	
Major event administration fee (more than 5,000 people at any one time)	1,403.00	1,500.00	7%	Yes	Yes	
Additional fees (for all events on CCC land and those dealt with by the Canterbury District Safety Advisory Group)						
Town Police Clauses Act (1847) Road Closure Order required (fee per order)	35.00	40.00	14%	Yes	yes	
Events site fees (for CCC land)						
Commercial event site fee	702.00	750.00	7%	No		
Commercial event non-operating day (up to)	702.00	750.00	7%	No		
Commercial event deposit (up to)	2000.00	2000.00	0%	No		
Charity event site fee	117.00	125.00	7%	No		
Community event site fee	117.00	125.00	7%	No		

Event Fees	Charge wef 01/04/2023	Proposed Charge wef 01/04/2024	Increase	Vatable Yes/No	VAT included	Fee setting structure (please see key on contents page)
	£	£			Yes/No	

Commercial charges for waste, toilets and power are charged on a cost recovery basis.

Event Concessions are available to a limited number of organisations

Licensing Fees	Charge wef 01/04/2023	Proposed Charge wef 01/04/2024	Increase	Vatable Yes/No	VAT included Yes/No	Fee setting structure (please see key on contents page)
	£	£				
Boat Licences						
Operators Licence (first grant)	1,113.00	1,224	10%			
Operators licence renewal	287.00	316	10%			
Boat Licence (per boat)	287.00	316	10%			
Crew Licence (per person)	46.00	51	10%			
Canoes Kayaks Etc per vessel	23.00	25	10%			
Transfer of boat licence	115.00	127	10%			
Variation	334.00	367	10%			
Application to amend the licensing conditions	344.00	378	10%			
Game Dealers Licences						
Licensing Authorities will also be able to charge other fees in relation to their duties, most notably for temporary events and personal licences. NB - These fees are set by Government and we are unable to alter them.						
Application for the grant or renewal of a personal licence	38.11	38.11	0%			
Application for a provisional statement where premises being built etc	324.45	324.45	0%			
Notification of change of name or address	10.82	10.82	0%			
Fees payable under the Licensing Act 2003						
Main fee levels						
Non domestic rateable value						
Band A - From						
to	4,300.00	4,300.00	0%			
Band B - From	4,301.00	4,301.00	0%			
To	33,000.00	33,000.00	0%			
Band C - From	33,001.00	33,001.00	0%			
To	87,000.00	87,000.00	0%			
Band D - From	87,001.00	87,001.00	0%			
To	125,000.00	125,000.00	0%			

Licensing Fees	Charge wef 01/04/2023	Proposed Charge wef 01/04/2024	Increase	Vatable Yes/No	VAT included Yes/No	Fee setting structure (please see key on contents page)
	£	£				
Band E - From	125,000.00	125,000.00	0%			
New application and variation						
Band A	100.00	100.00	0%			
Band B	190.00	190.00	0%			
Band C	315.00	315.00	0%			
Band D	450.00	450.00	0%			
Band E	635.00	635.00	0%			
Multiplier applied to premises used exclusively or primarily for the supply of alcohol for consumption on the premises (Bands D and E only)						
Band D x 2	900.00	900.00	0%			
Band E x 3	1,905.00	1,905.00	0%			
Annual charge*						
Band A	70.00	70.00	0%			
Band B	180.00	180.00	0%			
Band C	295.00	295.00	0%			
Band D	320.00	320.00	0%			
Band E	350.00	350.00	0%			
Annual charge multiplier applied to premises used exclusively or primarily for the supply of alcohol for consumption on the premises (Bands D and E only)						
Band D x 2	640.00	640.00	0%			
Band E x 3	1,050.00	1,050.00	0%			
Club premises certificates						
New application and variation						
Band A	100.00	100.00	0%			
Band B	190.00	190.00	0%			
Band C	315.00	315.00	0%			
Band D	450.00	450.00	0%			
Band E	635.00	635.00	0%			
Annual Charge						

Licensing Fees	Charge wef 01/04/2023	Proposed Charge wef 01/04/2024	Increase	Vatable Yes/No	VAT included Yes/No	Fee setting structure (please see key on contents page)
	£	£				
Band A	70.00	70.00	0%			
Band B	180.00	180.00	0%			
Band C	295.00	295.00	0%			
Band D	320.00	320.00	0%			
Band E	350.00	350.00	0%			
Premises fees are additional fees for premises licence application, 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 2006						
Additional Fees						
To cover the number in attendance at any one time:						
5,000 to 9,999 - Additional Premises Licence fee	1,000.00	1,000.00	0%			
5,000 to 9,999 - Additional annual fee payable if applicable	500.00	500.00	0%			
10,000 - 14,999 - Additional Premises Licence fee	2,000.00	2,000.00	0%			
10,000 - 14,999 - Additional annual fee payable if applicable	1,000.00	1,000.00	0%			
15,000 - 19,999 - Additional Premises Licence fee	4,000.00	4,000.00	0%			
15,000 - 19,999 - Additional annual fee payable if applicable	2,000.00	2,000.00	0%			
20,000 - 29,999 - Additional Premises Licence fee	8,000.00	8,000.00	0%			
20,000 - 29,999 - Additional annual fee payable if applicable	4,000.00	4,000.00	0%			
30,000 - 39,999 - Additional Premises Licence fee	16,000.00	16,000.00	0%			
30,000 - 39,999 - Additional annual fee payable if applicable	8,000.00	8,000.00	0%			
40,000 - 49,999 - Additional premises licence fee	24,000.00	24,000.00	0%			
40,000 - 49,999 - Additional annual fee payable if applicable	12,000.00	12,000.00	0%			
50,000 - 59,999 - Additional premises licence fee	32,000.00	32,000.00	0%			
50,000 - 59,999 - Additional annual fee payable if applicable	16,000.00	16,000.00	0%			
60,000 - 69,999 - Additional Premises licence fee	40,000.00	40,000.00	0%			
60,000 - 69,999 - Additional annual fee payable if applicable	20,000.00	20,000.00	0%			
70,000 - 79,999 - Additional Premises licence fee	48,000.00	48,000.00	0%			
70,000 - 79,999 - Additional annual fee payable if applicable	24,000.00	24,000.00	0%			

Licensing Fees	Charge wef 01/04/2023	Proposed Charge wef 01/04/2024	Increase	Vatable Yes/No	VAT included Yes/No	Fee setting structure (please see key on contents page)
	£	£				
80,999 - 89,999 - Additional Premises licence fee	56,000.00	56,000.00	0%			
80,999 - 89,999 - Additional annual fee payable if applicable	28,000.00	28,000.00	0%			
90,000 and over - Additional Premises licence fee	64,000.00	64,000.00	0%			
90,000 and over - Additional annual fee payable if applicable	32,000.00	32,000.00	0%			
Gambling Act 2005						
Premises Licence Fees						
Existing casinos						
Transitional non-fast track application	300.00	300.00	0%			
Transitional non-fast track application	1,600.00	1,600.00	0%			
New application	0.00	0.00	0%			
Annual fee	2,400.00	2,400.00	0%			
New small casino						
Transitional non-fast track application	0.00	0.00				
Transitional non-fast track application	0.00	0.00				
New application	6,400.00	6,400.00	0%			
Annual fee	4,000.00	4,000.00	0%			
New large casino						
Transitional non-fast track application	0.00	0.00				
Transitional non-fast track application	0.00	0.00				
New application	8,000.00	8,000.00	0%			
Annual fee	8,000.00	8,000.00	0%			
Regional casino						
Transitional non-fast track application	0.00	0.00				
Transitional non-fast track application	0.00	0.00				
New application	12,000.00	12,000.00	0%			
Annual fee	12,000.00	12,000.00	0%			
Bingo Club						

Licensing Fees	Charge wef 01/04/2023	Proposed Charge wef 01/04/2024	Increase	Vatable Yes/No	VAT included Yes/No	Fee setting structure (please see key on contents page)
	£	£				
Transitional non-fast track application	267.90	267.90	0%			
Transitional non-fast track application	1,400.00	1,400.00	0%			
New application	2,800.00	2,800.00	0%			
Annual fee	800.00	800.00	0%			
Betting Premises (excluding tracks)						
Transitional non-fast track application	267.90	267.90	0%			
Transitional non-fast track application	1,200.00	1,200.00	0%			
New application	2,400.00	2,400.00	0%			
Annual fee	480.00	480.00	0%			
Tracks						
Transitional non-fast track application	267.90	267.90	0%			
Transitional non-fast track application	1,000.00	1,000.00	0%			
New application	1,205.44	1,205.44	0%			
Annual fee	800.00	800.00	0%			
Family entertainment centres						
Transitional non-fast track application	267.90	267.90	0%			
Transitional non-fast track application	800.00	800.00	0%			
New application	1,600.00	1,600.00	0%			
Annual fee	600.00	600.00	0%			
Adult Gaming Centre						
Transitional non-fast track application	267.90	267.90	0%			
Transitional non-fast track application	800.00	800.00	0%			
New application	1,600.00	1,600.00	0%			
Annual fee	800.00	800.00	0%			
Unlicenced fee	318.25	318.25	0%			
New	106.10	106.10	0%			
Change of name	26.50	26.50	0%			

Licensing Fees	Charge wef 01/04/2023	Proposed Charge wef 01/04/2024	Increase	Vatable Yes/No	VAT included Yes/No	Fee setting structure (please see key on contents page)
	£	£				

Additional Premises Licence Fees						
Existing casinos						
Application to vary	1,591.35	1,591.35	0%			
Application to transfer	1,071.50	1,071.50	0%			
Application for reinstatement	1,071.50	1,071.50	0%			
Application for provisional statement	0.00	0.00				
Licence Application (Provisional Statement holders)	0.00	0.00				
Copy Licence	26.50	26.50	0%			
Notification of change	53.05	53.05	0%			
New small casino						
Application to vary	3,200.00	3,200.00	0%			
Application to transfer	1,440.00	1,440.00	0%			
Application for reinstatement	1,440.00	1,440.00	0%			
Application for provisional statement	6,400.00	6,400.00	0%			
Licence Application (Provisional Statement holders)	2,400.00	2,400.00	0%			
Copy Licence	26.50	26.50	0%			
Notification of change	53.05	53.05	0%			
New large casino						
Application to vary	4,000.00	4,000.00	0%			
Application to transfer	1,720.00	1,720.00	0%			
Application for reinstatement	1,720.00	1,720.00	0%			
Application for provisional statement	8,000.00	8,000.00	0%			
Licence Application (Provisional Statement holders)	4,000.00	4,000.00	0%			
Copy Licence	26.50	26.50	0%			
Notification of change	53.05	53.05	0%			
Regional casino						

Licensing Fees	Charge wef 01/04/2023	Proposed Charge wef 01/04/2024	Increase	Vatable Yes/No	VAT included Yes/No	Fee setting structure (please see key on contents page)
	£	£				
Application to vary	6,000.00	6,000.00	0%			
Application to transfer	5,200.00	5,200.00	0%			
Application for reinstatement	5,200.00	5,200.00	0%			
Application for provisional statement	12,000.00	12,000.00	0%			
Licence Application (Provisional Statement holders)	6,400.00	6,400.00	0%			
Copy Licence	26.50	26.50	0%			
Notification of change	53.05	53.05	0%			
Bingo club						
Application to vary	1,400.00	1,400.00	0%			
Application to transfer	960.00	960.00	0%			
Application for reinstatement	960.00	960.00	0%			
Application for provisional statement	2,800.00	2,800.00	0%			
Licence Application (Provisional Statement holders)	960.00	960.00	0%			
Copy Licence	26.50	26.50	0%			
Notification of change	53.05	53.05	0%			
Betting premises (excluding tracks)						
Application to vary	1,200.00	1,200.00	0%			
Application to transfer	960.00	960.00	0%			
Application for reinstatement	960.00	960.00	0%			
Application for provisional statement	2,400.00	2,400.00	0%			
Licence Application (Provisional Statement holders)	960.00	960.00	0%			
Copy Licence	26.50	26.50	0%			
Notification of change	53.05	53.05	0%			
Tracks						
Application to vary	1,000.00	1,000.00	0%			
Application to transfer	760.00	760.00	0%			
Application for reinstatement	760.00	760.00	0%			

Licensing Fees	Charge wef 01/04/2023	Proposed Charge wef 01/04/2024	Increase	Vatable Yes/No	VAT included Yes/No	Fee setting structure (please see key on contents page)
	£	£				
Application for provisional statement	2,000.00	2,000.00	0%			
Licence Application (Provisional Statement holders)	760.00	760.00	0%			
Copy Licence	26.50	26.50	0%			
Notification of change	53.05	53.05	0%			
Family entertainment centres						
Application to vary	800.00	800.00	0%			
Application to transfer	760.00	760.00	0%			
Application for reinstatement	760.00	760.00	0%			
Application for provisional statement	1,600.00	1,600.00	0%			
Licence Application (Provisional Statement holders)	760.00	760.00	0%			
Copy Licence	26.50	26.50	0%			
Notification of change	53.05	53.05	0%			
Adult Gaming						
Application to vary	800.00	800.00	0%			
Application to transfer	960.00	960.00	0%			
Application for reinstatement	960.00	960.00	0%			
Application for provisional statement	1,600.00	1,600.00	0%			
Licence Application (Provisional Statement holders)	960.00	960.00	0%			
Copy Licence	26.50	26.50	0%			
Notification of change	26.50	26.50	0%			
Scrap Metal Dealers						
Three year Collectors Licence	408.48	449.33	10%			
Three year site licence	612.70	673.97	10%			
Replacement of licence	23.37	25.71	10%			
Minor variations to licence, eg change of address	35.03	38.53	10%			
Detailed variations to licence, eg change of site manager	58.35	64.18	10%			
Conversion of Collector's Licence to Site Licence	256.74	282.41	10%			

Licensing Fees	Charge wef 01/04/2023	Proposed Charge wef 01/04/2024	Increase	Vatable Yes/No	VAT included Yes/No	Fee setting structure (please see key on contents page)
	£	£				
Conversion of Site Licence to Collector's Licence	93.39	102.73	10%			
Street Trading Licence - daily charge						
Standard location pitch	17.20	18.92	10%			
Prime location pitch	28.75	31.63	10%			
£114.74 yearly administration fee	114.74	126.21	10%			

Outdoor Leisure	Charge wef 01/04/2023	Proposed Charge wef 01/04/2024	Increase	Vatable Yes/No	VAT included Yes/No	Fee setting structure (please see key on contents page)
	£	£				
Allotments (Full plot)	93.40	99.94	7%	No		
Allotments (Half plot)	46.88	50.16	7%	No		
Allotments (One Third plot)	31.19	33.37	7%	No		
If you receive a means-tested benefit, you'll get a 33% discount on these charges						
Trading concessions on public land - Application fee	116.34	124.48	7%	Yes	No	
Sports Pitches						
Football - per game (payable in advance)						
Herne Bay, Whitstable and Canterbury						
Adult 16 years and over With dressing room and showers	82.10	87.85	7%	Yes	No	
Adult 16 years and over Without dressing room, toilets and showers	45.40	48.58	7%			
Junior football (under 16 years) With dressing room and showers	30.80	32.96	7%	Yes	No	
9 X 9 with dressing room and showers	30.80	32.96	7%	Yes	No	
Mini soccer (under 11 years)	30.80	32.96	7%	Yes	No	
Cricket pitches per game (payable in advance)						
Adult 16 years and over With dressing room and shower	90.70	97.04	7%	Yes	No	
Junior Cricket (under 16 years) including dressing room and showers	33.90	36.27	7%	Yes	No	
Rounders						
Pitch only	45.40	48.58	7%	Yes	No	
Multi activity courts						
Five-a-side football, netball, basketball as appropriate per court.	Free	Free				
Bowls – Whitstable Castle	Free	Free				
Tennis – per hour, per court (payable in advance)(Only if no concessionaire)	Free	Free				

Outdoor Leisure	Charge wef 01/04/2023	Proposed Charge wef 01/04/2024	Increase	Vatable Yes/No	VAT included Yes/No	Fee setting structure (please see key on contents page)
	£	£				
Bookings on Parks, Gardens and Open Spaces	See Events					

Taxi and Private Hire	Charge wef 01/04/2023	Proposed Charge wef 01/04/2024	Increase	Vatable Yes/No	VAT included Yes/No	Fee setting structure (please see key on contents page)
	£	£				
Taxi and Private Hire	Subject to separate consultation					
Taxi vehicle initial	435.92	453.35	4%	No		
Private Hire vehicle initial	324.71	337.70	4%	No		
Taxi vehicle renewal	283.70	295.05	4%	No		
Private Hire vehicle renewal	275.39	286.41	4%	No		
7th additional year) exceptional condition further inspection fee	114.74	119.33	4%	No		
Electric Power Taxi renewal	150.87	156.91	4%	No		
Electric Power Private Hire renewal	148.02	153.94	4%	No		
LPG/CNG Power Private Hire	148.02	153.94	4%	No		
Taxi / Dual Driver initial badge	281.19	292.44	4%	No		
Private Hire Driver initial badge	281.19	292.44	4%	No		
Licence check for new drivers	11.13	11.58	4%	No		
Taxi / Dual Driver renewal badge	91.22	94.87	4%	No		
Private Hire driver renewal badge	89.49	93.07	4%	No		
Private Hire operators (valid 2 years) – per vehicle	61.97	64.45	4%	No		
Transfer of temporary vehicle (loan vehicles)	147.40	153.29	4%	No		
Meter Test (Taxi)	70.19	73.00	4%	No		
Taxi Drivers Knowledge Test	84.24	87.61	4%	No		
Taxi Drivers Knowledge Test (resit)	84.24	87.61	4%	No		
If Taxi Fare increased agreed by Council all meters to be tested within 2 months	62.02	64.50	4%	No		
Plates Taxi – external	42.13	43.81	4%	No		
Plates Taxi – internal	28.06	29.18	4%	No		
Private Hire corporate window plates (per pair)	35.09	36.49	4%	No		
Replacing of vehicles	147.40	153.29	4%	No		
Motor cycle private hire	280.70	291.92	4%	No		

Taxi and Private Hire	Charge wef 01/04/2023	Proposed Charge wef 01/04/2024	Increase	Vatable Yes/No	VAT included Yes/No	Fee setting structure (please see key on contents page)
	£	£				
Dual drive badge fee - same fee as single licence if one application	n/a	n/a	n/a			
Replacement fee for lost drivers badge	7.37	7.66	4%			
Replacement fee for lost vehicle plates	14.73	15.32	4%			
Replacement fee for lost driver log books	14.73	15.32	4%			
Charge for approval of advertising	95.57	99.39	4%	No		

Halls and entertainment	Charge wef 01/04/2023	Proposed Charge wef 01/04/2024	Increase	Vatable Yes/No	VAT included Yes/No	Fee setting structure (please see key on contents page)
	£	£				
Guildhall						
Weekdays per hour	75.00	80.00	7%	No	No	
Weekends per hour	85.00	100.00	18%	No	No	
Delegate rate per person	N/A	N/A		Yes	Yes	
Tower House						
Tower House Room Hire						
Tower House Downstairs (hourly)	N/A	N/A				
Tower House Downstairs Weekend- Half Day (4hrs)	300.00	350.00	17%			
Tower House Weekend Full day (8hrs)	600.00	700.00	17%			
Tower House Downstairs Weekday Half Day (4hrs)	150.00	175.00	17%	Yes	No	
Tower House Downstairs Full Day (8hrs)	300.00	350.00	17%			
Tower House Williamson Weekday (Hourly)	55.00	60.00	9%	Yes	No	
Tower House Williamson Weekend (Hourly)	60.00	70.00	17%	Yes	No	
Tower House Watmer Weekday (Hourly)	55.00	60.00	9%	Yes	No	
Tower House Watmer Weekend (Hourly)	75.00	80.00	7%	Yes	No	
Delegate rate per person (Hourly)	N/A	N/A		Yes	No	
South Quay Shed						
Private hire after hrs	Starting from £500- to be negotiated on case by case basis	Starting from £500- to be negotiated on case by case basis				
On all the above the service retains flexibility to negotiate fees and charges appropriately						

Neighbourhood Centres - Spring Lane

Halls and entertainment	Charge wef 01/04/2023	Proposed Charge wef 01/04/2024	Increase	Vatable Yes/No	VAT included Yes/No	Fee setting structure (please see key on contents page)
	£	£				
Daily bookings of 6 hours or more set charge Rates can be negotiated for all regular bookings, block bookings and bookings of 6 hrs or longer, for example;						
Residents	18.15	19.42	7%	No		
Voluntary Sector	24.20	25.89	7%	No		
Statutory Commercial Orgs	36.30	38.84	7%	No		
10% reduction for six plus consecutive bookings						
Main Hall inc kitchen (per hour)						
Individual local residents (residents living specifically within the Spring Lane area)	12.10	12.95	7%	No		
Voluntary and community organisations	18.15	19.42	7%	No		
Statutory and commercial organisations and private hire	24.20	26.62	10%	No		
Playroom/creche (per hour) The room is only available to certain groups as it is primarily used by Sure Start						
Voluntary and community organisations	18.15	19.42	7%	No		
Statutory and commercial organisations	30.25	33.28	10%	No		
Main kitchen (one off fee when hiring the main hall - subject to availability)						
Individual local residents (residents living specifically within the Spring Lane area)	12.10	12.95	7%	No		
Voluntary and community organisations	18.15	19.42	7%	No		
Statutory and commercial organisations and private hire	24.20	25.89	7%	No		
Small office (per hour) The small office has been rented out to a voluntary organisation and is not currently available						
Individual local residents (residents living specifically within the Spring Lane area)	12.10	12.95	7%			
Voluntary and community organisations	18.15	19.42	7%			
Statutory and commercial organisations	24.20	25.89	7%			
Out of hours, eg. weekend or evening bookings may incur a surcharge as staff may be required to attend the centre/s, please contact us for further details.						
On all the above the service retains flexibility to negotiate fees and charges appropriately						

Halls and entertainment	Charge wef 01/04/2023	Proposed Charge wef 01/04/2024	Increase	Vatable Yes/No	VAT included Yes/No	Fee setting structure (please see key on contents page)
	£	£				
Kings Hall						
Commercial Standard Rate						
week rate:	3,000.00	3,300.00	10%	yes	no	
day rate (Mon - Thurs)	500.00	550.00	10%	yes	no	
day rate (Mon - Thurs) dry hire - bar closed	new	500.00		yes	no	
day rate (Fri, Sat, Sun)	550.00	600.00	9%	yes	no	
day rate (Fri, Sat, Sun) dry hire - bar closed	new	550.00		yes	no	
additional hours (Mon - Sun) 9am until before midnight	65.00	70.00	8%	yes	no	
additional hours (Mon - Sun) After midnight until 9am	85.00	90.00	6%	yes	no	
Registered Charities						
week rate:	3,000.00	3,300.00	10%	yes	no	
day rate (Mon - Thurs) dry hire	383.00	425.00	11%	yes	no	
day rate (Fri, Sat, Sun) dry hire	383.00	425.00	11%	yes	no	
additional hours (Mon - Sun) 9am until before midnight	47.00	50.00	6%	yes	no	
Blood donors day rate	385.00	400.00	4%			
Note: 1 week= 40hrs max, 1 day =8hrs including get in and clear down						

South Quay Shed - See Property. The service retains flexibility to negotiate fees and charges on additional services.

At all venues: flexibility retained to set fees and charges for bar, catering and commercial services.

Beach Hut sites and Foreshore	Charge wef 01/04/2023	Proposed Charge wef 01/04/2024	Increase	Vatable Yes/No	VAT included Yes/No	Fee setting structure (please see key on contents page)
	£	£				
Beach Hut sites						
West Beach, Herne Bay						
West Beach Site Fee	502.30	552.53	10%	Yes	No	
Adaptation fee (West Beach, Herne Bay per square metre)	93.20	102.52	10%	Yes	No	
Option to sub let	502.30	552.53	10%	Yes	No	
Tankerton						
Tankerton/Marine Crescent/Long Rock Site Fee	709.40	780.34	10%	Yes	No	
Adaptation fee (Tankerton) per square metre	73.82	81.20	10%	Yes	No	
Option to sub let	709.40	780.34	10%	Yes	No	
East Cliff, Herne Bay						
East Cliff Site Fee	791.67	870.84	10%	Yes	No	
Option to sub let	791.67	870.84	10%	Yes	No	
Beach Hut Admin Fees						
Assignment administration fee	126.80	139.48	10%	Yes	No	
Tenancy administration fee	54.40	59.84	10%	Yes	No	
Beach hut Agency Marketing Fee	888.90	977.79	10%	Yes	No	
Neptune Arm Moorings						
Leisure Craft – per metre	126.90	139.59	10%	Yes	No	
Storage fees for boats on the beach	94.00	103.40	10%	Yes	No	
Environment Education programme						
1 day event	182.20	200.42	10%	Yes	No	
3 day event	364.50	400.95	10%	Yes	No	
Slipway membership Scheme						
Replacement key	64.20	70.62	10%	Yes	No	
Replacement card	36.70	40.37	10%	Yes	No	
PWC/Powercraft membership	141.60	155.76	10%	Yes	No	
Fishing/Sailing membership	47.20	51.92	10%	Yes	No	

Beach Hut sites and Foreshore	Charge wef 01/04/2023	Proposed Charge wef 01/04/2024	Increase	Vatable Yes/No	VAT included Yes/No	Fee setting structure (please see key on contents page)
	£	£				
Fishing club membership	28.30	31.13	10%	Yes	No	

Whitstable Harbour	Charge wef 01/04/2023	Proposed Charge wef 01/04/2024	Increase	Vatable Yes/No	VAT included	Fee setting structure (please see key on contents page)
	£	£			Yes/No	
Dues for ships when cargo is discharged. Per tonne of cargo	0.57	0.61	7%	No		
Dues for ships not discharging cargo per ships GT	0.57	0.61	7%	No		
FISHING VESSELS & COMMERCIAL WORK BOATS						
Annual dues – permanent berth per metre LOA per annum	153.00	158.36	3.5%	No		
Annual dues – pontoon berth (13.3m) per annum	3,960.73	4,197.61	6%	No		
Visiting craft per day	86.50	92.56	7%	No		
Additional pontoon key	N/A	30.00	N/A	Yes	No	
CARGO WHARFAGE						
Stone per tonne	0.85	0.91	7%	No		
Type 1 Aggregate	0.56	0.60	7%	No		
CONSERVANCY						
Fee per shipping movement	42.00	44.94	7%	No		
VESSEL AND PLANT HIRE						
Fork Lift (per hour)	63.00	67.41	7%	Yes	No	
LINESMAN SERVICES						
Provision of linesman to secure ships lines (per linesman)	138.00	147.66	7%	No		
FUEL SALES						
Fuel Oil – permanent berth holder (per litre added to fuel purchase price)	0.04	0.05	3.5%	No		
Fuel Oil – visiting commercial craft (per litre added to fuel purchase price)	0.07	0.08	21%	No		
STORAGE						
WQ Compound (per quarter)	63.00	65.21	3.5%	Yes	No	
Chiller storage (per quarter)	105.00	108.68	3.5%	Yes	No	
PARKING						
Business parking permits (per existing permit per annum)	162.00	178.20	10%	Yes	No	
BEACH HUTS						

Whitstable Harbour	Charge wef 01/04/2023	Proposed Charge wef 01/04/2024	Increase	Vatable Yes/No	VAT included Yes/No	Fee setting structure (please see key on contents page)
	£	£			Yes/No	
Front Row (per annum)	1,978.17	2,175.99	10%	Yes	No	
Back Row (per annum)	1,386.00	1,524.60	10%	Yes	No	
Double Hut (per annum)	1,845.25	2,029.78	10%	Yes	No	

Transport	Charge wef 01/04/2023	Proposed Charge wef 01/04/2024	Increase	Vatable Yes/No	VAT included Yes/No	Fee setting structure (please see key on contents page)
	£	£				
Trades person parking waiver						
Day	17.60	19.36	10%			
week	59.90	65.89	10%			
month	180.20	198.22	10%			
year	583.50	641.85	10%			
Access Highlight Markings						
Application fee	75.00	82.50	10%			
Implementation	75.00	82.50	10%			
Repainting	75.00	82.50	10%			

Licensing Environmental Health(AnimalWelfare)										
New Fees post Animal Welfare (Licensing of Activities involving Animals)(England) Regulations 2019	Application fee 2023/24	Grant Fee 23/24	Application fee 24/25	Grant Fee 24/25	Application fee increase	Grant fee increase	Additional cost to applicant	Vatable yes/No	VAT included Yes/No	Fee setting structure (please see key on contents page)
	£	£	£	£			£			
New Horse riding establishments - plus vets fees	126.50	198.00	139.15	217.80	10%	10%	Vets fees	No		
Horse riding establishments renewal - plus vets fees	99.00	126.50	108.90	139.15	10%	10%	Vets fees	No		
New Pet animal shops Application - plus vets fees (Issued on Risk assessment - valid 1-3yrs)	181.50	264.00	199.65	290.40	10%	10%	Vets fees	No		
Pet animal shops renewal (Issued on Risk assessment - valid 1-3yrs)	154.00	181.50	169.40	199.65	10%	10%		No		
New Animal boarding establishments - plus vets fees (Issued on Risk assessment - valid 1-3yrs)	181.50	264.00	199.65	290.40	10%	10%	Vets fees	No		
Animal boarding establishments renewal (Issued on Risk assessment - valid 1-3yrs)	154.00	181.50	169.40	199.65	10%	10%		No		
New Domestic Dog boarding establishments - Plus vets fees (Issued on Risk assessment - valid 1-3yrs)	137.50	170.50	151.25	187.55	10%	10%	Vets fees	No		
Domestic Dog boarding establishments - renewal (Issued on Risk assessment - valid 1-3yrs)	126.50	154.00	139.15	169.40	10%	10%		No		
New Dog breeding establishments - plus vets fees (Issued on Risk assessment - valid 1-3yrs)	137.50	170.50	151.25	187.55	10%	10%	Vets fees	No		
Dog breeding establishments renewal (Issued on Risk assessment - valid 1-3yrs)	126.50	154.00	139.15	169.40	10%	10%		No		
New Dog Day Care registration - Plus vets Fees (Issued on Risk assessment - valid 1-3yrs)	137.50	170.50	151.25	187.55	10%	10%	Vet fees			
Dog Day Care Renewal (Issued on Risk assessment - valid 1-3yrs)	126.50	154.00	139.15	169.40	10%	10%		No		
Variation to Licence/re-evaluation of rating Animal Boarding, pet shops and Keeping Animals for Exhibition	71.50		78.65		10%		100	No		
Variation to licence /re-evaluation of rating including Breeding and Riding Activity	71.50		78.65		10%		100 plus vets fees	No		
Variation to reduce/increase the licensable activities or numbers of animals	71.50		78.65		10%		100	No		
Transfer due to death of licensee	71.50		78.65		10%			No		
Dangerous Wild Animals										
Initial fee plus vets fees	220.00		242.00		10%			No		
Renewal plus cost of any vet's inspection	165.00		181.50		10%			No		
Zoo Licensing Act 1981 (six year)										
Grant or renewal of Licence (large premises)- plus vets fees	1,485.00		1,633.50		10%			No		
Grant or renewal of Licence (small premises)- plus vets fees	1,094.50		1,203.95		10%			No		
Transfer of Licence	187.00		205.70		10%			No		
Performing Animals (Regulations) Act 1925 now superseded by Animal Welfare (Licensing of Activities involving Animals)(England) Regulations 2018 now states these have to be reregistered every 3 years										
Application for registration - plus vets fees	132.00		145.20		10%			No		
Miscellaneous Provisions Act 1982 (to comply with EU Services Directive)										

Licensing Environmental Health(AnimalWelfare)										
New Fees post Animal Welfare (Licensing of Activities involving Animals)(England) Regulations 2019	Application fee 2023/24	Grant Fee 23/24	Application fee 24/25	Grant Fee 24/25	Application fee increase	Grant fee increase	Additional cost to applicant	Vatable yes/No	VAT included Yes/No	Fee setting structure (please see key on contents page)
	£	£	£	£			£			
Sex establishments										
a) Annual fee	339.90		373.89		10%			No		
b) Cost of Hearing	1,982.75		2181.03		10%			No		
c) Renewal of license	339.90		373.89		10%			No		
d) Annual enforcement and inspections	679.80		747.78		10%			No		
Acupuncture, tattooing, ear piercing and electrolysis licences										
Acupuncture										
Premises Registration + one practitioner	176.00		193.60		10%			No		
Additional Practitioner	88.00		96.80		10%					
Tattooing										
Premises Registration + one practitioner	176.00		193.60		10%			No		
Additional Practitioner	88.00		96.80		10%					
Electrolysis										
Premises Registration + one practitioner	176.00		193.60		10%			No		
Additional Practitioner	88.00		96.80		10%					
Cosmetic piercing and semi-permanent colouring										
Premises Registration + one practitioner	170.50		187.55		10%			No		
Additional practitioner	88.00		96.80		10%					
Changes to registration (ear piercing only) where no visit required	60.50		66.55		10%					
Inspection of register										
NEW Copy of register	44.00		48.40		10%			No		
NEW Copy of certificate	44.00		48.40		10%			No		
Certification and removal of unfit and unsaleable food										
Unsaleable Food Certificate (includes costs of staff attendance for 1st hour but excludes any removal and disposal costs)										
0800 to 1700 hrs:										
Certificate including one member of staff for up to one hour attendance.	236.50		260.15		10%			No		
Additional hour or part thereof per person.	176.00		193.60		10%			No		
1701 to 0759 hrs:										
Per hour or part per member of staff.	198.00		217.80		10%			No		

Property Schedule of fees	Charge wef 01/04/2023	Proposed Charge wef 01/04/2024	Increase	Vatable Yes/No	VAT included Yes/No	Fee setting structure (please see key on contents page)
	£	£				
Landlords consent administration fee	275 - 495	275 - 495	10%	Yes	No	
Requests for small land purchases administration fee	165 - 385	165 - 385	10%	Yes	No	
Wayleaves / easements administration fee	165 - 385	165 - 385	10%	Yes	No	
Licence application administration fee	165 - 385	165 - 385	10%	Yes	No	
Officer time*	per hourly rate	per hourly rate		Yes	No	

*A charge per hour will be advised upon request of work.

Lifeline & Markets	Charge wef 01/04/2023	Proposed Charge wef 01/04/2024	Increase	Vatable Yes/No	VAT included Yes/No	Fee setting structure (please see key on contents page)
	£	£				
Canterbury Market						
3x3m pitch	49.18	54.1	10%			
6x3m pitch	73.77	81.15	10%			
Herne Bay Market						
Main period	35.00	38.50	10%	No		
Kippur period	15.15	16.66	10%	No		
All traders						
Hire of a 3m (single frontage) gazebo for a day	13.80	15.00	9%			
NEW Use of electrical socket for non market events	6.00	7.00	17%			
Use of electrical socket for a day - markets	1.80	2.00	11%			
Lifeline charges						
Individual quarterly fee	46.74	50.01	7%	Yes	No	
Block purchase annual fee	162.84	174.24	7%	Yes	No	
Additional Pendant	15.45	16.53	7%	Yes	No	
Safe Sockets	26.50	28.36	7%	Yes	No	
Lost Pendant	53.00	56.71	7%	Yes	No	
GSM Lifeline quarterly fee	84.15	90.04	7%	Yes	No	
Falls Detector	19.10	20.44	7%	Yes	No	
Smoke Detector	13.80	14.77	7%	Yes	No	

Waste Services	Charge wef 01/04/2023	Proposed Charge wef 01/04/2024	Increase	Vatable Yes/No	VAT included Yes/No	Fee setting structure (please see key on contents page)
	£	£				
Clinical sacks price per roll (inc delivery)						
Tiger stripe clinical waste sacks per roll household, means tested benefit and pension credit (registered properties only)	Free	Free	0%		N/A	
Infectious clinical waste orange sacks per roll domestic (registered properties only)	Free	Free	0%		N/A	
Additional Purple Sacks						
Purple sacks (additional to sack deliveries, delivered) per roll*	23.30	25.63	10%	Yes	Yes	
*We reserve the right to increase the costs based on cost recovery of the cost per additional roll						
Clinical sharps waste boxes						
Yellow Sharps Box domestic (registered properties only)	Free	Free	0%	Yes	Yes	
Purple Cytotoxic Box domestic (registered properties only)	Free	Free	0%	Yes	Yes	
Dogs						
Recovery of stray dogs Fine (plus kennel fees to be paid on top)	25.00	25.00	0%	No		
Shopping Trolleys per trolley						
Collected before six weeks	90.00	99.00	10%	Yes	Yes	
Scrapped after six weeks	160.00	176.00	10%	Yes	Yes	
Bins						
Domestic landfill bin 180 litre*	57.00	62.70	10%	Yes	Yes	
Domestic landfill bin 140 litre*	49.00	53.90	10%	Yes	Yes	
Garden waste bin 240 Litre*	63.00	69.30	10%	Yes	Yes	
Garden waste bin 140 Litre*	49.20	54.12	10%	Yes	Yes	
Recycling blue bin 240 Litre*	63.00	69.30	10%	Yes	Yes	
Recycling blue bin 360 Litre*	77.60	85.36	10%	Yes	Yes	
Recycling red bin 180 Litre*	56.50	62.15	10%	Yes	Yes	
Recycling red bin 360 Litre*	77.60	85.36	10%	Yes	Yes	

Waste Services	Charge wef 01/04/2023	Proposed Charge wef 01/04/2024	Increase	Vatable Yes/No	VAT included Yes/No	Fee setting structure (please see key on contents page)
	£	£				
Recycling blue box 55 Litre*	12.60	13.86	10%	Yes	Yes	
Recycling red box 55 Litre*	12.60	13.86	10%	Yes	Yes	
Kitchen Caddy 23 Litre*	12.50	13.75	10%	Yes	Yes	
Kitchen Caddy 5 Litre*	9.20	10.12	10%	Yes	Yes	
Metal bin 1100 Litre*	502.50	552.75	10%			
Plastic bin 1100 litre*	379.90	417.89	10%			
*We reserve the right to increase the costs based on cost recovery of the cost per bin						
Exchange to a larger container is the cost of that larger container*						
Exchange any container to a smaller container*	Free	Free	0%	Yes	Yes	
Collect any unwanted containers	6.10	6.71	10%	Yes	Yes	
Returned bin left on pavement	16.70	18.37	10%	Yes	Yes	
Various discounted schemes may apply as approved by Council						
Bulky Waste (VAT not applicable)						
Each household item*	19.60	21.56	10%	No		
Collection of fridge/freezer (each)	37.80	41.58	10%	No		
collection of TV	37.80	41.58	10%	No		
Quoted collections (not bulky waste standard items)	Quote	Quote		No		
Named day collection fee (due in addition to item collection fee).	30.40	33.44	10%	No		
Rebooking Fee	9.50	10.45	10%	No		
* 33% reduction to those on means tested benefits and pension credit						
Garden Waste collection						
First bin	52.00	57.20	10%	No		
Subsequent bins	41.00	45.10	10%	No		

Cemeteries	Charge wef 01/04/2023	Proposed Charge wef 01/04/2024	Increase	Vatable Yes/No	VAT included Yes/No	Fee setting structure (please see key on contents page)
	£	£				
Interment – payable in advance except *						
Unless clients wish to select a grave, the council allocates graves in rotation. Re-opened graves will be prepared to the maximum available depth. A surcharge fee will be levied for new single depth graves. The charges below are for the interment in a single space grave of the body of a person whose age at the date of death exceeded 18 years.						
a) Two interments, second interment fee	415.00	456.50	10%	No		
b) Triple depth (re-opening/new only when maximum depth unavailable)	1,004.00	1,104.40	10%	No		
c) Double depth (re-opening/new only when maximum depth unavailable)	861.00	947.10	10%	No		
d) Single depth (re-opening only when deeper depth unavailable)	716.00	787.60	10%	No		
For an interment where the deceased exceeded three months but not two years (at single depth in half grave space).	Free	Free	0%	No		
Child interment under the age of five (single depth in a half grave space)	Free	Free	0%			
Child interment from age five to under the age of 18 (at single depth)	Free	Free	0%	No		
If a deeper 'family' grave is required, standard charges will apply.	N/A	N/A	0%	No		
For an interment where the deceased did not exceed three months (including stillbirths and fetuses).	Free	Free	0%	No		
Additional fee for new graves selected out of rotation.	N/A	N/A	0%	No		
The above includes use of grass matting, use of bearer poles and putlogs. A bier is available for use at Canterbury City Cemetery.						
* Surcharges for funeral corteges arriving late for services (20 minutes or any part thereof).	N/A	N/A	0%	No		
Green Burial Fees						
Green burial as per a) to e) above (additional hand dig fee) plus	487.00	535.70	10%	No		
Hand dig a double depth grave	1,020.00	1,122.00	10%	No		
Cremated Remains						

Cemeteries	Charge wef 01/04/2023	Proposed Charge wef 01/04/2024	Increase	Vatable Yes/No	VAT included Yes/No	Fee setting structure (please see key on contents page)
	£	£				
Interment fee for burial of small urn or wooden casket or loose cremated remains at double or single depth:	0.00	0.00				
a) in a half or full grave space in the cemetery	189.00	207.90	10%	No		
b) in a cremation plot within the lawns of the Gardens of Remembrance	189.00	207.90	10%	No		
c) strewn in 'Woodland Glades'	189.00	207.90	10%	No		
d) cremated remains of baby and children under the age of 18	Free	Free	Free	No		
Exclusive Rights of Burial – payable in advance						
In earthen graves for the exclusive right of burial for a period of 50 years:						
a) in a single grave space 9' x 4' allocated by the council (including Green Burial reservations)	1,088.00	1,196.80	10%	No		
b) in a single grave space 4'6" x 4' allocated by the council for cremated remains	544.00	598.40	10%	No		
c) in a single grave space 4'6" x 4' allocated by the council for a baby	272.00	299.20	10%	No		
Non Parishioners to pay double purchase fees.				No		
Additional fee for new graves selected out of rotation (including advance purchases)	N/A	N/A	0%	No		
Exclusive right of burial in a cremation plot within the lawns of the Garden of Remembrance for a period of 20 years, renewable (for a maximum of two interments)	138.00	151.80	10%	No		
Memorials – payable in advance						
For a permit to erect and maintain on a grave in the Cemetery.						
5.1 - Headstone within permitted dimensions not exceeding four feet in height	189.00	207.90	10%	No		
5.2 - Detached and additional vase blocks and tablets	127.00	139.70	10%	No		
5.3 - On each single grave space a full memorial	601.00	601.00	0%	No		

Cemeteries	Charge wef 01/04/2023	Proposed Charge wef 01/04/2024	Increase	Vatable Yes/No	VAT included Yes/No	Fee setting structure (please see key on contents page)
	£	£				
5.4 - On each single grave space a kerb surround only	482.00	482.00	0%	No		
5.6 - Chippings and/or cover – adult grave	103.00	113.30	10%	No		
5.7 - On a half grave space for an infant, a full memorial	204.00	224.40	10%	No		
5.8 On a half grave space for cremated remains, a full memorial	320.00	352.00	10%	No		
The fees indicated at items 5.1 to 5.8 include the first inscription. For each inscription after the first the charge is, including VAT:	118.00	129.80	10%	Yes	Yes	
No fee for 'replacement memorials' except where 'additional work' is involved when the relevant fee applies.	0.00	0.00				
5.9 – Laying down unsafe Memorial	126.00	138.60	10%	No		
5.10 – Seat and Plaque: For supply, placement/fixing of plaque (not exceeding 9” x 2.5”) and seat in the Cemetery or Gardens of Remembrance.	0.00	0.00				
a) Provision of new seat and plaque Grant of Right	1,926.00	1,926.00	0%	No		
b) 'Refurbished' seat and plaque Grant of Right	872.00	959.20	10%	No		
c) Additional plaque	320.00	352.00	10%	No		
d) Rustic Bench	N/A	N/A		No		
e) The Herne Bench	1,110.00	1,221.00	10%	No		
5.11 – Tree Dedication memorial scheme – 20 year term (renewal at half the future fee)	544.00	598.40	10%	No		
5.12 Wooden markers for graves	72.00	79.20	10%			
Cemetery Chapel – payable in advance						
Hire of Chapel (including music playing facility upon request, in advance, only), 30 minute Funeral Service (additional time at proportional rates).	190.00	209.00	10%	No		
Hire of Chapel (non-Funeral) per hour.	227.00	250.00	10%	No		
Surcharges – payable in advance						
For interments and use of Chapel on Saturdays (subject to permission) Double fees						
Register search fees and certificates – payable in advance						

Cemeteries	Charge wef 01/04/2023	Proposed Charge wef 01/04/2024	Increase	Vatable Yes/No	VAT included Yes/No	Fee setting structure (please see key on contents page)
	£	£				
Search fees are only to be charged where the search of the records is not part of an application for interment.						
a) Search of register per search: per name	48.00	53.00	10%	No		
b) Certified copy of entry in Register	39.00	43.00	10%	No		
c) Copy of Deed of Grant of Exclusive Right of Burial	34.00	40.00	18%	No		
d) Transfer of ownership Deed of Grant – with Probate	100.00	110.00	10%	No		
e) Transfer of ownership Deed of Grant – Statutory Declaration	100.00	110.00	10%	No		
f) Copy of Cemetery Grave location plan – per grave	28.00	30.00	7%	No		
Garden of Remembrance – payable in advance						
Renewal fee with existing tablet for ten years	598.00	658.00	10%	No		
Metal Memorial Plaques:						
a) Single Plaque on Memorial Wall	349.00	385.00	10%	No		
Grant/Renewal of Right for ten years	261.00	288.00	10%	No		
b) Double Plaque on Memorial Wall	550.00	605.00	10%	No		
Grant/Renewal of Right for ten years	441.00	485.00	10%	No		
Leather Memorial Plaques in the Canterbury Cemetery Chapel of Remembrance (ten year lease renewable)	224.00	246.00	10%	No		
Remembrance and Commemorative Posies/Vases: Per two year lease per vase, including Plaque.	109.00	120.00	10%	No		
Granite Wall tablets						
The Herne Tablet – per ten year lease	642.00	705.00	10%	No		
Renewal of lease – ten years	422.00	464.00	10%	No		
Entries in Book of Remembrance and Memorial Cards						
Book entries						
- not exceeding two lines	102.00	112.00	10%	Yes	Yes	
- three to five lines	159.00	175.00	10%	Yes	Yes	
- special crests etc	85.00	93.00	9%	Yes	Yes	

Cemeteries	Charge wef 01/04/2023	Proposed Charge wef 01/04/2024	Increase	Vatable Yes/No	VAT included Yes/No	Fee setting structure (please see key on contents page)
	£	£				
Memorial Cards:						
- not exceeding two lines	57.00	62.00	9%	Yes	Yes	
- three to five lines	91.00	100.00	10%	Yes	Yes	
- special crests	86.00	95.00	10%	Yes	Yes	
Baby in hand/baby in shell (ten year lease/renewable)						
Small	182.00	182.00	0%	No		
Small – renewal	153.00	153.00	0%	No		
Medium	227.00	227.00	0%	No		
Medium – renewal	181.00	181.00	0%	No		
Large	305.00	305.00	0%	No		
Large – renewal	254.00	254.00	0%	No		
Exhumations - Cemeteries Service						
Exhumation service fee (includes up to 10 hours of Registrar time and Environmental Health Officer time and ancillary costs)	3,660.00	3,843.00	5%	No		
Hourly rate for additional Registrar and Environmental Health Officer time	112.00	118.00	5%	No		
Exhumation service fee ashes (includes registrar time only)	1,105.00	1,105.00	0%	No		
Pond Plaque - 10 year lease	New	605.00				
Grave Lease Renewal (10% of EROB Cost)	New	119.00				

Houses in Multiple Occupation (HMO)	Charge wef 01/04/2023	Proposed Charge wef 01/04/2024	Increase	Vatable Yes/No	VAT included Yes/No	Fee setting structure (please see key on contents page)
	£	£				
NEW - Standard HMO Licence Fee (2-5 units)	1,310.20	1,441.22	10%			
NEW - HMO Per Additional Unit (above 5)	75.74	83.31	10%			
New HMO withdrawal fee (due to be retained once license has been proposed)	655.10	720.61	10%			
Disabled Facilities Grant Agency Fee (plus 10% of cost of works) Extending service to self funding clients	632.50	695.75	10%		No	
DFG cancellation Fee	632.50	695.75	10%			
VAT payable on a small number of cases depending on the description of work						
Caravan Fees(residential sites Mobile Homes Act 2013)						
NEW - New Application for Site Licence (Sites up to 3 Units)	189.90	208.89	10%			
NEW - New Application for Site Licence - Additional Cost (per pitch over 3)	20.40	22.44	10%			
Inspection Fee 1- 5 pitches flat fee	107.60	118.36	10%			
Inspection Fee 6-30 pitches flat fee	153.00	168.30	10%			
Inspection Fee 31-100 pitches flat fee	396.60	436.26	10%			
Inspection Fee 101 or more pitches flat fee	2,243.30	2,467.63	10%			
Transfer of site licence (per licence)	260.60	286.66	10%			
NEW - Variation of site licence, including expansion of site	61.10	67.21	10%			
NEW - Variation of site licence per pitch (including expansion of site)	21.60	23.76	10%			
Service of compliance notices	499.30	549.23	10%			
Depositing of site licence with Local Authority	172.40	189.64	10%			
Enforcement charges						

Houses in Multiple Occupation (HMO)	Charge wef 01/04/2023	Proposed Charge wef 01/04/2024	Increase	Vatable Yes/No	VAT included Yes/No	Fee setting structure (please see key on contents page)
	£	£				
Improvement Notices (to be waived if notice complied with)	469.30	516.23	10%			
Improvement Notices served in respect of Licensable HMO's (No waiver)	465.70	512.27	10%			
Penalty Charge Notices The Redress Schemes for lettings Agency work and Property management Work (Requirement to Belong to a Scheme etc.) (England) Order 2014	0-5,000	0-5,000	0%			
Penalty Charge Notices The Smoke and Carbon Monoxide Alarm (England) Regulations 2015	up to 5,000	up to 5,000	0%			
Civil Penalties under the Housing and Planning Act 2016	50-50,000	50-50,000	0%			
Immigration visit/inspection						
inspection and report/letter	175.60	193.16	10%			
Social Letting Agency						
Tenant Find	8%	8%	0%		Yes	
Full Management	10%	10%	0%		Yes	
Full Management (With Guaranteed Rent)	12%	12%	0%		Yes	

Street Naming	Charge wef 01/04/2023	Proposed Charge wef 01/04/2024	Increase	Vatable Yes/No	VAT included Yes/No	Fee setting structure (please see key on contents page)
	£	£				
New Development of 1 unit	163.97	180.36	10%	No		
New Development of 2-10 units	311.59	342.74	10%	No		
New Development of 11-50 units	413.12	454.43	10%	No		
New Development of 51-100 units	606.28	666.90	10%	No		
New Development of 100+ units	867.08	953.78	10%	No		
For every further 100 units	867.08	953.78	10%	No		
Naming of a new building or block of flats	152.88	168.17	10%	No		
New Postal Address for an individual property	152.88	168.17	10%	No		
Change to New Address (due to development change after schedule has been issued) per unit	18.67	20.53	10%	No		
Research archive for historical information	159.87	175.86	10%	No		
New Road/Street Name	577.08	634.79	10%			
Changing a road/street name	1,029.28	1,132.21	10%			
Unaming of a property (NEW for 2020)	85.78	94.36	10%			
Extending a boundary of a road (NEW for 2020)	87.53	96.28	10%			

Food Hygiene Training	Charge wef 01/04/2023	Proposed Charge wef 01/04/2024	Increase	Vatable Yes/No	VAT included Yes/No	Fee setting structure (please see key on contents page)
	£	£				
Level 1 Course	55.00	60.50	10%		Yes	
Level 2 Course	72.60	79.86	10%		Yes	
Level 2 Refresher	55.00	60.50	10%		Yes	

Contaminated Land Searches	Charge wef 01/04/2023	Proposed Charge wef 01/04/2024	Increase	Vatable Yes/No	VAT included Yes/No	Fee setting structure (please see key on contents page)
	£	£				
Residential Premises *	88.00	96.80	10%		Yes	
Commercial Premises (premises requiring information over 250m radius of the site will incur an additional fee of £40) *	121.00	133.10	10%		Yes	
Additional fee for response within 2 working days of payment	38.50	42.35	10%		Yes	

* Normal response time is within 5 working days of receipt of payment

Food Business	Charge wef 01/04/2023	Proposed Charge wef 01/04/2024	Increase	Vatable Yes/No	VAT included Yes/No	Fee setting structure (please see key on contents page)
	£	£				
Request for re-score visit to food premises						
Inspection/re-score visit (up to 2.5 hour) and formal report	176.00	193.60	10%	Yes	Yes	
Food business advice and certification service (non statutory) - provision of export health certificats (EHCs)						
per/hour (minimum charge of 1 hour) and additional hours to issue export health certificates	66.00	72.60	10%	Yes	Yes	
Issuance of export health certificate (includes upto 1 hours attendance by certifying officer)	129.20	142.12	10%	Yes	Yes	
Primary Authority charges						
Initial set up fee	696.80	766.48	10%	Yes	No	
Annual renewal fee	209.60	230.56	10%	Yes	No	
Hourly rate for advice/consultation either as part of or in addition to the contract	58.90	64.79	10%	Yes	No	

Housing	Charge wef 01/04/2023	Proposed Charge wef 01/04/2024	Increase	Vatable Yes/No	VAT included Yes/No	Fee setting structure (please see key on contents page)
	£	£				
Storage Of Belongings						
Weekly liability for those in receipt of benefits	15.50	15.50	0%			
Weekly liability for working applicants	35.50	35.50	0%			
Removal Of Belongings (Through use of professional service)						
Liability for those in receipt of benefits	15% Of Total Costs	15% Of Total Costs	0%			
Liability for those working but in receipt of partial benefits i.e Working Tax Credit	30% Of Total Costs	30% Of Total Costs	0%			
Liability for working applicants with no eligibility for benefits	100% Of Total Costs	100% Of Total Costs	N/A			
Temporary Accommodation (Nightly Paid Not Owned By The Local Authority)						
Weekly liability for those in receipt of full Housing Benefit benefits	Housing Benefit Will be claimed at the rate of 90% Of relevent rate for size of property and district	Housing Benefit Will be claimed at the rate of 90% Of relevent LHA Rate For Size Of Property and District	n/a			
Nightly Liability for those placed in Bed and Breakfast Accommodation (Applies To All Applicants)		3.50				
Weekly liability for those not entitled to full housing benefit	90% Of relevent LHA Rate For Size Of Property and District	90% Of relevent LHA Rate For Size Of Property and District				
Weekly liability for working applicants with no eligability for housing benefit	90% Of relevent LHA Rate For Size Of Property and District	90% Of relevent LHA Rate For Size Of Property and District				
Temporary Accommodation Units (Owned By Local Authority)	Rent equal to normal rent for the property unit.	Rent equal to normal rent for the property unit.				
Increase in storage of belongings cost are in line with inflation						
Sheltered Housing						
HRA Fees						

Housing	Charge wef 01/04/2023	Proposed Charge wef 01/04/2024	Increase	Vatable Yes/No	VAT included Yes/No	Fee setting structure (please see key on contents page)
	£	£				
Guest Rooms to include cost of laundry and staff time	£25 per night	£25 per night	0%		No	
Lounge room hire	£26 per day	£26 per day	0%		No	
Hairdressing rooms	10	10	NEW		No	

<u>Reserve Balances</u>							Appendix 4	
Summary	Balance	Exp	Transfers	Income	Balance	Exp	Income	Balance
	31/3/23				31/3/24			31/3/25
General Fund Working balance	(2,051,979)	200,000	(1,057,000)	(200,000)	(3,108,979)	200,000	(200,000)	(3,108,979)
Budget Stabilisation reserve	(13,714,586)	406,000	8,413,232	0	(4,895,354)	478,000	0	(4,417,354)
Buildings Maintenance reserve	(1,032,181)	0	(250,000)	0	(1,282,181)	0	(10,500)	(1,292,681)
Carry Forward reserve	(1,684,283)	1,684,283	0	0	0	0	0	0
Commercial Property reserve	(1,502,328)	500,000	(2,000,000)	0	(3,002,328)	500,000	0	(2,502,328)
Computer/Equipment reserve	(141,666)	0	(150,000)	(45,645)	(337,311)	200,000	(45,645)	(182,956)
Elections reserve	(203,695)	200,000	(150,000)	(29,321)	(183,016)	0	(29,321)	(212,337)
Insurance reserve	(1,011,753)	45,500	(50,000)	0	(1,016,253)	45,500	0	(970,753)
NDR smoothing reserve	(3,371,057)	0	(2,087,202)	0	(5,458,259)	0	0	(5,458,259)
NDR preceptors reserve*	(5,466,100)	5,466,100	0	0	0			0
Local Plan reserve	(141,883)	100,000	(110,000)	0	(151,883)	50,000		(101,883)
Open spaces maintenance reserve	(781,787)	4,400	0	0	(777,387)	4,400	0	(772,987)
Other Gen Fund reserves	(5,184,793)		(2,559,030)	0	(7,743,823)	200,000	(166,340)	(7,710,163)
Grand Total	(36,288,090)	8,606,283	0	(274,966)	(27,956,774)	1,677,900	(451,806)	(26,730,680)
* This is a reserve held for timing differences and is owed to preceptors								

Risks for 2024/25 budget

Appendix 5

Item	Value 2023/24	Risks and opportunities 2024/25	Future years
Revenue Income			
Council Tax	£12.2m	<p>The council tax collection rate is expected to be close to target for the current year:</p> <ul style="list-style-type: none"> • in year collection is slightly below target (0.17%) as at the end of August; and • the number of residents on council tax support is broadly in line with the previous year. <p>For 24/25, collection rates will depend on the economic climate and the significant pressures on household budgets.</p>	<p>Council tax referendum rules will limit the Council's ability to use council tax increases as a solution to balancing the budget. The government announces the referendum rules annually so it is not possible to forecast their impact on future years.</p> <p>The cost of living crisis is expected to continue to have an impact on collection rates in future years.</p>
Formula grant including Business Rates	<p>£2.3m Revenue Support Grant (RSG) and balancing grant</p> <p>£4.9m Business Rates baseline</p> <p>£1m Business rates growth</p>	<p>For RSG is fixed, but for business rates the Council shares the risk/rewards of rates and its income will depend on how the business rates base and collection rates vary during year, and the success of outstanding appeals.</p> <p>Government proposals for RSG are due to be announced just before Christmas, so the assumptions in the budget papers will be updated for the February report.</p>	<p>A spending review is underway that will determine the share of government funding that will be allocated to local government. There is also a fair funding review underway that will determine how local government's share of central funding is allocated between different types of councils.</p> <p>There are no indications yet about the potential outcomes of these reviews or when they might be announced.</p> <p>The business rates system is also being reset; the implications for the Council are not yet apparent.</p>
New Homes Bonus (NHB)	£0.3m	It is expected that the payment made in 2023/34 will continue into 2024/25, but this will not be certain until the provisional settlement is announced in December.	NHB is being abolished. The government has indicated that in the future it will reward/penalise councils based on the housing delivery test, but no start date has been confirmed for this new regime.

Risks for 2024/25 budget

Appendix 5

Item	Value 2023/24	Risks and opportunities 2024/25	Future years
Commercial rents	£11m	Rents continue to be impacted by the economic climate and continue to be below budget. This is covered in the main body of the report.	<p>The downward pressure on high street rents continues due to the uptake in online shopping and future economic uncertainty.</p> <p>Rental income continues to make up a significant proportion of the Council's income, so shortfalls would have an adverse effect on services that can be provided in the future.</p> <p>For the future the Council needs to replenish the commercial rent stabilisation reserve to smooth future fluctuations in rent income; this will be considered when reserves are reviewed ahead of the February budget meeting.</p>
Parking income	£10.6m	Parking income depends on economic growth and tourism trends. This is covered in the main body of the report.	Same as 2024/25.
Other variable income sources		Other income areas are holding up well in the current financial year and income is assumed to have recovered to pre pandemic levels.	Same as 2024/25.
Other specific government grants		Very difficult to judge at present. The current approach to awarding grants is via competitive bids for specific projects.	All government support is expected to continue to be reduced over the next few years.
Revenue contributions Reserves	£0.4m from reserves in 2023/24	Contributions to reserves are being reviewed and reinstated for the current year, a further review of 2024/25 contributions to ensure availability to draw upon in future years. Around £0.4m is expected to be drawn from reserves in 2024/25 to balance the budget in that year.	<p>The Council has reserves for two main purposes:</p> <ul style="list-style-type: none"> ● to smooth expenditure over a number of years - for example the elections reserve; and ● to provide a contingency for future adverse events - for example the commercial rent stabilisation reserve. <p>Having a low level of reserves makes it difficult for the Council to manage any unforeseen impacts on its services. In order to rebuild resilience, it has been assumed that from 2024/25</p>

Risks for 2024/25 budget

Appendix 5

Item	Value 2023/24	Risks and opportunities 2024/25	Future years
			onwards, the GF minimum balance should be 10% or £3m. This reflects the increased volatility being experienced in recent years and the lack of flexibility in revenue budgets.
Revenue Expenditure			
Major contracts		Inflation on pay and fuel costs are likely to feed into major contract uplifts for 2024/25. An additional contingency has been allowed for inflation in that year, this will need to be reviewed in February.	Inflation factors used to uprate payments are likely to exceed the inflation contingency provided for in the budget. It is assumed that for 2024/25 inflation will be lower than 2023/24.
Employee costs	£26m	The cost of a one percent pay increase is estimated at £150,000 pa. The pay award for 2023/24 will be the national award, which has not yet been agreed. Pay inflation will need to be reviewed as part of the February budget report.	As for 2024/25.
Sup'n Fund backfunding	£1.8m	The results of the last review are built into the budget and costs will remain consistent until the new triennial review.	The scheme is next due to be reviewed for April 2026, but the government is considering whether revaluation timescales should be changed.
Other major non-pay costs		<p>Energy costs are rising sharply, which is feeding through into major contract costs. When equipment is replaced the opportunity is taken to introduce more energy efficient products in order to reduce usage.</p> <p>Inflation is also affecting capital scheme costs.</p> <p>Inflation on costs for which no inflation has been allowed may create budget pressure. CPI is currently 6.7% and is holding steady. £250k is allowed for each year. An additional contingency has been provided for in 2024/25 to reflect inflationary pressures.</p>	<p>Energy costs will feed in mainly through the Refuse Collection, Street Cleansing and Grounds Maintenance costs as well as accommodation costs and capital works. They also affect the leisure sites run by Active Life.</p> <p>Maintenance requirements for all the Council's buildings have been assessed through a stock condition survey, and provision made for this in the capital programme. From this a planned maintenance programme will be drawn up.</p>

Risks for 2024/25 budget

Appendix 5

Item	Value 2023/24	Risks and opportunities 2024/25	Future years
Unavoidable growth/income reductions	£250k	This provision covers unbudgeted cost pressures and income shortfalls and is usually significantly less than the total of bids received each year. For 2024/25 the growth is mainly for unavoidable changes to assumptions.	The budget for future years is likely to face further unavoidable cost pressures.
Planned savings for future years		Savings proposals for 2024/25 mainly relate to increased fees and charges.	There is huge uncertainty over many aspects of the Council's budget due to the economic position and lack of clarity over government funding. There will be further savings required in 2025/26.
Borrowing costs	£12.5m	Interest rates have increased significantly. The Plan assumes a mix of funding for capital projects, including capital receipts, revenue contributions and borrowing. 'Internal borrowing' will reduce as reserves are used. This means that external borrowing will need to increase. However, the budget already includes MRP for borrowing whether internal or external so the additional cost is interest only. Existing loans are on a fixed rate and therefore not affected by interest rate rises.	Interest rates are expected to stay high for a while, new loans would be at higher rates. Loans are taken out on a fixed rate basis to give certainty over future costs. Short term borrowing from other local authorities is also being used to reduce borrowing costs, though this comes at a risk that if interest rates increase, borrowing costs will rise in year. As the proportion of the revenue budget that is taken up by borrowing costs increases, the Council's ability to redirect funding or make further savings is reduced.
Capital			
Planned use of Capital receipts		The value and timing of capital receipts is subject to significant uncertainty. If receipts cannot be achieved, capital spending will have to be funded from borrowing, placing additional pressure on the revenue budget.	The properties now planned for disposal are the more complex situations and therefore disposal timings and values are harder to predict. As a result, the assumed receipts are calculated on a prudent basis. The level of borrowing required can be reduced downwards if a higher level of receipts is achieved.
Capital Programme		The plan has been reviewed and reprofiled as part of the budget preparation. Any additional borrowing costs will require further revenue savings to compensate.	As for previous years, planned capital expenditure is outstripping receipts, which will lead to increased borrowing and revenue costs, requiring further revenue savings to ensure a balanced budget unless further revenue contributions can be used to close

Risks for 2024/25 budget

Appendix 5

Item	Value 2023/24	Risks and opportunities 2024/25	Future years
			the funding gap or a project generates sufficient revenue income to be self-funding.
Other			
2023/24 outturn	N/A	The forecast year end position will be reported to Scrutiny Sub Committee later in November and to Cabinet in December. If required, any issues arising from the year end forecast will be reflected in the budget update report in February.	



General Fund budget consultation 2024/25

Consultation responses

1. Introduction

Consultation on Canterbury City Council's (CCC) proposals for the General Fund budget took place between Monday 13 November 2023 and Monday 8 January 2024.

Every year, the council has to set a balanced budget to make sure the money we spend delivering services is in line with the money we have available.

Before setting the budget for 2024/25 in February 2024, this consultation sought the public's views on what has been proposed, including:

- reinstating the market in Canterbury city centre
- reopening Sturry Park and Ride
- three hour blue badge parking, increased from 2 hours
- proposed changes to charges in council car parks.

Respondents were also asked to comment on council tax, the draft capital programme, garden waste proposals and other fees and charges across a wide range of services.

A total of 69 responses were received.

2. Executive summary

- The majority of respondents said that the increase in council tax was fair given the current cost of day to day expenses.
- There was good support for the Park and Ride at Sturry. Support was mixed for the Canterbury market and tree officer.
- There was strong support for the Christmas tree disposal service and a large concern that restricting the Christmas tree disposal service to garden waste subscribers only would increase fly tipping.
- Many respondents said that the beach hut increase is too large given the quality of nearby facilities.
- A number of respondents recommended increasing or maintaining the support of voluntary sector organisations
- There were recommendations to perform a cost-benefit analysis of charging council tax to low-income households.

3. Consultation methodology

Consultation took place between Monday 13 November 2023 and Monday 8 January 2024. The following methods were used to seek views:

- an online questionnaire, which received 69 responses
- a paper version of the questionnaire, of which one was returned
- No written representations were received.

The consultation was promoted in the following ways:

- an article on the council's newsroom site
- posts on the council's social media channels.

Additionally, the following stakeholders were emailed directly to encourage them to respond to the consultation:

- Parish councils
- CCC councillors
- Relevant KCC councillors
- Residents' associations
- Local 'Friends of' groups
- Canterbury Connected Business Improvement District (BID)
- Canterbury Archaeological Trust
- Canterbury Green Party
- Canterbury Inter Faith Association
- Canterbury Society
- Canterbury Society
- Canterbury Action for Sustainable transport
- Canterbury College
- Cathedral Court Residents Association
- C4B
- CPRE Kent
- CPRE Kent
- East Cliff Neighbourhood Panel
- English Rural Housing Association
- Ethnic Minority Independent Council (EMIC)
- Ethnic Minority Independent Council
- Herne Bay and District Chamber of Commerce
- Hi Kent
- Hilltop Community
- Home Builders Federation
- Chamber of Commerce
- Invicta Chamber of Commerce
- Local Democracy Forum
- Moat Housing
- Mono Consultants Limited
- SPOKES East Kent Cycle Campaign
- St Mildreds Area Conservation Society SMACS
- The Crab & Winkle Line Trust
- The Canterbury Academy Trust
- The Gardens Trust
- The Georgian Group
- The Ickham, Littlebourne and Wickhambreaux Society
- The Open Spaces Society
- The Society of Sturry Village
- The Talk of Tankerton
- The Twentieth Century Society
- Theatres Trust
- Whitstable Improvement Trust
- Visit Kent

- Canterbury Climate Action Partnership
- Canterbury Christchurch Student Union
- University of Kent Student Union
- UCA Student Union
- Age UK Canterbury
- Canterbury Inter-Faith Association (CANDIFA)
- Disability Advisory Panel (DAP)
- Ethnic Minority Independent Council (EMIC)
- HiKent
- Nigerian Community Association
- Polish Educational Club in Kent (PECK)
- Karibu Community Action Kent
- Kwan Ngei Chinese Association
- Canterbury and District Jewish Community
- Canterbury Muslim Cultural Centre
- Kent County Council - Highways
- Stagecoach
- Whitefriars
- Marlowe Society
- English Heritage
- World Heritage Committee
- Pride
- Visit Kent
- Canterbury Cathedral
- Canterbury Festival
- Continental Drifts
- Kent Cultural Transformation Board
- Canterbury Tales of England
- Canterbury Archaeological Trust
- Relevant licence holders

4. Findings

NB: Percentages have been rounded to the nearest decimal point

4.1. Questionnaire responses

A total of 69 completed questionnaires were submitted, all but one of which were online.

4.1.1. Respondent profile

Over 76% of respondents are residents of the Canterbury district.

Respondent type	Percentage
A resident of the Canterbury district	76.8% (53)
A visitor to the Canterbury district	5.8% (4)
A worker in the Canterbury district	5.8% (4)
A business, organisation or community group	-
A city, county, parish or town councillor	11.6% (8)

8 (11.6%) respondents answered 'Other', and their self-described respondent type is shown below

- Beach hut owner
- Beach hut owner
- Beach hut owner Herne Bay
- Canterbury & District Green Party
- Live in the surrounding area
- Resident and beach hut owner
- Trustee of Canterbury District Citizens Advice
- Volunteer with Citizens Advice

The majority of people responding were aged between 45 and 74.

Age	Percentage
Under 18	-
18 to 25	2.9% (2)
26 to 34	2.9% (2)
35 to 44	7.2% (5)

45 to 54	17.4% (12)
55 to 64	18.8% (13)
65 to 74	26.1% (18)
75 to 84	18.8% (13)
85 and above	-

NB: 3 (4.3%) respondents did not give their age

More females responded than males.

Gender	Percentage
Male	49.3% (34)
Female	42.0% (29)
Prefer to self-describe (for example, non-binary, gender fluid etc)	-

NB: 3 (4.3%) respondents did not give their gender

4.1.2. Council Tax

A number of respondents emphasised the need to perform a cost benefit analysis of collecting council tax from the poorest members of society, a number of which may be within Band 1.

A good number of the respondents thought the increase was fair and necessary to support the council's services.

Others stated that the council should cut costs rather than increase tax.

The following themes were identified in the comments:

- A new system of council tax should be made to take account of people's ability to pay: 9 comments
- Increase is fair: 8 comments
- Investigate if the costs of charging and enforcing council tax on the poorest are greater than the income generated: 7 comments
- Increase is fair (below inflation): 6 comments
- Increase is unfair (cost of living, inflation, mortgages): 6 comments
- Increase should be bigger to support services: 4 comments
- Increase is fair (cuts to local government funding): 2 comments
- Increase is unfair (given other fees/CCC charges): 1 comment
- Increase is unfair (CCC should cut costs): 1 comment
- Increase is unfair: 1 comment
- Increase is fair (CCC doesn't get much of the tax): 1 comment
- Is an increase needed?: 1 comment
- Increase is unfair (quality of services are poor): 1 comment

4.1.3. Draft Budget 2024/25

For the draft budget there were a wide range of comments, given the breadth of the proposals.

There was strong support for the Sturry Park and Ride, as well as giving 3 hours free parking for blue badge holders.

Responses around recruiting a tree officer were mixed with some questioning how useful this would be.

The following themes were identified in the comments:

- Sturry Park and Ride (support): 15 comments
- 3 hours parking is good: 10 comments
- Agree with all proposals: 5 comments
- Canterbury market (general support): 5 comments
- Tree officer (support): 4 comments
- Beach huts: fee increase unjustified: 4 comments
- Tree officer (object): 3 comments
- Does not support more free time for disabled parking: 3 comments
- Canterbury market (object): 2 comments
- Parking enforcement (why is it losing money/cost so much?): 2 comments
- Parking charges are too high: 2 comments
- Parking: 3 hours free disabled parking will decrease the availability of general parking places: 2 comments
- Climate change reserve is good: 2 comments
- No need for a tree officer: 1 comment
- CCC should cut costs (bandstand, parking enforcement): 1 comment
- More enforcement in Canterbury city centre of ASB and ebikes: 1 comment
- Percentage incorrect (it is correct to the nearest £1): 1 comment
- Chief executive post should be returned: 1 comment
- Generate more revenue from beach huts and on-street parking: 1 comment
- Canterbury market stalls should be close together: 1 comment
- More and wheelchair friendly/bungalows in social housing: 1 comment
- Increase local housing allowance: 1 comment
- Open market in Whitstable: 1 comment
- More sports and clubs for young people: 1 comment
- Increasing parking charges deters visitors: 1 comment
- Encourage highly qualified jobs working with the universities: 1 comment
- Ensure parks are lockable at night: 1 comment
- More needs to be done given climate and biodiversity emergencies: 1 comment
- Canterbury market: expensive parking will put people off: 1 comment

- Disable parking spaces don't need to be free, but they do need to be reserved and priority spaces: 1 comment
- Improve public toilets: 1 comment
- Blue badge holder don't need free parking, they only need reserved priority spaces: 1 comment
- Stop being anti-motorist: 1 comment
- Support food banks: 1 comment
- Park and Ride very expensive: 1 comment
- Canterbury market is good: 1 comment

4.1.4. Capital programme

Given the range of schemes under the capital programme, the comments were quite varied.

There were two or three respondents that asked for more detail in order for them to be able to better understand and comment on the proposal.

The following themes were identified in the comments:

- More detailed explanation of large expenditures is required (e.g. building improvements): 2 comments
- Prioritise sustainability in the refurbishments: 1 comment
- Reduce light pollution by selecting highly directional street lighting: 1 comment
- Congestion charge for Canterbury and Whitstable: 1 comment
- Work with KCC on active travel: 1 comment
- More funding for play areas: 1 comment
- Reinstate conservation works in 26/27 budget: 1 comment
- Extend Kingsmead leisure centre pool by 50m as this will bring in more money: 1 comment
- Why is there no capital expenditure on cycling facilities?: 1 comment
- What does St George Lane Relo LL and St George Lane Relo Tenant mean?: 1 comment
- Reopen Wincheap public toilets: 1 comment
- Where is LUF scheme explained?: 1 comment
- Surprise at decrease in planned expenditure in the later years: 1 comment
- More spend for Herne Bay: 1 comment
- Make museums wheelchair accessible: 1 comment
- Are beach huts for sale or rent?: 1 comment
- How can expenditure decrease so much in later years?: 1 comment
- Give overview of strategy alongside figures: 1 comment
- This budget does not invest in rural areas enough: 1 comment
- Improve street lighting: 1 comment
- Privatise beach huts: 1 comment
- Protect voluntary services like CAB: 1 comment
- Invest in current play areas, not new ones: 1 comment
- Much greater detail is required in the consultation to assess the achievability of net zero: 1 comment
- Beach hut increase is unfair: 1 comment

4.1.5. Garden waste

From 2024/25, the council proposes to only provide a free Christmas tree collection for those residents who have a garden waste subscription.

Many respondents were concerned that the removal of this service would cause fly tipping of Christmas trees and there was good support for the original Christmas tree disposal service.

However, there was still a good level of support for removing this service.

The following themes were identified in the comments:

- Concerns over increased fly tipping: 20 comments
- Support for original christmas tree disposal service: 10 comments
- General support: 8 comments
- People should cut up tree and put in garden waste bin: 4 comments
- Will this save money given the risk of increased fly tipping: 2 comments
- Wasteful to encourage people to individually visit the tip to dispose of trees: 2 comments
- Churches should have their trees collected for free: 2 comments
- Promote the sale of Christmas Trees with roots: 1 comment
- Organise a 'tree volunteer shredder' programme via the City website: 1 comment
- Increase green bin cost instead: 1 comment
- Unfair to non-Garden waste subscribers to add the Christmas tree collection to the garden waste service.: 1 comment
- Unfair on those who do not have gardens: 1 comment
- This will take money from charities who perform this service: 1 comment
- Garden waste should be free and include trees: 1 comment
- Grind up trees for park mulch: 1 comment
- Discarded trees will block pavements: 1 comment
- General objection: 1 comment
- People should not have to subsidise this luxury purchase: 1 comment
- Garden waste collection should be free: 1 comment
- Will encourage the use of plastic trees: 1 comment

4.1.6. Fees and charges

Many respondents were against the increased beach hut fees.

Others said that the condition of both public and private rented housing was poor and needed improvement.

The following themes were identified in the comments:

- Beach hut increase is too high/unjustified given the state of nearby facilities: 18 comments
- Enforce improvement of poor rented housing conditions (both private and public): 4 comments
- Licensing fee should be controlled by local government/Why is gambling excluded from the increase?: 2 comments
- Tackling the housing crisis: 2 comments
- Keep ownership of and renovate heritage properties (Sidney Cooper): 1 comment
- On P38, do the charges apply to waste and recycling domestic bins collections: 1 comment
- It is unfair that bowls is free and pitch charges are increasing: 1 comment
- Add 120 and 240 litre garden waste tariff: 1 comment
- Increase immigration fees: 1 comment
- Allocate money for Active Travel: 1 comment
- Don't charge too much to market and food stalls: 1 comment
- 4% taxi charges will be borne by customers. There isn't enough public transport to avoid taxis.: 1 comment
- Publish more details about the 4 museums' finances: 1 comment
- Improve the approach from the Gorrell Tank car park to Whitstable harbour: 1 comment
- Why aren't all museums free instead of just the Beaney?: 1 comment
- Taxi fee should be increased by inflation: 1 comment
- Retain elderly travel cards: 1 comment
- Bus fares should only be increased by inflation: 1 comment
- Increase social housing: 1 comment
- Allow bonfires on beaches: 1 comment
- Introduce a Whitstable market: 1 comment
- Increase CAB funding: 1 comment
- E Scooters are a problem in Canterbury: 1 comment
- High parking will reduce the number of visitors to Canterbury: 1 comment
- Keep museums free: 1 comment
- Publish waste collection and recycling data: 1 comment
- Use prefabricated buildings to increase the amount of public housing: 1 comment

4.1.7. Other comments or suggestions

A number of respondents recommended increasing or maintaining the support of voluntary sector organisations, of which the Citizen's Advice Bureau was mentioned a number of times.

Some respondents also were concerned that the cost of trying to collect council tax from low income households might not outweigh any income gained.

The following themes were identified in the comments:

- Increase support for the voluntary sector: 7 comments
- Increase is fair: 4 comments
- Don't collect council tax from Band 1 as the costs will outweigh the income: 4 comments
- Improve enforcement (litter, parking, fly tipping, dog waste, alcohol in prohibited areas): 2 comments
- Increase parking enforcement to generate income: 1 comment
- Blue badge holders don't need free parking: 1 comment
- Increase business charges: 1 comment
- More speed cameras, to generate more revenue: 1 comment
- Working with community groups to access external funding: 1 comment
- Increase council tax: 1 comment
- Beach hut increase not justified given poor state of facilities: 1 comment
- Make hampton free car park except for May to September: 1 comment
- Adult social care could save money by using Shared Lives Scheme: 1 comment
- Remove managers and use salary on services: 1 comment
- Sell land at military road for development: 1 comment
- Solar panels on schools: 1 comment
- Better sport facilities and events: 1 comment
- Encourage cycling to reduce road wear: 1 comment
- Work with charities more: 1 comment
- Run more events in the city centre / open air concerts: 1 comment
- Charge nightclubs more: 1 comment
- Cut services and staff: 1 comment
- Tax developers: 1 comment
- Encourage tourism out of season: 1 comment
- Cut councillor salaries: 1 comment
- Cancel cycle path from park to Herne Bay station: 1 comment
- More litter bins and dog poo bins.: 1 comment
- Increase charges for gambling: 1 comment
- Stop being anti-motorist: 1 comment
- Focus on core services: 1 comment

- Prioritise social care, community and mental health: 1 comment
- Encourage high-tech businesses with short term funding: 1 comment
- Increase tourism with mediaeval city branding: 1 comment
- Increase published data and transparency of council owned property developments:
1 comment

4.2. Written representations

No written representations were received.

A number of queries relating to the figures provided for council tax increase were raised. Council officers were able to confirm that the figure of £6.77 for the year is correct as this relates to the increase on CCC's element of council tax only.

5. Conclusions

This consultation covered a wide range of proposals as part of the 2024/25 budget.

Some expressed that, given the cost of living at the moment, the proposed increase in council tax is unfair. That being said, some did state that they understood the reasons for it.

Respondents showed support for the return of Sturry Park and Ride. Comments around the reintroduction of Canterbury city market and the recruitment of a tree officer which were far more mixed.

No presiding theme emerged in the comments about the capital programme, but two respondents requested more details for large expenditures like building improvements.

There is strong support for the Christmas tree disposal service, however several respondents expressed concerns that by restricting the service, fly tipping may increase.

On other fees and charges, many respondents feel that the beach hut increase is high. Explanations for this highlighted the poor quality of nearby facilities and previous increases which have increased above inflation over the years.



Canterbury city market and market trader fees

Consultation responses

1. Introduction

Consultation on Canterbury City Council's (CCC) plans for the reintroduction of the Canterbury Market took place between Monday 13 November 2023 and Monday 8 January 2024.

Now that the St George's Street refurbishment is complete, the council has proposed to reintroduce the market in Canterbury city centre in April 2024. Street trading will continue as it currently does.

It is proposed that flexibility will be built into the market model whilst working with traders directly to ensure we bring on board anyone who wants to be involved in trading.

This consultation sought views on:

- support for the market's return
- the types of products people would like to see on sale, and items they would not like to see
- views on the introduction of a market manager
- the types of events people would like to see held in the market space
- the appearance and presentation of the market.

We also sought responses from current and prospective traders on their view for the days and times of the market, proposed fees, the layout of the market, and management.

A total of 183 responses were received.

2. Executive summary

4.1. Part 1 of the survey (all respondents)

- Overall, respondents support the reintroduction of the Canterbury market.
- A key feeling is that the return of the market will attract visitors back into Canterbury.
- Respondents have concerns that the market will take up space, obstruct walkways and make it difficult for wheelchair and pushchair users. Others expressed concerns that disabled parking could be affected during market times.
- Respondents agree that the appearance of the market is an important factor to consider in the market return, this includes the view of potential products on sale.
- Respondents commented that a uniform appearance of stalls with good spacing that are well maintained is needed as well.
- The variety and quality of products received a large number of comments. With people saying they would like to see a good variety on offer and for the quality of products to be ensured.
- Respondents felt that although it would be positive for the market to have a manager for oversight, the proposed wage is thought to be too high. There have been comments on the low budget assigned to the market in comparison to the proposed managers wages.
- 67% of respondents requested that the market offer fresh local produce as a priority, including vegetables, fish and meat etc. 34% wanted to see more craft products introduced and 20% wanted to see more clothing/fabric stalls.
- Respondents do not want to see stalls that stock cigarette or vape products on the market stalls. Also low quality mass produced items are not wanted alongside stalls selling phone items or electronics.
- Respondents said that fresh local produce and locally produced craft items are the kinds of products that would encourage them to buy from the market. Another key point was wanting to see fair prices for products that would encourage more people to buy.

- When asked about events respondents were split, with some advising no events to be held in the same area of the market or events to be held on days where the market is not held.
- Others want to see more music events in the area, events for buskers and street artists as well. Seasonal and cultural events are also requested as well.

4.1. Part 2 of the survey (current/prospective traders)

- Traders feel the return of the market is a positive thing. Attracting footfall back into Canterbury is essential for the health of the city.
- There is a feeling that stalls and gazebos should all conform to certain standards.
- And that the products on offer contribute a lot to the appearance of the market.
- All the respondents agreed that high standards of cleanliness are essential to the market appearance. Also ensuring that stalls are grouped well together but well maintained with good spacing is very important.
- Some responses regarding the proposed Market Manager are that it is fair if the position is required but also that the manager should limit any preferential treatment and not allow standards to drop. Alternatively there are views that the proposed wage is too high for the position and the wage should be lower.
- All respondents agree that fresh produce is what should be on sale at the market. Also craft goods would be another product they would like to see.
- Vapes and mass produced, low quality items were products that should not be seen on sale at the market.
- The proposed times of 8am to 5:30pm were seen as fair times however it was highlighted that an addition of a second trading day would be more sustainable for traders.
- Respondents felt that the fees are fair if the gazebos are of good quality but that the fees should not increase any higher than this.

3. Consultation methodology

Consultation took place between Monday 13 November 2023 and Monday 8 January 2024. The following methods were used to seek views:

- an online questionnaire, which received 180 responses, 5 of these were from market traders
- a paper version of the questionnaire, of which two were returned
- written representations were also welcomed and 3 were received.

The consultation was promoted in the following ways:

- an article on the council's newsroom site
- posts on the council's social media channels
- an in-person meeting where council officers were present to answer questions and take suggestions from the public.

Additionally, the following stakeholders were emailed directly to encourage them to respond to the consultation:

- Current Canterbury street traders
- Parish councils
- CCC councillors
- Relevant KCC councillors
- Residents' associations
- Local 'Friends of' groups
- Canterbury Connected Business Improvement District (BID)
- Canterbury Archaeological Trust
- Canterbury Green Party
- Canterbury Inter Faith Association
- Canterbury Society
- Canterbury Society
- Canterbury Action for Sustainable transport
- Canterbury College
- Cathedral Court Residents Association
- C4B
- CPRE Kent
- CPRE Kent
- East Cliff Neighbourhood Panel
- English Rural Housing Association
- Ethnic Minority Independent Council (EMIC)
- Ethnic Minority Independant Council
- Herne Bay and District Chamber of Commerce
- Hi Kent
- Hilltop Community
- Home Builders Federation
- Chamber of Commerce
- Invicta Chamber of Commerce
- Local Democracy Forum
- Moat Housing
- Mono Consultants Limited
- SPOKES East Kent Cycle Campaign
- St Mildreds Area Conservation Society SMACS
- The Crab & Winkle Line Trust
- The Canterbury Academy Trust
- The Gardens Trust
- The Georgian Group
- The Ickham, Littlebourne and Wickhambreaux Society

- The Open Spaces Society
- The Society of Sturry Village
- The Talk of Tankerton
- The Twentieth Century Society
- Theatres Trust
- Whitstable Improvement Trust
- Visit Kent
- Canterbury Climate Action Partnership
- Canterbury Christchurch Student Union
- University of Kent Student Union
- UCA Student Union
- Age UK Canterbury
- Canterbury Inter-Faith Association (CANDIFA)
- Disability Advisory Panel (DAP)
- Ethnic Minority Independent Council (EMIC)
- HiKent
- Nigerian Community Association
- Polish Educational Club in Kent (PECK)
- Karibu Community Action Kent
- Kwan Ngei Chinese Association
- Canterbury and District Jewish Community
- Canterbury Muslim Cultural Centre
- Kent County Council - Highways
- Stagecoach
- Whitefriars
- Marlowe Society
- English Heritage
- World Heritage Committee
- Pride
- Visit Kent
- Canterbury Cathedral
- Canterbury Festival
- Continental Drifts
- Kent Cultural Transformation Board
- Canterbury Tales of England
- Canterbury Archaeological Trust
- Relevant licence holders

4. Findings

NB: Percentages have been rounded to the nearest decimal point

4.1. Questionnaire responses

A total of 180 completed questionnaires were submitted, all but two of which were online.

4.1.1. Respondent profile

Over 85% of respondents are residents of the Canterbury district.

Respondent type	Percentage
A resident of the Canterbury district	85.1% (149)
A visitor to the Canterbury district	8% (14)
A worker in the Canterbury district	0.6% (1)
A business, organisation or community group	5.1% (9)
A city, county, parish or town councillor	1.1% (2)
An MP	-

The majority of people responding were aged between 35 and 74.

Age	Percentage
Under 18	-
18 to 25	1.1% (2)
26 to 34	4.6% (8)
35 to 44	15.4% (27)
45 to 54	14.3% (25)
55 to 64	18.3% (32)
65 to 74	25.7% (45)
75 to 84	11.4% (20)
85 and above	1.7% (3)

NB: 13 (7.5%) respondents did not give their age

There was a fairly even split among genders, however more females responded than males.

Gender	Percentage
Male	41.7% (73)
Female	46.9% (82)
Prefer to self-describe (for example, non-binary, gender fluid etc)	1.7% (3)

NB: 17 (9.7%) respondents did not give their gender

4.1.2. Thoughts on the reintroduction of the market

There is a good level of support for the market returning to Canterbury with a feeling that the market would enhance the experience and feeling of the city.

Level of support for the reintroduction of Canterbury city general market	Percentage
Yes	76.6% (134)
No	17.1% (30)
Not sure	6.3% (11)

Enhancement on overall city centre experience	Percentage
Yes	75.4% (132)
No	18.3% (32)
Not sure	6.3% (11)

Respondents were asked why they thought the reintroduction of the market would, or would not, add to overall city centre experience. The following comments were received:

- Gives character and experiences to the city: 45 comments
- Market will bring people to Canterbury: 43 comments
- Bad quality products will not be good for a new market: 27 comments
- More produce and variety available: 20 comments
- Market looks untidy: 18 comments
- Helps the wider Canterbury economy: 15 comments
- Gives opportunities to small businesses: 14 comments
- Market takes up space and can obstruct walkways, difficult for wheelchair and pushchair users: 13 comments
- Potentially more cost effective for residents: 13 comments
- Creates chances for social/generational interaction: 11 comments
- Will impact the current feel and updated new space and affect the city atmosphere: 7 comments
- Will improve the city if clean and tidy: 6 comments
- Will impact the current local business and shops: 4 comments
- Negative atmosphere and antisocial feeling comes with markets: 4 comments
- Look towards other Markets like Faversham or Deal: 4 comments
- Depends on the frequency of Market days: 3 comments
- Could encourage local produce and crafts lowering the carbon footprint: 3 comments
- Market needs to be centralised instead of spread out: 2 comments
- Market will damage new paving: 2 comments

- Market location will affect disabled parking spaces: 1 comment
- Market return will be good if fees are fair and maintained: 1 comment

It is felt that the market should be held more frequently.

The appearance of the market in contributing to the feel of the city is very important to a large number of respondents.

Frequency of market (how often would you like to see the market?)	Percentage
Once a week	26.9% (47)
Two to three times a week	46.3% (81)
More than three times a week	9.7% (17)
Other	17.1% (30)

Importance of the appearance of the market (in contributing to overall appearance and feel of city)	Percentage
Very important	57.7% (101)
Fairly important	25.7% (45)
Neutral	9.1% (16)
Not very important	4.6% (8)
Not important at all	2.9% (5)

Respondents were asked how important they thought the appearance of the market is in contributing or not contributing to the overall appearance and feel of the city centre. The following comments were received:

- Appearance is essential to bring more visitors and keep them returning: 33 comments
- Gives a busy and energetic feel to the city: 28 comments
- Has to keep within the theme of the city: 27 comments
- Products for sale will impact on appearance: 23 comments
- Market needs to be kept tidy. Function is just as important as looks: 17 comments
- Location is important for the market appearance: 9 comments
- Market should have a uniform appearance: 8 comments
- Market traders friendliness is more important than the appearance of the market: 7 comments
- Market needs to be adequately spaced apart: 7 comments

- Market appearance would have no positive impact for the city: 6 comments
- Market should be vibrant and colourful: 5 comments
- Poor appearance could encourage littering: 5 comments
- Other neglected buildings could impact market appearance: 2 comments
- Market only contributes a small part of the appearance and feel of the city centre: 2 comments
- Fair prices are more important than the appearance of the market: 2 comments
- Market should not be within the main city: 2 comments
- Look to other markets like Faversham or Deal for guidance: 1 comment
- Market appearance should be similar to the old market: 1 comment
- Market needs to be centralised for its appearance: 1 comment
- Neatness is not essential for a market: 1 comment

Respondents were asked for suggestions relating to what can be done to ensure the market adds to the appearance of the city centre. The following comments were received:

- Provide a uniform appearance to stalls: 38 comments
- Ensure quality of products available: 35 comments
- Well maintained, well spaced stalls: 28 comments
- Good variety on offer: 21 comments
- Ensure no litter, and market area remains clean: 16 comments
- Loosen restrictions over the market traders and allow traders to operate independently: 6 comments
- Not put the market in the city: 6 comments
- Move the market to a new location: 6 comments
- More street food/fresh local produce available: 5 comments
- Bring events, music to the market: 4 comments
- Add signage and make traders more visible. Communicate and advertise the market: 4 comments
- Look to other markets like Faversham or Deal for guidance: 3 comments
- Encourage local traders: 3 comments
- Centralise market location: 3 comments
- Vet/Screen traders: 3 comments
- Allow individuality in the appearance of the market stalls where possible: 3 comments
- Add a general seating area: 2 comments
- Reduce and limit overcrowding: 2 comments
- No music or keep noise low: 2 comments
- Ensure market is accessible for disabled and neuro-divergent visitors: 1 comment
- Ensure security/police show presence to reduce ASB: 1 comment
- Promote diversity where possible amongst traders: 1 comment
- Limit the space allocated to the market area: 1 comment
- Remove street trading stalls: 1 comment
- The appearance of the market is not a concern: 1 comment
- Include young people in the market: 1 comment
- Give themes to the stalls, mediaeval, to keep historic traditions: 1 comment

Respondents were asked for comments on the recruitment of a new market manager.

The consultation advised respondents that this cost, as well as the cost of waste removal and non-domestic rates would be covered, over time, through market and event fees. The following comments were received:

- The wage proposed is too high for the position: 33 comments
- A manager would be positive for the market to provide oversight: 30 comments
- There is no need for a market manager: 10 comments
- The position should be self funding: 10 comments
- A manager would be fine for the market: 9 comments
- Any increase of rates should not negatively affect the traders or the public: 8 comments
- Any market manager should relate well to traders, understand their needs: 7 comments
- Council limited funds should not be used for this position: 6 comments
- Manager should ensure the market is kept tidy and waste is dealt with responsibly: 6 comments
- Market should grow and attract business under a manager: 6 comments
- Manager should have a good attitude and ability to engage and promote the market of the public: 5 comments
- A manager needs to have good local knowledge and direct experience of markets: 5 comments
- Rates from traders won't cover the position: 4 comments
- Council would need to ensure a manager is supported and granted the right authority to enforce rules and guidelines: 4 comments
- If market quality is not higher than it was then there is no need for a manager: 3 comments
- A single manager would not be the most suitable approach: 2 comments
- Internal Council employee should be resourced at no additional cost for the role: 2 comments
- Market Manager should coordinate regular events and include local charities and groups: 2 comments
- The position should double as an events manager as well: 1 comment
- Is a full time market manager required for a 2 1 day a week market: 1 comment
- Manager needs to be present and onsite during the market: 1 comment
- The proposed wage is too low to attract quality applicants to the position: 1 comment
- Look to other markets like Faversham or Deal: 1 comment
- How will the post be vetted and recruited for: 1 comment
- Council should not be in charge of the market. Should be an external enterprise: 1 comment

The following comments were received regarding the sort of products people would like to see on sale at the market:

- Fresh local produce, farm products, deli stall, veg, meat, fish etc: 118 comments
- More craft products: 60 comments
- Clothing/Fabric stalls: 36 comments
- Flowers and plants: 21 comments
- A wider variety of products available: 11 comments
- Varied food from many cultures: 8 comments

- Products similar to the previous markets: 7 comments
- Farmers style market: 6 comments
- Sustainable items, refillable products, recycled clothing: 4 comments
- No particular view: 4 comments
- Fair prices for products on sale: 4 comments
- No low quality products: 3 comments
- Repair/Maintenance stalls: 3 comments
- Food stalls: 3 comments
- Jewellery: 3 comments
- Booths for support with living and health: 2 comments
- No tourist focused products: 2 comments
- No products as not in support of the market: 2 comments
- No restrictions on products to sell, as long as no illegal items: 1 comment
- Electronics: 1 comment
- A restriction on food stalls: 1 comment
- Antiques: 1 comment

The following comments were received regarding the sort of produce that people wouldn't like to see on sale at the market:

- No vaping or cigarette paraphernalia: 56 comments
- No low quality, mass produced or disposable items: 29 comments
- No phone repair stalls, phone items or electronics: 22 comments
- No clothing/fabric stalls: 14 comments
- No fast food, strong smelling foods or meats on display: 12 comments
- No tourist items: 10 comments
- There should be no restrictions on items: 6 comments
- No products that directly compete with local stores: 6 comments
- No second hand stalls/products: 5 comments
- No single use plastics: 4 comments
- No illegal items or age restricted items: 3 comments
- No trade stands: 2 comments
- No alcohol: 2 comments

Respondents were asked if there is anything that would encourage them to buy from the market once reintroduced. The following comments were received:

- Well made local produce (Fruit & Veg, craft items): 57 comments
- A need of quality products: 20 comments
- Good fair prices: 19 comments
- Well presented and well organised market: 14 comments
- A wide variety of items: 13 comments
- Cheaper, more accessible parking. More disability parking: 10 comments
- Good communications in advance of market days: 7 comments
- Friendly and inviting atmosphere, with local traders: 6 comments
- Ecologically viable and sustainable products, like refillables: 5 comments
- No products would encourage purchases: 5 comments
- Look to other markets like Faverham or Deal for guidance: 3 comments
- More market days and trading days on the weekends: 2 comments

- Nothing as do no want market: 2 comments
- Ensure good transport links and possibly extra services on market days: 1 comment
- Stall traders that offer multiple payments options: 1 comment
- Seating areas: 1 comment
- Council funded voucher schemes to spend at the market: 1 comment
- Police or security presence must be at the market: 1 comment

Respondents were asked what other events they'd like to see happen within the new St George's Street area. The following comments were received:

- Music events: 35 comments
- Street artists: 20 comments
- Food and drink events: 16 comments
- Community events/active participation events: 15 comments
- No events should be held: 14 comments
- Busking events: 12 comments
- Community safety stalls, such as fire safety: 11 comments
- Seasonal entertainment, celebrations: 9 comments
- Cultural celebrations/events: 7 comments
- Second hand stalls/fairs: 6 comments
- Historical events: 6 comments
- Craft events/Showcases: 5 comments
- Local promotions: 2 comments
- Sports, wellbeing and health events: 2 comments
- Better management of local buildings and business: 2 comments
- Events focused for Children: 2 comments
- Noise free events: 1 comment
- Look to other markets like Faversham or Deal for guidance: 1 comment
- Events that do not compete with market trading days: 1 comment

4.1.3. Thoughts from traders (current and prospective)

Respondents in this section were asked to outline their intentions, in terms of their current market activities and also future plans.

Intentions as a prospective market trader	Percentage
I only want to be a market trader	40% (2)
I only want to be a street trader	20% (1)
I want to be both a market trader and a street trader	40% (2)
I'm not interested in being a market trader	-

Respondents were asked if they market trade outside of the Canterbury district.

Market trading arrangements (outside Canterbury district)	Percentage
Yes	-
No	100% (5)

Respondents were asked if they street trade outside of the Canterbury district.

Street trading arrangements (outside Canterbury district)	Percentage
Yes	20% (1)
No	80% (4)

NB: 1 (20%) respondents answered 'Yes' and specified: Pitch 17

Respondents were asked if they support the proposal for the market to return on a Wednesday only, trading between 8am and 5.30pm.

Level of support for proposed market day and time	Percentage
Yes	60% (3)
No	-
Not sure	40% (2)

Respondents were asked why they either support or oppose this proposal. The following comments were received:

- Agreeable times: 2 comments
- Provide a second day for trading: 1 comment

Respondents were asked for any comments on the proposed fees and charges.

This section encompassed the following:

- the proposed 2024/25 market pitch fees for Canterbury
- the proposed 2024/25 market pitch fees for Herne Bay
- the proposed 2024/25 fees for gazebo hire and the use of electrical sockets (per day)
- the proposed 2024/25 fees for street trading fees.

The following comments were received:

- Fee is fair if good quality gazebos are offered: 1 comment
- Fee is fair but should not go higher: 1 comment

From the two options shown, respondents were asked to state which market map layout they preferred. Two thirds of respondents preferred Map A with others being unsure. No respondents favoured Map B.

Preference of market map layout (Map A/Map B)	Percentage
Map A	60% (3)
Map B	-
Not sure	40% (2)

When asked why, respondents stated that Map A would allow for more space and be more visually appealing.

Respondents were asked whether they support the proposed single pitch size of 3x3m. Overall, there seems to be no objection to the proposed pitch size with two thirds of respondents showing support.

One respondent did comment that although the pitch size seems adequate, there may be some people that need more space.

Support for pitch size (3x3m)	Percentage
Yes	60% (3)
No	-
Not sure	40% (2)

Respondents were asked for their views on the introduction of a new market manager. The following comments were received:

- Wage is too high to be justified: 1 comment
- Fair proposal if it's needed: 1 comment
- Ensure manager is fair and does not give preferential treatment: 1 comment

Respondents were asked how they intend to trade (i.e. from a food wagon, a gazebo, etc). The following comments were received:

- Gazebo: 2 comments
- Food wagon: 1 comment

Respondents were asked if they need access to particular facilities (i.e. electricity, water, etc). The following comments were received:

- Electricity: 3 comments
- Water: 1 comment

Respondents were asked for any other comments about the reintroduction of the market. The following comments were received:

- I am against the policy where traders need to give 24 hours notice if they don't wish to trade, otherwise full pitch is payable. With the best will in the world, we could spend all the day before preparing baked goods to find at 7am that 50-60mph winds have begun. Trading at this stage puts staff and public in danger (even with 60kg in weights), and the market manager should at this stage decide whether it is safe to trade. If it is not safe to trade, no charge should apply. Losing 300-400 worth of produce on days like this is hard enough, without being told we need to pay £50 pitch fee on top. It encourages trading in unsafe conditions which is a bad incentive structure for all: 1 comment

- I think anything that brings more people into canterbury are good. Canterbury is actually a great attraction for the local and wider area and another event would only increase this: 1 comment
- A well managed market would always have a positive impact: 1 comment

4.2. Written representations

A total of 3 written representations were received.

4.2.1. A resident

A resident submitted the following comments via email:

[...] I do not have any objections in principle providing it is limited to the sale of quality foodstuffs but under no circumstances do I wish to see clothing, junk food, vapes and trashy cheap imported Chinese tat and plastic goods as these only serve to detract from the City as a major cultural, historic and heritage city of international renown.

4.2.2. A resident

A resident submitted the following comments via email:

[...] I would like the market to return selling items like fish and meat and groceries.

4.2.3. A current street trader

A current street trader submitted the following comments via email::

[...] I believe it's very important that I make the following points, on behalf of former Canterbury Market traders, which I'd like you to make note of:

- 1. When you came to my stall last week I made it clear to you that the market traders only want to trade from 6m x 3m market stall pitches - not 3m x 3m pitches.*
- 2. As I also made clear at the public consultation meeting on 13th December, Canterbury Market's usual trading days have always been Wednesdays and Fridays. At an earlier meeting, I had agreed to surrender Friday as a trading day only on the understanding that market pitch rents would remain at the current street trading pitch rent ie £28.75.*
- 3. At the public consultation meeting, both you and Alan Baldock denied this deal had ever been done and Alan stated that if this was my understanding, there had been "confusion." If that was so, (although the other street trader present at that original meeting had exactly the same impression as my own), and **no** deal had actually been agreed, then there was also **no** agreement on my part to surrendering Friday as a trading day.*
- 4. The council's proposed fee of £81.15 is unworkable for a pitch fee for an 6m x 3m stall. As stated in this press story, £38.50 is the proposed rate for a stall at Herne Bay and it's my understanding that the rate for a stall at the thriving Faversham*

Market is £1 per foot on weekdays and £2 per foot at weekends ie £40 for a 20ft stall (it is actually only £1.60 per ft to regular traders.) As you were told straight after the consultation meeting ended on 13th December, £40 is considered to be a workable fee for us - especially as the market needs to re-establish itself in this coming year.

5. The council states in this press story: "Bringing the market back is estimated to cost the council up to £61,000 and we, quite rightly, have to consult the public on this potential new spending, as part of our overall 2024/25 budget consultation." However, that £61,000 budget quoted is mainly taken up with the proposed £45,000 salary for a Market Manager for whom you don't even have a job description yet. Can you please tell me:-
 - A. Is this position going to be advertised externally or only internally within CCC?
 - B. Do you really think it's fair that market rents should be used to subsidise the salary for this position when the only thing you do appear to know about this new "manager" role is that this person will be expected to organise market events which have nothing to do with Canterbury Market traders?
6. It's also my understanding that you are closing down comments and discussion from potential market traders by telling us we must put any questions or comments in the consultation document but we cannot do this as the consultation is now considered invalid as it refers only to market trading on Wednesdays, instead of Wednesday and Fridays. (NB as per point 2, above no deal was done to surrender Fridays if the lower pitch fee wasn't agreed). Furthermore, the maps show only spaces for 3m x 3m stalls with no reference to 6m x 3m stalls. Consequently, traders cannot and will not engage with or complete what's considered to be invalid consultation forms containing inaccurate information.
7. At the meeting on 13th December, Alan Baldock made clear that we don't have to use the consultation form but we can write a letter regarding issues arising from the consultation document, which is what I have done here, to reach you ahead of the Christmas period and the consultation deadline.
8. What we require is the following:-
 - A. 6m x 3m market gazebo pitches for 2 market days per week (Wednesdays and Fridays) at a reasonable pitch rent of £40 per pitch. (£30 for 3m x 3m pitches for any new market traders who might want to trade at the market on Wednesdays and Fridays).
 - B. The ability to also trade for the 5 days of the week on street trading pitches, as both you and Alan proposed at the consultation meeting.

4.3. Public meeting

A public meeting was held at Tower House, Westgate Gardens, Canterbury on Wednesday 13 December 2023 from 5pm to 6.30pm.

The event was promoted via email to a wide array of stakeholders on the council's newsroom website as well as social media channels.

The meeting was attended by 17 people.

The following comments were made by residents:

- An attendee queried licensing for street traders being simple. They explained that when you're a market trader you don't have to renew your licence annually. For Canterbury market traders you would have more security as market traders and not as street traders. Is it safer, more effective for them to be market traders?
- A query was made regarding the market budget being £61,000 a year but paying £45,000 for a manager to do events in St Georges Street - how will this work if the market is in this same space?
- An attendee discussed the lack of communication coming from the council with responses taking a long time to be acknowledged, if at all.
- A discussion was held regarding the entrepreneur market. Some previous members highlighted that younger market trader starters had difficulty finding insurance and differences of opinion in working times.
- A discussion was had regarding fees and pitch sizes. Attendee advised going back to the old market style of 6m x 3m pitches and paying a lowered rent or to keep prices as they are but increase the size of the pitches.
- Attendee made comparison to the operating style of Faversham market which is successful and also to look at the Deal market held on Saturdays.
- Another point was raised regarding the redevelopment of St Georges. The budget of the investment at £1.2 million. Attendees wanted to know where the budget had gone and if it could be justified for just the paving.

5. Conclusions

Overall, responses to this consultation show that people are in favour of the market returning.

Respondents want to see good quality products on offer, specifically fresh produce and craft products.

There are concerns regarding the appearance of the market and a feeling that the stalls should have a more uniform and tidy appearance.

It is also clear that respondents do not want to see vape products or low quality plastic products on offer.

Given the volume of responses and regular engagement from respondents and current traders, it is clear that there is already active engagement on the reintroduction of the market.

It is hoped that the findings from this consultation provide useful insight as to how the council will proceed during the next stages of the decision-making process.



Proposed changes to boat licence fees

Consultation responses

1. Introduction

Consultation on the council's proposed changes to boat licence fees took place between Monday 13 November 2023 and Monday 8 January 2024.

These proposals were consulted on alongside consultations on the council's draft budget proposals.

2. Consultation methodology

The following methods were used to seek views:

- written representations were welcomed, one was received.

The consultation was promoted in the following ways:

- an article on the council's [newsroom site](#)
- posts on the council's social media channels
- multiple emails on behalf of Canterbury City Council to all relevant licence holders informing them of the consultation process
- a public notice was shared in the Kentish Gazette for a period of 2 weeks. .

3. Written representations

One written representations was received.

3.1. A licence holder

A licence holder submitted the following comments via email:

Please find below the response from Canterbury and Stour Waterways Association (CASWA) members (Grove Ferry River Trips, Westgate Punts, Canterbury Punting Company and Canterbury Historic River Tours) relating to the proposed variation to the table of fees for Commercial River Craft licences.

CASWA's members recognise the current challenging economic environment faced by all public bodies across the UK and the requirement of Canterbury City Council to increase the various annual fees it charges to enable it to provide services to its residents.

The current Commercial River Craft Policy and Licensing Conditions were negotiated between senior council officers and CASWA's members from September 2017 until at least the second half of 2018. The negotiation process, as acknowledged by all parties, was long and thorough, and the agreements reached were satisfactory to all involved. Appendix D of the existing licensing document states the following:

Appendix D:

The Council incurs costs in discharging its duties as the licensing authority. Following consultation with operators, it was agreed that they would prefer to be charged a single operating fee per annum rather than have this broken down to costs per item, boat person etc. and not to have a street trade licensing regime to cover marketing activity. Consequently each company will be charged an inclusive fee for an operators licence, set in consideration of the nature and size of the operation and associated sales and marketing activity.

The fee set is subject to the Council's annual greater budgeting exercise in terms of necessary inflationary related uplift.

CASWA's members believe that it is important to maintain the integrity of the existing fee structure. The proposed variation, published as a table of fees in the public notice dated 16 November 2023, bears no resemblance to the actual fees paid by each separate

CASWA member and fails to mention the fact that each CASWA member pays one single, all-encompassing fee as described above.

We believe that the table of fees published is misleading not only to members of the public but also, potentially, to both councillors and council officers, as it gives a distorted view as to the reality of the situation.

As stated in the quoted section from Appendix D above: 'The fee set is subject to the Council's annual greater budgeting exercise in terms of necessary inflationary related uplift.'

The current UK inflation rate is 3.9%, with the core CPIH annual inflation rate being 5.2% in November 2023. CASWA's members agreed to pay last year's 5% increase to their licence fees without complaint but feel that a further 10% increase in 2024 goes against the spirit of the agreement that was made when negotiating the existing licence in 2017-18.

CASWA's members believe that the current licence has, in the main, worked well for both the companies concerned and the council. There have been no disputes or divisive issues since the implementation of the licence in 2018 and we see no reason to alter the terms and conditions of the existing licence beyond annual inflationary-related increases.

We look forward to hearing from you. Best wishes, CASWA

4. Conclusions

No conclusions to be drawn given the lack of response.



Proposed changes to scrap metal dealer licence fees

Consultation responses

1. Introduction

Consultation on the council's proposed changes to scrap metal dealer licence fees took place between Monday 13 November 2023 and Monday 8 January 2024.

These proposals were consulted on alongside consultations on the council's draft budget proposals.

2. Consultation methodology

The following methods were used to seek views:

- written representations were welcomed, none were received.

The consultation was promoted in the following ways:

- an article on the council's [newsroom site](#)
- posts on the council's social media channels
- multiple emails on behalf of Canterbury City Council to all relevant licence holders informing them of the consultation process
- a public notice was shared in the Kentish Gazette for a period of 2 weeks.

3. Written representations

No written representations were received.

4. Conclusions

No conclusions to be drawn given the lack of response.



Proposed changes to street trading licence fees

Consultation responses

1. Introduction

Consultation on the council's proposed changes to street trading licence fees took place between Monday 13 November 2023 and Monday 8 January 2024.

These proposals were consulted on alongside consultations on the council's draft budget proposals.

2. Consultation methodology

The following methods were used to seek views:

- written representations were welcomed, none were received.

The consultation was promoted in the following ways:

- an article on the council's [newsroom site](#)
- posts on the council's social media channels
- multiple emails on behalf of Canterbury City Council to all relevant licence holders informing them of the consultation process
- a public notice was shared in the Kentish Gazette for a period of 2 weeks.

3. Written representations

No written representations were received.

4. Conclusions

No conclusions to be drawn given the lack of response.



Proposed changes to taxi and private hire licence fees

Consultation responses

1. Introduction

Consultation on the council's proposed changes to taxi and private hire licence fees took place between Monday 13 November 2023 and Monday 8 January 2024.

These proposals were consulted on alongside consultations on the council's draft budget proposals.

2. Consultation methodology

The following methods were used to seek views:

- written representations were welcomed, one was received.

The consultation was promoted in the following ways:

- an article on the council's [newsroom site](#)
- posts on the council's social media channels
- multiple emails on behalf of Canterbury City Council to all relevant licence holders informing them of the consultation process
- a public notice was shared in the Kentish Gazette for a period of 2 weeks.

3. Written representations

One written representations was received.

3.1. A licence holder

A licence holder submitted the following comments via email:

I have been a Private Hire driver since April 2023.

I am aware of the fees Canterbury Council charged me to help children to and from school and no doubt there is no incentive to continue in this line of helping underprivileged children because clearly your using us as a tool to raise money for the Council which clearly cannot reflect in allowing us to help children get to and from school.

The fees are simply charged to balance your books or allow your pay to increase. I consider the fees a disgrace and worse than a pimp. Whilst there are documents, papers and various other expenses you may incur without the cabs available the entire school run would ground to a halt therefore I am asking that all fees on Private Hire Taxi's should not exceed £50.00 each year.

Please explain why the fees today are at this level and why you feel you need to penalise private hire cabs that provide the Council with a service to children, I can understand circuit cabs incurring such fees but for private hire which specifically collect children from their home to school and return should not be levied as a circuit cab or be anywhere near the present fees.

I reject any increase and support a reduction in fees by £287.70, which will bring inline a farer level of fess and a fare way to deal with any documents which need to be issued, its not that Private Hire drivers need Canterbury Council, is that Canterbury Council need Private Hire drivers, You have a real cheek to charge exorbitant fees to help the Council.

Thank you

4. Conclusions

No conclusions to be drawn given the lack of response.

Appendix 7 - Equality Impact Assessment

Date of initial assessment	26 October 2023
Division	Finance
Proposal to be assessed	Draft General Fund Budget Report 2024/25
New or existing policy or function?	Existing
External (i.e. public-facing) or internal?	External
Statutory or non-statutory?	Non-statutory
Your name	Nicci Mills
Your job title	Service Director Finance & Procurement
Your contact telephone number	01227 910680
Decision maker (e.g. Community Committee, Management Team etc.)	Council
Estimated proposal deadline	February 2024

<p>Please outline your proposal, including:</p> <ul style="list-style-type: none"> • Aims and objectives • Key actions • Expected outcomes • Who will be affected and how • How many people will be affected 	To provide a draft budget for the general fund for 2024/25 for consultation of specific users and the general public that is financially viable and meets the council's legal duties.
<p>What relevant data or information is currently available about the customers who may use this service or could be affected? Please give details; for example "x% of customers are female" or "x% of customers are aged over 60"</p>	

<p>Is the decision relevant to the aims of the Public Sector Equality Duty, which are listed below? Guidance on the aims can be found in the EHRC's PSED Technical Guidance</p>		
Aim	Yes/No	Explanation
Eliminate discrimination, harassment and victimisation	No	
Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it	No	
Foster good relations between persons who share a relevant protected characteristic and persons who do not share it	No	

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

Your explanation should make it clear who the assessment applies to within each protected characteristic. For example, a proposal may have high relevance for young people but low relevance for older people; it may have a positive impact on women but a neutral impact on men.

Protected characteristic	Relevance to proposal High/ Medium/ Low/None	Impact of proposal Positive/ Neutral/ Negative	Explanation
Age	No	Neutral	Potential impact to be assessed when specific proposals are put forward
Disability	No	Neutral	As above
Gender reassignment	No	Neutral	As above
Marriage and civil partnership	No	Neutral	As above
Pregnancy and maternity	No	Neutral	As above
Race	No	Neutral	As above
Religion or belief	No	Neutral	As above
Sex	No	Neutral	As above
Sexual orientation	No	Neutral	As above
Other groups: for example – low income/ people living in rural areas/ single parents/ carers and the cared for/ past offenders/ long-term unemployed/ housebound/ history of domestic abuse/ people who don't speak English as a first language/ People without computer access etc.	Yes	Neutral	Potential impact to be assessed when specific proposals are put forward

Are you going to make any changes to your proposal as a result of these findings, in order to mitigate any potential negative impacts identified? If yes, what are they? If no, why not?	Potential impact to be assessed when specific proposals are put forward
Is there any potential negative impact which cannot be minimised or removed? If so, can it be justified? (for example, on the grounds of promoting	As above

equality of opportunity for another protected characteristic)	
---	--

What additional information would increase your understanding about the potential impact of this proposal?	As above
---	----------

If a consultation exercise is required as part of your proposal, please complete the consultation planning form on iCan.

Please update the section below if:

- You have amended your proposal
- You have new information
- You have undertaken consultation

Date of revised assessment	Click here to enter a date.
Have you made any changes to your initial assessment? If so, please give brief details	
Did you undertake consultation? – if yes, give date and the consultation results:	
Do you have new information which reveals any difference in views across the protected characteristics?	
Can any new conclusions be drawn as to how the proposal will affect people with different protected characteristics?	
Are you going to make any changes to your proposal as a result of these findings, in order to mitigate any potential negative impacts identified? If yes, what are they? If no, why not?	
Is there any potential negative impact which cannot be minimised or removed? If so, can it be justified? (for example, on the grounds of promoting equality of opportunity for another protected characteristic)	

Should you need to revisit your assessment more than once, please ensure that you provide details of any changes or new information and the date these amendments were made.

Appendix 8 Climate Change Impact Assessment (Checklist)

Please provide an assessment of the impact of the proposal under each of the headings below. If none, please say so.

1. Climate Change impacts

Impact of proposal Positive/ Neutral/ Negative	Explanation of impact If you have any relevant data, please include that in the explanation and reference the source.	Mitigation
Impact on the council's target of being carbon neutral by 2030 This applies to emissions of carbon dioxide as a direct result of our own activities and services. Please consider the whole life impact of your proposals		
Positive	The climate change reserve is proposed to be reinstated to be spent on climate change and biodiversity initiatives to reduce carbon emissions. The capital programme will be separately identified for any new scheme that requires committee approval.	
Impact on carbon emissions in the Canterbury district This applies to the carbon dioxide emissions in the district as a result of your proposal. Please consider the whole life impact of your proposals.		
Positive	As above	See above
Emission of other climate changing gases including methane, CFCs, nitrous oxide		
Positive	As above	See above

2. Adaptation to climate change - Impact on our resilience to the effects of climate change

The greatest risks posed by climate change to the UK are:

- Flooding and coastal changes including erosion from extreme events
- Risks to health caused by high temperatures
- Water shortages and drought
- Risk to natural environments & services - landscape, wildlife, pollinators, timber etc
- Risk to food production & trade
- Emergence of new pests and diseases affecting people, plants & animals

What impact do your proposals have on our ability to resist or tackle these problems in the future?

Impact of proposal Positive/ Neutral/ Negative	Explanation of impact	Mitigation
Neutral	No additional impact	

3. Further assessment work

As detailed above

Cabinet
8 February 2024

Subject: Draft Housing Revenue and Capital Budget

Director and Head of Service:

Marie Royle, Service Director People

Nicci Mills, Service Director Finance and Procurement and s.151 officer

Officer:

Gary Peskett, Housing Strategy Manager

Sam Joiner, Principal Accountant

Cabinet Members:

Councillor Pip Hazelton, Cabinet Member for Housing

Councillor Mike Sole, Cabinet Member for Finance

Key or Non Key decision:

Key

Decision Issues:

These matters are within the authority of the Council

Is any of the information exempt from publication:

This report is open to the public.

CCC ward(s):

All

Summary and purpose of the report:

On 6 November 2023 Cabinet received a report about the draft housing capital and revenue budget 2024/25 and gave approval for public consultation.

The Housing Revenue Account (HRA) is under considerable financial pressure because income from rent and service charges is insufficient to cover rising costs and the competing investment requirements of an ageing housing stock. The draft budget also aims to maintain a prudent working balance.

Government rent policy limits annual increases to CPI + 1%, a total of 7.7% in 2024/25. This is likely to be lower than the inflation of key costs for repairs, maintenance, and utilities, which has significant implications for the financial viability of the HRA and the council's ability to maintain services at current levels. It is proposed to increase rents by the government guideline figure of 7.7%, to increase service charges to cover the actual cost of providing services and to increase garage rents by £1.50 per week.

The timescale for the process of varying rents and service charges is very tight and any delay or material change for any reason could have serious financial and organisational impacts on the council.

The draft housing budget for 2024/25 has been prepared using the best information available, but is for one year only and does not contain any projections for following years

because of uncertainty about Government rent policy and the need to keep many elements of the budget under constant review.

Feedback from Overview and Scrutiny Committee is in Section 3 and responses to the public consultation are summarised in Section 3, with more detail in Appendix F.

To Recommend:

That Cabinet considers the feedback from the public consultation and Overview and Scrutiny Committee and recommends that Council approves the draft housing revenue and capital budgets in Appendices A to C.

Next stage in process:

Council 22 February 2024

1. Introduction

The HRA has been under considerable financial pressure for several years. The cost of managing and maintaining the existing housing stock and building new homes continues to rise, often much more quickly than the published rates of inflation, while income is being squeezed as a result of the tight constraints of Government policy towards social rents and successive Government initiatives.

At its meeting on 6 November, Cabinet considered a report on the draft housing revenue and capital budgets for 2024/25. Since that meeting report Quarter 2 forecasts for 2023/24 have been added to Appendices A to C.

When the previous report was prepared the dwelling rents and service charges budgets (Appendix A) were based on a 52 week rent year. However 2024/25 is a 53 week rent year, which will increase income by approximately £592,000. Appendix A has not yet been altered to reflect this change, as further work is required to provide a more accurate estimate.

Assumptions made in November of increases to insurance premiums were too low. Recent information suggests that the increase for 2023/24 premiums is approximately 40%. The current estimate for 2024/25 in Appendix A has not been adjusted, awaiting further information, but the increase in budget required for 2024/25 could be in the region of £230,000.

The council has adopted the principle of recovering the actual cost of services provided to residents, but the HRA Rent Setting Policy limits the level of increase to CPI + 1% + £1 per week. This report recommends that in 2024/25, this principle be set aside and that service charges be increased to cover the true cost of providing services. The service charges Tables 2, 3 and 5 have been updated with the latest indicative weekly increases. The text also contains an estimate of the overall average anticipated shortfall for 2024/25 if the council adheres to the policy of CPI + 1% + £1 per week.

The budget will be tightly monitored and revised as necessary during the year.

Revenue income

Housing Rents

Council rents are tightly controlled by the Government. Its rent policy is set out in the Policy Statement on Rents for Social Housing of December 2022, which provides a framework for the council to increase rents by CPI + 1% per year. This is based on the CPI rate for September 2023, which was 6.7% + 1%, a total of 7.7%. It is recommended that rents are increased by 7.7% in 2024/25 in line with government policy. Table 1 estimates the effect of

this on the average weekly rents for all major property designations and sizes in the council's portfolio.

Table 1: Average rents in 2023/24 and the estimated effect of 7.7% increase in 2024/25

No. of bedrooms	General Needs		Hostels		Designated older person's accommodation		Sheltered & Sheltered Plus		All property designations	
	Average Rent p.w. 23/24	Average Rent Increase p.w. 24/25	Average Rent p.w. 23/24	Average Rent Increase p.w. 24/25	Average Rent p.w. 23/24	Average Rent Increase p.w. 24/25	Average Rent p.w. 23/24	Average Rent Increase p.w. 24/25	Average Rent p.w. 23/24	Average Rent Increase p.w. 24/25
0	£80.12	£6.17			£94.41	£7.27	£78.93	£6.08	£83.73	£6.45
1	£90.33	£6.96	90.82	£6.99	£95.24	£7.33	£92.00	£7.08	£91.58	£7.05
2	£106.28	£8.18	£108.30	£8.33	£109.62	£8.44	£107.40	£8.27	£106.57	£8.21
3	£121.09	£9.32					£118.25	£9.11	£121.09	£9.32
4	£138.88	£10.69							£138.88	£10.69
5	£141.04	£10.86							£141.04	£10.86
Grand Total	£108.23	£8.33	£92.41	£7.11	£98.35	£7.57	£92.29	£7.11	£105.41	£8.12

The council's rents will still be the lowest in the district, at approximately 40 to 50% of market rents. 75% of tenants receive either full or partial Housing Benefit or Universal Credit to help pay their housing costs, which will cushion them from the full impact of the increase. Benefits for housing costs are calculated according to personal circumstances and will take the rent increase into account.

As 2024/25 is a leap year, the rent year contains 53 weeks and the rent will be calculated accordingly.

Service Charges

Service charges are payable for specific services, usually for communal facilities in blocks of flats. They are not part of the same legislative and regulatory framework as rent, but are subject to statute and extensive case law.

There has been a historic problem of under-recovery of service charges, so several years ago the council adopted the principle of recovering the actual cost of services. The HRA Rent Setting Policy limits increases to a maximum of CPI + 1% + £1 per week. It is recommended that in 2024/25, that this principle should be set aside and that service charges should be increased to cover the true cost of providing services. As a result, some tenants will have to pay more. If this option is not accepted, there will be shortfalls that will have to be paid from the rental income of all other tenants, which is neither fair nor appropriate. Increases could be staged, but there is a risk that costs will always outstrip income, and other tenants will continue to underwrite the cost of services.

In blocks of general needs flats, the only costs to have been identified separately and charged to tenants and leaseholders (a process known as depooling) are the lighting and cleaning of communal areas. These vary from block to block, according to design and layout. Service charges in sheltered housing and Sheltered Plus are more extensive because there are more communal facilities and a greater range of services.

Service charges for communal lighting are based on the previous year's actual expenditure. Last year there was a huge increase in utilities costs, which was not passed on to tenants in full, because the scale of the increases in fuel contract prices was not known when the budget was prepared. It is recommended that in 2024/25, service charges for communal lighting are increased to recover the actual cost of the service. Table 2 shows the total amount recovered in service charges in 2023/24 for communal lighting compared to its actual cost. The indicative increase is in the final column of Table 2. If the council policy of CPI + 1% + £1 per week is adhered to, there would be an overall average anticipated shortfall of £22,700 in 2024/25 for communal lighting.

Table 2: Communal lighting service charges actual costs and recommended increases

Accommodation type	No. of Tenants	Total recovered 23/24	Total actual cost 22/23	% difference	Current average charge to tenant p.w. 23/24	Actual average cost per tenant p.w. 23/24	Indicative increase 24/25 p.w.
General needs & semi sheltered	1,638	£84,830	£155,309	83.08%	£1.04	£1.86	£0.82
Hostels	21	£7,646	£15,923	108.25%	£7.28	£14.87	£7.59
Sheltered	441	£101,954	£131,055	28.54%	£4.62	£5.83	£1.21
	2,100	£194,430	£302,287	55.47%			

The cost of communal cleaning varies more, depending on the layout of the building, and charges are based on figures provided by the contractor. It is recommended that the council should charge actual costs. The indicative increase is in the final column of Table 3. If the council policy of CPI + 1% + £1 per week is adhered to, there would be an overall average anticipated shortfall of £13,800 in 2024/25 for cleaning communal areas.

Table 3: Communal cleaning service charges actual costs and recommended increases

Accommodation type	No. of Tenants	Total recovered 23/24	Total actual cost 22/23	% difference	Current average charge to tenant p.w. 23/24	Actual average cost per tenant p.w. 23/24	Indicative increase 24/25 p.w.
General needs & semi sheltered	1,678	£193,263	£214,705	11.09%	£2.30	£2.51	£0.21
Hostels	21	£11,352	£11,960	5.35%	£10.81	£11.17	£0.36
Sheltered	562	£130,188	£130,167	-0.02%	£4.63	£4.54	-£0.09
	2,261	£334,802	£356,831	6.58%			

An area of concern in sheltered housing and Sheltered Plus is the cost of heating. Most of these schemes have communal heating systems and residents pay to heat and light their homes and communal areas through service charges. Utilities are procured through a system of contracts. Last year, in the absence of firm information from utilities suppliers when the budget was compiled, the best information available suggested that the contract prices of gas and electricity would increase by 50% in 2023/24. Normally, any uplift in the cost of utilities is recovered by increasing service charges in the following financial year. However, the expected 50% increase was considered sufficiently significant to warrant a two stage increase in heating and lighting service charges to recover half in 2023/24 and the other half in 2024/25. In fact, actual increases were much higher than expected (see Table 4). Therefore, it was agreed that these service charges would be increased by 25% in 2023/24 for one year only, and that the situation would be reassessed in the light of actual utilities bills and firmer information.

Table 4: Actual percentage increases in the cost of utilities in sheltered housing

	Standing charge	Rate per unit of energy
Electricity	+63%	+71%
Gas	+105% to 122%	+252%

Table 5 contains the total amount recovered in service charges in 2023/24 for heating compared to the actual cost in 2022/23. It is recommended that in 2024/25, service charges for communal heating are increased to recover the actual cost of the service. The indicative increase for each accommodation type is in the final column of Table 5. The indicative increases are significant and could be staged, but this runs the risk that costs will always outstrip income, and in the meantime other tenants will be subsidising the heating and lighting of sheltered and Sheltered Plus tenants, which is not fair or appropriate. If the council policy of CPI + 1% + £1 per week is adhered to, there would be an overall average anticipated shortfall of £198,300 in 2024/25 for heating.

Table 5: Heating service charges actual costs and recommended increases

Accommodation type	No. of Tenants	Total recovered 23/24	Total actual cost 22/23	% difference	Current average charge to tenant p.w. 23/24	Actual average cost per tenant p.w. 23/24	Indicative increase 24/25 p.w.
General needs & semi sheltered	5	£957	£6,893	620.23%	£3.83	£27.03	£23.20
Hostels	22	£12,022	£33,140	175.66%	£10.93	£29.54	£18.61
Sheltered	439	£190,367	£416,624	118.85%	£8.67	£18.61	£9.94
	466	£203,346	£456,659	124.57%			

Expenditure

One of the major items of expenditure is reactive maintenance. Many of the council's homes are over 50 years old and need significant investment. The budget figure for reactive repairs in 2023/24 is £7.2 million. However, the forecast outturn in Quarter 2 of 2023/24 is £7.8 million and rising. The budget for capital maintenance is £6.9 million in 2023/24, with a forecast outturn of £4.4 million. It would be more efficient and better value for money to address maintenance issues through a capital planned maintenance programme, which relies on good quality data about the condition of the housing stock, which is not currently available.

Prioritisation of maintenance expenditure

As the cost of reactive maintenance is very high and HRA funds are limited, it is proposed to prioritise health and safety, compliance, and the treatment of damp and mould.

External factors & inflationary pressures

Maintenance costs have been outstripping CPI by a significant margin, due, in part to shortages of materials and skilled labour and market pressures.

Staffing

Recruitment and retention of technically qualified and experienced professional staff is challenging in all fields, but particularly for repairs, maintenance and construction, where

skills are in great demand. The council is competing with other local authorities, registered providers and the private sector, which impacts its ability to deliver the service and affects costs.

Development schemes

Other areas of exceptional investment such as acquisition, regeneration and remodelling of the stock will be assessed for financial viability on a case by case basis, and where possible, will be supported by applications for grant funding from relevant Government organisations. A separate report is being considered by councillors regarding an opportunity to purchase a number of affordable rent homes in the Canterbury area and the financial implications. If approved, the capital budget will be amended accordingly.

2. Relevant Council policy, strategies or budgetary documents

HRA Business Plan 2019

Housing, Homelessness and Rough Sleeping Strategy 2018-2023

HRA Rent Setting Policy

HRA Garage Management Strategy

Asset Management Interim Position Statement - Council Housing 2021-2022

3. Consultation planned or undertaken

Public consultation took place between 13 November 2023 until 8 January 2024. 6 replies were received.

- 66% of respondents supported the proposed rent increase of 7.7%.
- 66% of respondents supported the estimated increases in service charges.
- Only 16% of respondents objected to the proposed increase of £1.50 per week in garage rents.

The consultation responses are in Appendix F.

On 25 January 2024 Overview and Scrutiny Committee was asked for feedback which would be passed to Cabinet for consideration when making their recommendation to Council. Councillors debated the report and made the following comments:

- There was concern regarding the increases in service charges, particularly heating, and a councillor asked if this could be spread out so that the impact was not so large.
- Was the council keeping energy contracts under review to ensure best value for money and was renewable energy included in that in order to meet the climate emergency carbon neutral targets?
- As there was very little money to deal with the energy efficiency of the housing stock, it was important to take advantage of any government schemes to help residents with energy costs.
- Were figures for damp and mould included within the report?

Where required, clarification was provided by the Housing Strategy Manager and the Service Director, People:

- Officers were concerned about the proposed increase, particularly in regards to utilities. Some of the increases in contract prices were significant but if they were not passed on it would mean some tenants were subsidising other tenants' heating which would not be fair. The council might be subject to a legal challenge if equitable and transparent arrangements were not put in place.
- It would be possible to spread payments out over a long period, but that would mean under-recovering costs, and the risk was that the costs would constantly outstrip the increases.

- Officers were collating data in order to prepare bids for government schemes. However, it can be difficult to source the right level of data to submit.
- Every case of damp and mould was identified, along with the investigations carried out, repairs and solutions. The cost is included in the day to day repairs maintenance budget.

A focus group has been arranged with the Residents' Engagement Panel on 5 February 2024 and Cabinet will receive a verbal update of the outcome.

4. Options available with reasons for suitability

Option 1: Recommend that the draft housing revenue and capital budget should be approved.

Option 2: Recommend that the draft housing revenue and capital budget should be amended.

Option 3: Recommend that the draft housing revenue and capital budget to Council is not accepted.

Option 1 is recommended because it ensures continuity of service to tenants and meets the council's legal obligations as a landlord.

5. Reasons for supporting option recommended, with risk assessment

Option 1 is preferred because this draft budget is based on the most robust data currently available and it ensures that the council can continue to provide services to vulnerable tenants and meet its legal responsibilities as a landlord.

6. Implications

(a) Financial - Financial implications are contained in the body of the report.

(b) Legal

The council is required to have an HRA by the Local Government and Housing Act 1989 as a ring-fenced account for income and expenditure relating to the provision of council housing. The HRA cannot be funded from or make contributions to the General Fund. The council is not permitted to set a deficit budget for the HRA and a realistic and robust HRA budget must be agreed to enable the council to fulfil its legal obligations as a landlord.

The council's ability to set rents and increase rents are constrained by the Government's Policy Statement on Rents for Social Housing, updated on 14 December 2022, and the Rent Standard, published by the Regulator of Social Housing in April 2023.

(c) Equalities - None identified.

(d) Environmental including carbon emissions and biodiversity

Improved energy efficiency, decarbonisation and fuel poverty are a priority of the HRA assets investment programme.

Contact Officer: Gary Peskett, Housing Strategy Manager

Background documents and appendices

- Appendix A - HRA Revenue Summary
- Appendix B - HRA Capital Programme and Financing
- Appendix C - Housing Repairs Account
- Appendix D - Climate Change Impact Assessment
- Appendix E - Equality Impact Assessment

Appendix F - Consultation responses

Additional document(s) containing information exempt from publication:

No

Appendix A

Actual 2022/23 £	<u>Housing revenue account</u>	Original 2023/24 £	Forecast 2023/24 £	Estimate 2024/25 £
	<u>Income</u>			
(24,460,177)	Dwelling rents	(25,738,210)	(25,992,712)	(27,720,052)
(573,857)	Non-dwelling rents	(613,706)	(602,205)	(668,940)
(335,994)	Leaseholder charges for services and facilities	(300,000)	(348,059)	(300,000)
(1,448,765)	Other charges for services and facilities	(1,621,486)	(1,487,161)	(1,621,486)
(26,818,792)	Total income	(28,273,402)	(28,430,137)	(30,310,478)
	<u>Expenditure</u>			
6,416,063	Self financing debt repayments	6,416,066	6,416,066	6,416,066
7,117,501	Repairs and maintenance	7,230,818	7,838,352	7,990,818
5,370,360	General management	5,612,604	5,339,846	5,893,234
2,408,603	Special services	2,464,989	2,412,594	2,711,488
595,804	Rent, rates, taxes & insurances	488,200	699,700	585,840
382,387	Increase provision for bad or doubtful debts	250,000	250,000	250,000
	<u>Capital financing costs</u>			
4,340,147	Depreciation charges	4,200,000	4,200,000	4,200,000
790,873	External borrowing repayments	1,287,975	1,037,975	1,745,570
20,528	Debt management expenses	25,000	25,000	25,000
27,442,266	Total expenditure	27,975,652	28,219,533	29,818,016
623,475	HRA services - net position	(297,750)	(210,604)	(492,462)
121,400	HRA share of corporate and democratic core	121,400	121,400	121,400
744,875	Net operating position	(176,350)	(89,204)	(371,062)
260,373	Interest payable (item 8 debit)	261,000	261,000	261,000
	<u>Interest and investment income</u>			
(10,186)	Notional cash balances (Item 8 credit)	(3,000)	(3,000)	(3,000)
(687,557)	Transfer to/from reserves	(600,000)	0	0
307,505	Total deficit/surplus(-)	(518,350)	168,796	(113,062)
(893,314)	Balance as at 1st April	(990,992)	(585,809)	(417,013)
307,505	Deficit/(surplus) for the year	(518,350)	168,796	(113,062)
(585,809)	Balance as at 31st March	(1,509,342)	(417,013)	(530,075)

Appendix B

Actual		Original	Forecast	Estimate
2022/23	<u>HRA capital programme</u>	2023/24	2023/24	2024/25
£		£	£	£
<u>Expenditure</u>				
<u>Major repair and improvement</u>				
1,239,894	Building fabric	300,000	1,050,023	900,000
104,237	Building internal fit-out	300,000	560,000	300,000
92,453	Mechanical, electrical and heating	650,000	92,000	100,000
248,133	Compliance and building safety	2,854,000	1,500,000	2,800,000
2,103,001	Enhancements and adaptations	1,130,000	1,993,796	1,800,000
697,064	Major void works	600,000	52,590	500,000
235,863	External and communal	25,000	14,670	600,000
7,963	Procurement and contract management	103,000	20,000	100,000
0	Contingency allowance	1,000,000	0	1,500,000
4,728,608	Sub total	6,962,000	5,283,079	8,600,000
<u>Other schemes</u>				
2,654,522	Housing development schemes	0	20,055	0
25,840	IT improvements	50,000	50,000	50,000
2,680,362	Sub total	50,000	70,055	50,000
7,408,970	Total expenditure	7,012,000	5,353,134	8,650,000
<u>Financing</u>				
4,340,147	Depreciation	4,200,000	4,200,000	4,200,000
842,823	External borrowing	2,812,000	1,153,134	4,450,000
1,171,000	Capital receipts	0	0	0
1,055,000	Capital receipts (1-4-1 receipts)	0	0	0
7,408,970	Total financing	7,012,000	5,353,134	8,650,000
0	Shortfall in financing	0	0	0

Appendix C

Actual 2022/23 £	<u>Housing repairs account</u>	Original 2023/24 £	Forecast 2023/24 £	Estimate 2024/25 £
2,239,767	Day to day repairs - PPP	2,342,000	2,417,301	2,932,760
581,592	Gas & heating service & remedial work	780,000	769,982	936,000
744,329	Repairs to buildings - non PPP	700,000	1,255,261	300,000
87,600	Lift maintenance	140,000	105,000	154,000
288	Play ground repairs	20,024	0	20,024
1,831,591	Voids	1,205,000	1,205,000	1,445,000
15,200	Mutual exchanges	0	0	0
80,300	Communal boilers	100,000	50,000	120,000
5,580,667	Total responsive repairs	5,287,024	5,802,544	5,907,784
26,112	Estate & property maintenance	60,000	39	66,000
2,652	Property protection	15,000	0	16,500
238,886	Asbestos removal	175,000	350,000	210,000
2,015	Lightning protection	3,000	2,000	3,600
393,090	Cleaning housing estates - PPP	417,789	420,589	438,678
278,504	Fire prevention works	300,000	400,000	315,000
110,617	Flytipping	119,955	127,000	125,953
42,007	Warden call schemes	40,000	40,000	44,000
41,969	Cleaning housing estates - non PPP	36,750	33,440	38,588
111,157	Fire alarm & emergency lighting	150,000	170,000	165,000
97,127	Electrical testing	344,100	300,000	361,305
53,541	Asbestos surveying & sampling	45,000	28,266	47,250
38,913	Compliance auditing services	42,000	0	46,200
84,510	Water hygiene sampling & remedials	106,300	44,204	111,615
7,061	FRA's & fire surveys	50,000	53,684	52,500
0	Dry riser & sprinkler system servicing	1,400	850	1,470
342	Radon surveying & sampling	0	15,736	0
8,331	Planned energy performance certificates	37,500	50,000	39,375
1,536,834	Total planned maintenance	1,943,794	2,035,808	2,083,034
7,117,501	Total housing repairs account	7,230,818	7,838,352	7,990,818

Appendix D - Climate Change Impact Assessment (Checklist)

Please provide an assessment of the impact of the proposal under each of the headings below. If none, please say so.

1. Climate Change impacts

Impact of proposal Positive/ Neutral/ Negative	Explanation of impact If you have any relevant data, please include that in the explanation and reference the source.	Mitigation
Impact on the council's target of being carbon neutral by 2030 This applies to emissions of carbon dioxide as a direct result of our own activities and services. Please consider the whole life impact of your proposals		
Positive	Elements of the HRA budget will be spent on maintenance & investment expenditure that will reduce carbon emissions, heat inefficiency and fuel poverty.	
Impact on carbon emissions in the Canterbury district This applies to the carbon dioxide emissions in the district as a result of your proposal. Please consider the whole life impact of your proposals.		
Positive	The council's housing stock has been assessed as the council's largest contributor to carbon emission.	See above
Emission of other climate changing gases including methane, CFCs, nitrous oxide		
Positive	The HRA budget places a high priority on maintenance & investment expenditure that will reduce carbon emissions, heat inefficiency and fuel poverty.	See above

2. Adaptation to climate change - Impact on our resilience to the effects of climate change

The greatest risks posed by climate change to the UK are:

- Flooding and coastal changes including erosion from extreme events
- Risks to health caused by high temperatures
- Water shortages and drought
- Risk to natural environments & services - landscape, wildlife, pollinators, timber etc
- Risk to food production & trade
- Emergence of new pests and diseases affecting people, plants & animals

What impact do your proposals have on our ability to resist or tackle these problems in the future?

Impact of proposal Positive/ Neutral/ Negative	Explanation of impact	Mitigation
Neutral	No additional impact	

3. Further assessment work

Is a further more detailed assessment required at a later stage of this proposal?

If yes, please give a brief description

Appendix E - Equality Impact Assessment

Date of initial assessment	26 October 2023
Division	Housing and Community
Proposal to be assessed	Draft Housing Revenue and Capital Budget Report 2024/25
New or existing policy or function?	Existing
External (i.e. public-facing) or internal?	External
Statutory or non-statutory?	Non-statutory
Your name	Gary Peskett
Your job title	Housing Strategy Manager
Your contact telephone number	01227 910574
Decision maker (e.g. Community Committee, Management Team etc.)	Council
Estimated proposal deadline	February 2024

<p>Please outline your proposal, including:</p> <ul style="list-style-type: none"> ● Aims and objectives ● Key actions ● Expected outcomes ● Who will be affected and how ● How many people will be affected 	<p>To provide a draft budget for the HRA for 2024/25 for consultation with the council's housing tenants and the general public that is financially viable and meets the council's legal duties.</p>
<p>What relevant data or information is currently available about the customers who may use this service or could be affected? Please give details; for example "x% of customers are female" or "x% of customers are aged over 60"</p>	<p>Extensive information is available about the circumstances of households on the Housing Needs Register and the council's housing tenants. This budget will affect every household that lives in the council's residential properties.</p>

<p>Is the decision relevant to the aims of the Public Sector Equality Duty, which are listed below? Guidance on the aims can be found in the EHRC's PSED Technical Guidance</p>		
Aim	Yes/No	Explanation
Eliminate discrimination, harassment and victimisation	No	All council tenants are treated equally, with due attention paid to individual circumstances.
Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it	No	As above

Foster good relations between persons who share a relevant protected characteristic and persons who do not share it	No	As above
--	----	----------

Assess the relevance of the proposal to people with different protected characteristics, and assess the impact of the proposal on people with different protected characteristics.
Your explanation should make it clear who the assessment applies to within each protected characteristic. For example, a proposal may have high relevance for young people but low relevance for older people; it may have a positive impact on women but a neutral impact on men.

Protected characteristic	Relevance to proposal High/ Medium/ Low/None	Impact of proposal Positive/ Neutral/ Negative	Explanation
Age	No	Neutral	As above
Disability	No	Neutral	As above
Gender reassignment	No	Neutral	As above
Marriage and civil partnership	No	Neutral	As above
Pregnancy and maternity	No	Neutral	As above
Race	No	Neutral	As above
Religion or belief	No	Neutral	As above
Sex	No	Neutral	As above
Sexual orientation	No	Neutral	As above
Other groups: for example – low income/ people living in rural areas/ single parents/ carers and the cared for/ past offenders/ long-term unemployed/ housebound/ history of domestic abuse/ people who don't speak English as a first language/ People without computer access etc.	Yes	Neutral	Most of the council's housing tenants have low incomes. The draft budget addresses issues of housing affordability.

Are you going to make any changes to your proposal as a result of these findings, in order to mitigate any potential negative impacts identified? If yes, what are they? If no, why not?	No
---	----

Is there any potential negative impact which cannot be minimised or removed? If so, can it be justified? (for example, on the grounds of promoting equality of opportunity for another protected characteristic)	No
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What additional information would increase your understanding about the potential impact of this proposal?	None
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If a consultation exercise is required as part of your proposal, please complete the consultation planning form on iCan.

Please update the section below if:

- You have amended your proposal
- You have new information
- You have undertaken consultation

Date of revised assessment	Click here to enter a date.
Have you made any changes to your initial assessment? If so, please give brief details	
Did you undertake consultation? – if yes, give date and the consultation results:	
Do you have new information which reveals any difference in views across the protected characteristics?	
Can any new conclusions be drawn as to how the proposal will affect people with different protected characteristics?	
Are you going to make any changes to your proposal as a result of these findings, in order to mitigate any potential negative impacts identified? If yes, what are they? If no, why not?	
Is there any potential negative impact which cannot be minimised or removed? If so, can it be justified? (for example, on the grounds of promoting equality of opportunity for another protected characteristic)	

Should you need to revisit your assessment more than once, please ensure that you provide details of any changes or new information and the date these amendments were made.



Housing Revenue Account budget consultation 2024/25

Consultation responses

1. Introduction

Consultation on Canterbury City Council's (CCC) proposals for the Housing Revenue Account (HRA) budget took place between Monday 13 November 2023 and Monday 8 January 2024.

The HRA is paid for from the rent and service charges we collect from more than 5,000 homes we own and manage.

This account is ring-fenced and separate from the council's main day-to-day spending budget which is known as the General Fund.

HRA money can only be spent on services for council tenants and leaseholders.

The respondents were asked if they supported or objected to proposed increases in council rent, service charges and garage rent.

A total of 6 responses were received.

2. Executive summary

- The responses to the consultation were mixed with some support and objection.
- There were a limited number of responses so recurring themes did not emerge.
- Some stated that the rent increases were in line with their inflation, were necessary for keeping the properties in good order and that the service charges were reasonable.
- Others said the rent increases were too high given the size of their accommodation and the quality of both cleaning and maintenance.

3. Consultation methodology

Consultation took place between Monday 13 November 2023 and Monday 8 January 2024. The following methods were used to seek views:

- an online questionnaire, which received 6 responses
- a paper version of the questionnaire, of which none were returned
- written representations were also welcomed and none were received.

The consultation was promoted in the following ways:

- an article on the council's newsroom site
- posts on the council's social media channels.

Additionally, the following stakeholders were emailed directly to encourage them to respond to the consultation:

- Parish councils
- CCC councillors
- Relevant KCC councillors
- Residents' associations
- Local 'Friends of' groups
- Canterbury Connected Business Improvement District (BID)
- Canterbury Archaeological Trust
- Canterbury Green Party
- Canterbury Inter Faith Association
- Canterbury Society
- Canterbury Society
- Canterbury Action for Sustainable transport
- Canterbury College
- Cathedral Court Residents Association
- C4B
- CPRE Kent
- CPRE Kent
- East Cliff Neighbourhood Panel
- English Rural Housing Association
- Ethnic Minority Independent Council (EMIC)
- Ethnic Minority Independent Council
- Herne Bay and District Chamber of Commerce
- Hi Kent
- Hilltop Community
- Home Builders Federation
- Chamber of Commerce
- Invicta Chamber of Commerce
- Local Democracy Forum
- Moat Housing
- Mono Consultants Limited
- SPOKES East Kent Cycle Campaign
- St Mildreds Area Conservation Society SMACS
- The Crab & Winkle Line Trust
- The Canterbury Academy Trust
- The Gardens Trust
- The Georgian Group
- The Ickham, Littlebourne and Wickhambreaux Society
- The Open Spaces Society
- The Society of Sturry Village
- The Talk of Tankerton
- The Twentieth Century Society
- Theatres Trust
- Whitstable Improvement Trust
- Visit Kent

- Canterbury Climate Action Partnership
- Canterbury Christchurch Student Union
- University of Kent Student Union
- UCA Student Union
- Age UK Canterbury
- Canterbury Inter-Faith Association (CANDIFA)
- Disability Advisory Panel (DAP)
- Ethnic Minority Independent Council (EMIC)
- HiKent
- Nigerian Community Association
- Polish Educational Club in Kent (PECK)
- Karibu Community Action Kent
- Kwan Ngei Chinese Association
- Canterbury and District Jewish Community
- Canterbury Muslim Cultural Centre
- Kent County Council - Highways
- Stagecoach
- Whitefriars
- Marlowe Society
- English Heritage
- World Heritage Committee
- Pride
- Visit Kent
- Canterbury Cathedral
- Canterbury Festival
- Continental Drifts
- Kent Cultural Transformation Board
- Canterbury Tales of England
- Canterbury Archaeological Trust

4. Findings

NB: Percentages have been rounded to the nearest decimal point

4.1. Questionnaire responses

A total of 6 completed online questionnaires were submitted.

4.1.1. Respondent profile

100% of respondents are residents of the Canterbury district.

Respondent type	Percentage
A resident of the Canterbury district	100% (6)
A visitor to the Canterbury district	-
A worker in the Canterbury district	-
A business, organisation or community group	-
A city, county, parish or town councillor	-
An MP	-

The majority of people responding were aged 45 to 54.

Age	Percentage
Under 18	-
18 to 25	-
26 to 34	-
35 to 44	16.7% (1)
45 to 54	50.0% (3)
55 to 64	16.7% (1)
65 to 74	16.7% (1)
75 to 84	-
85 and above	-

More females responded than males.

Gender	Percentage
Male	33.3% (2)
Female	50.0% (3)
Prefer to self-describe (for example, non-binary, gender fluid etc)	-

NB: 1 (16.7%) respondent did not give their gender

4.1.2. Increase in council rents

What do you think about the proposal to increase council rents by CPI + 1% (7.7%)?

Estimated average weekly rents 2024/25		
Property designation	Average rent 2023/24 per week	Average rent 2024/25 per week
General needs	£108.23	£116.56
Hostel	£92.41	£99.52
Non-sheltered older persons' accommodation	£98.35	£105.92
Sheltered	£92.29	£99.40
Average for all designations	£105.41	£113.53

The majority of respondents supported this proposal.

Those that supported understood the need to raise rates in order to keep properties in good order.

Some objected stating that an increase was not justified given the condition of their property.

Level of support	Percentage
Support	66.7% (4)
Object	33.3% (2)
Neither	-

The following themes were identified in the comments:

- Charges are line with inflation: 1 comment
- Necessary for property upkeep: 1 comment
- Necessary for support of residents: 1 comment

4.1.3. Increased service charges

What do you think about these proposals?

Estimated average weekly service charges 2024/25						
Property designation	Communal lighting 23/24	Communal lighting 24/25	Communal cleaning 23/24	Communal cleaning 24/25	Heating 23/24	Heating 24/25
General needs	£1.04	£1.56	£2.30	£2.45	£0 (1 exception at £3.83)	£0 (1 exception at £19.52)
Hostel	£7.28	£12.18	£10.81	£11.31	£10.93	£18.60
Non-sheltered older persons' accommodation	£1.04	£1.56	£2.30	£2.45	£0 (4 exceptions at £3.83)	£0 (4 exceptions at £19.52)
Sheltered	£4.62	£4.78	£4.64	£4.61	£8.66	£13.15

Two thirds of respondents supported this proposal. Those that supported stated that the charges were reasonable.

Level of support	Percentage
Support	66.7% (4)
Object	16.7% (1)
Neither	16.7% (1)

The following themes were identified in the comments:

- The price is reasonable: 1 comment
- Necessary for provision of services: 1 comment

4.1.4. Increased garage rent

What do you think about these proposals?

In February 2022, the council adopted the HRA Garage Management Strategy which involves the following:

- adopting a commercial approach to setting garage rent level
- increasing garage rents by at least £1.50 per week from 2022/23
- benchmarking garage rents against neighbouring councils.

A half of respondents supported this proposal. Those that supported understood that it is reasonable to match the charges made for garages by other councils.

Level of support	Percentage
Support	50.0% (3)
Object	16.7% (1)
Neither	33.3% (2)

The following themes were identified in the comments:

- More garages needed: 1 comment
- Proposed charges are similar to other areas: 1 comment
- Increase charges further so they match other councils: 1 comment

4.1.5. Any other comments

Respondents were asked if they had any other comments on the proposed Housing Revenue Account budget for 2023/24.

Of the two comments received, one requested the construction of more garages and the other stated that charges should be higher than proposed as they are a luxury, not an essential facility.

4.2. Written representations

No written representations were received.

5. Conclusions

The responses to the consultation were mixed with some support and objection.

Given the limited number of responses, only a few themes could be identified from the analysis.

Some stated that the rent increases were in line with inflation while others said that the rent increases were too high. Their justification for objections involved the poor quality of services such as cleaning and maintenance. Others cited the size of their accommodation as a reason for not increasing rents.

Some respondents requested larger garages because of the limited size of their accommodation, others thought charges should be higher given garages are a luxury.

While there were a limited number of responses, some suggestions emerged including the construction of more garages.

Cabinet
8 February 2024

Subject: Opportunity to purchase affordable housing near Canterbury

Director and Head of Service:

Suzi Wakeham, Director of People and Place

Marie Royle, Service Director People

Officer:

Gary Peskett, Housing Strategy Manager

Cabinet Member:

Councillor Pip Hazelton, Cabinet Member for Housing

Key or Non Key decision:

Key

Decision Issues:

These matters are within the authority of the Council to make the final decision.

Is any of the information exempt from publication:

This report is open to the public but the annex (Appendix C) and Appendix D contain information exempt from publication and may be discussed without the press and public present.

REASON: Appendices C and D contain information that is commercially sensitive.

CCC ward:

Confidential

Summary and purpose of the report:

The council has the opportunity to purchase a number of new affordable homes for rent to help meet the housing needs of the district. The properties are being built as part of a developer's on-site contribution for affordable housing. The homes provide a well designed range of accommodation that will be held in the Housing Revenue Account as part of the council's housing stock, to be let at affordable rents to households from the council's Housing Needs Register.

The homes will be available for occupation in phases during 2024. A local lettings plan will be prepared and staff will support the development of a mixed and sustainable community.

This transaction is outside the budget for 2023/24 and the draft housing revenue and capital budget 2024/25 and requires the approval of Full Council. A financial viability study has been undertaken to ensure that the income generated by the affordable rents is sufficient to repay the loans required to fund the purchase. The financial details are explained in the annex (Appendix C), which is exempt from publication because it contains commercially sensitive information.

The merits of this proposal were considered by Overview and Scrutiny Committee on 25 January 2024. Their observations and comments are in the annex.

To Recommend:

- 1) That Cabinet considers the observations and comments of Overview and Scrutiny Committee on the merits of the proposal.
- 2) That Council resolves to approve the purchase of the new affordable homes for the price specified in the confidential annex.

Next stage in process:

Council on 22 February 2024

1. Introduction

The council has the opportunity to purchase a number of new affordable homes to increase its stock of much-needed council housing to address housing needs in the district. The properties have been built by a developer as part of their on-site contribution for affordable housing. They were unable to find a Registered Provider to buy the properties because of uncertainty in the sector about the economy and interest rates during 2023.

The site offers a range of accommodation, which will contribute to meeting the housing needs of households on the housing needs register. The properties will be completed in phases and will be ready for occupation during 2024. A local lettings plan will be prepared and experienced staff will support the development of a mixed community and help to sustain the new tenancies.

This proposed transaction is outside the budget for 2023/24 and the draft housing revenue and capital budget 2024/25 and requires the approval of Full Council. A financial viability study has been undertaken to ensure that the income generated by the affordable rents will be sufficient to repay the loans required to fund the purchase. The financial details are explained in the annex (Appendix C), which is exempt from publication because it contains commercially sensitive information.

Council will be asked to approve the purchase in principle and authorise officers to undertake due diligence, and make legal and financial arrangements within certain parameters.

2. Detail

The council has made an offer to buy the new homes for affordable rent within the Housing Revenue Account to become part of the council's housing stock subject to:

- contract
- valuation
- agreement from Homes England that affordable rents may be charged
- councillor approval

There are also shared ownership properties on the development that will be purchased by a specialist Registered Provider.

Cabinet are asked to receive the observations and comments on the merits of the proposal from Overview and Scrutiny Committee and to recommend that Council resolves:

- 1) To agree to purchase the specified number of affordable homes near Canterbury at the price specified in the confidential annex.
- 2) To authorise the Director of Finance and Procurement to decide the most financially advantageous funding arrangements and phasing of payments for the transaction.

- 3) To authorise the Head of Legal Services in consultation with the Director of Corporate Services and Head of the Paid Service to enter into new documentation or amend any existing legal documentation necessary to complete the transaction.
- 4) To authorise the Head of Property & Regeneration to instruct professional advisers to assist with the acquisition.
- 5) That the housing revenue and capital budgets for 2023/24 onwards be amended to reflect the proposed acquisition and associated costs, loan repayments and income.
- 6) That the Treasury Management Strategy be amended to reflect the proposed purchase and associated borrowing costs.
- 7) That the Service Director People seeks to enter into an agreement with Homes England to allow the council to charge affordable rents for these properties in accordance with the council's HRA Rent Setting Policy.
- 8) That the Service Director People exercises her delegated powers under C46 of the councils' constitution to draft a local lettings plan in consultation with the portfolio holder.

3. Relevant Council policy, strategies or budgetary documents

Canterbury District Local Plan 2017

Housing, Homelessness and Rough Sleeping Strategy 2018 - 2023

HRA Business Plan 2019

Housing revenue and capital budget 2023/24

Draft housing revenue and capital budget 2024/25

HRA Rent Setting Policy 2020

Tenancy Policy 2020

Housing Allocations Scheme 2023

Treasury Management Strategy

4. Consultation planned or undertaken

Overview and Scrutiny Committee considered the merits of the proposed purchase on 25 January 2024 and their comments are in Section 4 of the confidential annex (Appendix C).

5. Options available with reasons for suitability

Option 1; Recommend the purchase of the new affordable homes for the price specified in the confidential annex to help meet housing needs in the district.

Option 2; That the terms of the proposed purchase be renegotiated, which may be unacceptable to the developer.

Option 3; That the council withdraw from the proposed purchase.

6. Reasons for supporting option recommended, with risk assessment

Option 1 is recommended because there are hundreds of households on the council's Housing Needs Register who are in desperate need of an affordable home. This proposal provides the council with an opportunity to provide local households with a new, good quality rented home and will replace some of the council homes lost over the years through Right to Buy.

7. Implications

(a) Financial

Financial information is contained in the confidential annex (Appendix C) because it is commercially sensitive.

(b) Legal

The offer has been made subject to contract and due diligence.

(c) Equalities

None identified.

(d) Environmental including carbon emissions and biodiversity

These new homes have EPC ratings of B and are much more energy efficient than most of the council's existing housing stock.

Other implications

(e) Staffing resource

The acquisition of these new homes will affect the staff in Housing Solutions who allocate council housing and the Case and Locality Teams who will be responsible for managing the tenancies, helping tenants to settle into their new homes and successfully sustain their tenancies. This should be mitigated by the fact that the properties will be completed and handed over to the council in phases.

(f) Property portfolio

The proposed purchase will increase the stock of council homes in the Housing Revenue Account.

(g) Planning including building regulations

The properties have been built as affordable housing under a s.106 agreement in accordance with the council's planning policies and building regulations.

Contact Officer: Gary Peskett, Housing Strategy Manager

Background documents and appendices

Appendix A - Climate Change Impact Assessment

Appendix B - Equality Impact Assessment

Additional document(s) containing information exempt from publication:

Confidential Appendix C - annex to the public report that contains commercially sensitive information.

Confidential Appendix D - Site plan with indicative locations of affordable housing, which is commercially sensitive information.

Appendix A Climate Change Impact Assessment (Checklist)

Please provide an assessment of the impact of the proposal under each of the headings below. If none, please say so.

1. Climate Change impacts

Impact of proposal Positive/ Neutral/ Negative	Explanation of impact If you have any relevant data, please include that in the explanation and reference the source.	Mitigation
Impact on the council's target of being carbon neutral by 2030 This applies to emissions of carbon dioxide as a direct result of our own activities and services. Please consider the whole life impact of your proposals		
Neutral	None	None
Impact on carbon emissions in the Canterbury district This applies to the carbon dioxide emissions in the district as a result of your proposal. Please consider the whole life impact of your proposals.		
Neutral	None	None
Emission of other climate changing gases including methane, CFCs, nitrous oxide		
Neutral	None	None

2. Adaptation to climate change - Impact on our resilience to the effects of climate change

The greatest risks posed by climate change to the UK are:

- Flooding and coastal changes including erosion from extreme events
- Risks to health caused by high temperatures
- Water shortages and drought
- Risk to natural environments & services - landscape, wildlife, pollinators, timber etc
- Risk to food production & trade
- Emergence of new pests and diseases affecting people, plants & animals

What impact do your proposals have on our ability to resist or tackle these problems in the future?

Impact of proposal Positive/	Explanation of impact	Mitigation

Neutral/ Negative		
Neutral	None	None

3. Further assessment work

Is a further more detailed assessment required at a later stage of this proposal? No

If yes, please give a brief description

Appendix B - Equality Impact Assessment

Date of initial assessment	20 December 2023
Division	Housing and Community
Proposal to be assessed	Opportunity to purchase affordable housing near Canterbury
New or existing policy or function?	Existing
External (i.e. public-facing) or internal?	External
Statutory or non-statutory?	Non-statutory
Your name	Gary Peskett
Your job title	Housing Strategy Manager
Your contact telephone number	01227 910574
Decision maker (e.g. Community Committee, Management Team etc.)	Full Council
Estimated proposal deadline	22 February 2024

<p>Please outline your proposal, including:</p> <ul style="list-style-type: none"> ● Aims and objectives ● Key actions ● Expected outcomes ● Who will be affected and how ● How many people will be affected 	Purchase of new affordable homes by the HRA. Will benefit households who are waiting for a home on the council's Housing Needs Register.
<p>What relevant data or information is currently available about the customers who may use this service or could be affected? Please give details; for example "x% of customers are female" or "x% of customers are aged over 60"</p>	Extensive personal information is supplied by applicants to enable their housing needs to be assessed based on their individual circumstances.

Is the decision relevant to the aims of the Public Sector Equality Duty, which are listed below? Guidance on the aims can be found in the EHRC's PSED Technical Guidance		
Aim	Yes/No	Explanation
Eliminate discrimination, harassment and victimisation	No	
Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it	No	
Foster good relations between persons who share a relevant protected characteristic and persons who do not share it	No	

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

Your explanation should make it clear who the assessment applies to within each protected characteristic. For example, a proposal may have high relevance for young people but low relevance for older people; it may have a positive impact on women but a neutral impact on men.

Protected characteristic	Relevance to proposal High/ Medium/ Low/None	Impact of proposal Positive/ Neutral/ Negative	Explanation
Age	None	Neutral	No consequence identified
Disability	None	Neutral	No consequence identified
Gender reassignment	None	Neutral	No consequence identified
Marriage and civil partnership	None	Neutral	No consequence identified
Pregnancy and maternity	None	Neutral	No consequence identified
Race	None	Neutral	No consequence identified
Religion or belief	None	Neutral	No consequence identified
Sex	None	Neutral	No consequence identified
Sexual orientation	None	Neutral	No consequence identified
Other groups: for example – low income/ people living in rural areas/ single parents/ carers and the cared for/ past offenders/ long-term unemployed/ housebound/ history of domestic abuse/ people who don't speak English as a first language/ People without computer access etc.	Medium	Positive	Many applicants on the Housing Needs Register who will benefit from these new homes cannot afford to buy or rent a home on the open market, often have complex needs and vulnerabilities.

Are you going to make any changes to your proposal as a result of these findings, in order to mitigate any potential negative impacts identified? If yes, what are they? If no, why not?	No
Is there any potential negative impact which cannot be minimised or removed? If so, can it be justified? (for example, on the grounds of promoting	No

equality of opportunity for another protected characteristic)	
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What additional information would increase your understanding about the potential impact of this proposal?	None
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If a consultation exercise is required as part of your proposal, please complete the consultation planning form on iCan.

Please update the section below if:

- You have amended your proposal
- You have new information
- You have undertaken consultation

Date of revised assessment	Click here to enter a date.
Have you made any changes to your initial assessment? If so, please give brief details	
Did you undertake consultation? – if yes, give date and the consultation results:	
Do you have new information which reveals any difference in views across the protected characteristics?	
Can any new conclusions be drawn as to how the proposal will affect people with different protected characteristics?	
Are you going to make any changes to your proposal as a result of these findings, in order to mitigate any potential negative impacts identified? If yes, what are they? If no, why not?	
Is there any potential negative impact which cannot be minimised or removed? If so, can it be justified? (for example, on the grounds of promoting equality of opportunity for another protected characteristic)	

Should you need to revisit your assessment more than once, please ensure that you provide details of any changes or new information and the date these amendments were made.

Part C - Exempt from publication