



## **Minutes of the Fees & Charges Working Group of Costessey Town Council, held on Friday 27 September 2019 at 10am in the Costessey Centre, Longwater Lane, NR8 5AH**

**Present:** Cllrs P O'Connor (Chairman), J Amis, G Jones, C Mahn, H Elias (Town Clerk) & N Bailey (Deputy Clerk)

### **To Elect a Chairman**

**FC001/19:** Cllr P O'Connor was elected as Chairman.

### **To receive apologies for absence**

**FC002/19:** Cllrs G Blundell, T Laidlaw (other commitments), and Martin Matthews from Costessey Sports Assn.

### **To receive declarations of interest**

**FC003/19:** None declared.

### **To consider and set pitch hire fees for 2020-21**

**FC004/19:** Comparisons from other Council's had been circulated with the agenda.

**RECOMMENDATION TO FULL COUNCIL:** No increase in pitch hire fees for season 2020/21.

### **To receive an update on the loss of income as a result of unplayable pitches**

**FC005/19:** The Chafer Bug was still present during an inspection made by the Norfolk FA Regional Pitch Inspector on Friday 20<sup>th</sup> September. Costessey Sports had offered to cover the £150 cost of a full pitch inspection and report. The report was mandatory if the FA were to consider any grant applications for remedies. The Head Groundsman was making daily inspections.

### **To consider and set burial & memorial fees for 2020-21**

**FC006/19:** An officer recommendation was circulated which outlined an increase per item across the fee structure, apart from the miscellaneous costs at £100 per hour and items with no fee. Fees are tripled for non-residents of Costessey. The Government had launched the Children's Funeral Fund for England from July 2019 which meant burial or cremation authorities and funeral directors to claim back fees and specific expenses for a child (aged under 18 at time of death) burial or cremation.

#### **RECOMMENDATION TO FULL COUNCIL:**

**All fees to be increased from 1<sup>st</sup> April 2020 in line with September 2019 Retail Price Index and rounded up.**

**Remove charges relating to the additional fee 'per inch' for over-sized coffins.**

**Re-categorise all Children's Cemetery Fees to apply to all under 18's (at time of death) and introduce a fee of £250 for Exclusive Rights from 1<sup>st</sup> April 2020 for a burial in a coffin or cremated remains. Triple fees apply for non-residents.**

**Re-introduce Interment Fees for under 18's (at time of death) from 1<sup>st</sup> April 2020 in line with existing fees plus RPI increase from 1 April 2020. Triple fees apply for non-residents.**

Please note: Fees are recoverable from the Children's Funeral Fund for England and claims must be submitted with 6 months of the funeral.

### **To discuss and set the hall hire fees for 2020-21**

**FC007/19:** The Deputy Clerk referred to his proposal to increase fees for certain types of hire except for one-off private hires. The suggestion of a Promotional Offer had come via the Fete Support & Compliance Group. To encourage take up on a Friday, Saturday & Sunday evenings a £15 discount was recommended for hires through to 31 March 2021. The Fete Support & Compliance Group were considering a Programme for the May 2020 Fete and the offer could be incorporated. Given that many of the sessions were currently available, it was felt that the offer could be launched immediately and should be increased to 20% (rounded-up) for one-off bookings

for events through to 31<sup>st</sup> March 2021. Terms & Conditions would need to be made available. The one-hour trial extension (10:30pm to 11:30pm) on a Friday evening at The Costessey only should cost the same as a Saturday evening through to midnight. It was noted that a customer survey of hall hirers had not taken place for a while and should be developed to include all part of the 'journey' from bookings admin/meet & greet/facility standards and contracted caretakers contact.

**RECOMMENDATION TO FULL COUNCIL: Approve fees from 1 April 2020 as per schedule.**

**RECOMMENDATION TO FULL COUNCIL: Develop a Customer Satisfaction Survey in order to create a Marketing & Promotional Plan via the Communications Working Group.**

**RECOMMENDATION TO FULL COUNCIL: Launch and promote a 20% discount off one-off hires (Friday, Saturday & Sunday evening sessions only) for events before 31<sup>st</sup> March 2021.**

**To consider an extension to Friday hall hires (from 10:30pm finish to 11:30pm)**

**FC008/19:** The Deputy Clerk had requested from Heritage Contracted Cleaning Services Ltd the additional cost for the service as it didn't form part of their main contract. It was unlikely to exceed the additional revenue, but the recommendation was subject to it being less than the fee charged to hirers. The proposal was for £21 (Stafford Hall) and £18 (Jerningham Room) but the working group felt this over-complicated the fee structure and recommending aligning it with the costs of an extension on a Saturday evening of £32 & £27) The trial would be introduced at the Costessey Centre only and neighbours adjacent to the building along Longwater Lane and West End should be notified accordingly in advance of the actual party date (not just a blanket letter of intention)

**RECOMMENDATION TO FULL COUNCIL:**

**Extend provision for hires of the Costessey Centre on Friday's between 10:30pm to 11:30pm on a trial basis. Fee to replicate Saturday night extension. Report back any concerns from neighbours.**

**Date of next meeting to be confirmed.**

**FC009/19: The meeting finished at 12:04pm**

**Chairman:**

**Date:**