

## Environmental Services - Fees and Charges Review

Fee description	Any subsidy from council taxpayers to the service users should be a deliberate choice	Discretionary fees and charges should generate income to help deliver service improvements in priority services	Discretionary fees and charges should support the medium term financial strategy	There should be a measure of consistency in the setting of charges for similar services	Fees and charges should be set at a level to avoid unnecessary subsidies from the council taxpayer to commercial operations	If the impact of the fees and charges policy is going to be high, consideration should be given to changes being phased in	Comments
Domestic Refuse Collection (Bulky Waste)	Statutory service for which a reasonable charge may be levied.	Charges are set for full cost recovery	The costs associated with bulky collections are taken into account in the Medium Term Financial Planning process.	There are no similar charges applied within the Council.	This service is not provided to commercial sector (See Commercial Waste Charges)	NA	Service charges have been benchmarked against Hertfordshire Authorities and are comparable.
Commercial Events (Cleansing and Refuse Collection)	Discretionary service	Charges are set for full cost recovery	Charges would generate income however, in practice this service is requested extremely rarely. Charges must be available for cost recovery in the event that the Council undertakes 'works in default'	There are no similar charges applied within the Council.	Charges are set for full cost recovery	NA	This charge is provided in the event that a commercial organisation is unable to make their own arrangements for clearing litter and refuse after an event.

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Surrendered end of life vehicles	Discretionary service provided to encourage residents to dispose of end of life vehicles safely rather than abandoning them	Charges are set for full cost recovery	Charges fully cover costs, but are kept reasonably low as high charges would result in an increase in abandoned vehicles. The service is provided as part of a County wide collection contract	There are no similar charges applied within the Council.	This service is not provided to commercial sector	NA	The number of abandoned and surrendered vehicles has fallen to very low levels in recent years. From 66 in 2005/6 to 5 in 2008/9.
Clinical Waste Collection Service	Discretionary service provided to Health Service and dental care providers	Charges are set for full cost recovery	Fees are set to generate income in context that there are other private sector providers and the business is subject to market forces	There are no similar charges applied within the Council.	Charges are set for full cost recovery	NA	This service, while operated at competitive rates, provides a service to elderly and vulnerable people and ensures clinical waste is disposed of safely.

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Commercial Waste Collection Service	Statutory service for which a reasonable charge may be levied.	Charges are set for full cost recovery	Income generated by this service helps to fund fixed costs associated with waste collection services, e.g. depot provision	The services provided are not readily comparable with any other service	Costs are fully recovered. There are no subsidies to the commercial sector.	NA	This is a highly competitive market sector and charges are reviewed annually to assess competitive pressures. Educational establishments and charities receive a lower charge reflecting free disposal by the County Council
Allotments	Discretionary Service. Most allotments are provided by town and parish councils. EHC operates 3 allotment sites on residual land in Hertford	Allotments are provided as a community / leisure facility and charges are set low to encourage use. Income does not fully cover costs.	Net income for this service is £560 per annum and therefore impact on MTFs is negligible	The service provided is not readily comparable with any other Council services, but may be compared with Town Council provision	This service is not provided to commercial sector	Charge levels could be raised to fully cover operating costs although this would result in a significant increase to customers.	Please see comments in main report

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Stray Dogs Collection Service	Statutory Service.	Fees for collection of 'escaped' dogs are set by statute at £25 plus administration and kennelling charges. Costs cannot be recovered for 'stray' dogs with no owner	Fees are set to cover the cost of collecting and returning 'escaped' stray dogs and to make a contribution towards unrecoverable costs	There are no similar charges applied within the Council.	There are no subsidies to the commercial sector.	NA	This services is currently being reviewed including benchmarking against other local authorities
Pest Control Domestic	The Council has a statutory duty to keep the district free from rats and mice. Other service element are discretionary	Free service for rat treatment for public health reasons. Other services are charged at a concessionary rate to people on benefits. For residents not on benefits charges are set at commercial rates to generate income	Charges set are taken into account in the Medium Term Financial Planning process.	There are no similar charges applied within the Council. Service costs and market forces are taken into account when setting charges.	This service is not provided to commercial sector	NA	Service levels, costs and charges were subject to a full review in 2007.

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Pest Control Commercial	Discretionary Service	Charges are set for full cost recovery	Charges are set at commercial rates to generate income used to support the statutory elements of the service		There are no subsidies to the commercial sector.	NA	