

DECISION NO:	<i>For Member Services use only</i>
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Concurrence No:	066471
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Action under delegated authority of Chief Executive	
Action under delegated authority of Director of Finance and Cabinet Member for Finance	X
Action taken by Chief Executive in consultation with Cabinet Member(s)	

Subject: Addition to the 2021/22 Fees & Charges

Signature and designation of officer(s) taking action:

13/09/2021

<u>13/09/2021</u> Chief Executive Date	Director of Finance Date Head of Finance <u>01/07/21</u> Date
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**Name of Cabinet Member(s)
Consulted:**

I have been consulted and concur with the proposals set out below:

Councillor Paul Mason
Cabinet Member for Finance

13/09/2021
Signature: Date:

Councillor

Cabinet Member for

Signature: Date:

Name of any member who has declared a conflict of interest in relation to this decision: _____

THIS DOCUMENT WILL BE PUBLISHED ON THE COUNCIL'S WEBSITE

The report overleaf sets out the decision to be taken, the reasons for the decision, and the details of alternative options, if any, considered and rejected. Officer decisions are available for public inspection, both at the Borough Offices and on the Council's website.

Officer decisions are kept for a period of six years at the Borough Offices and for six months on the website after the decision is made. Background papers are available for four years.

RECOMMENDED that: two new prices for the sports centres be included in the fees and charges.

Purpose

To seek agreement for two additions to the 2021/22 fees and charges.

The Proposal

Fit & Well membership terms and conditions (T&Cs) are in the process of being updated to include a recently approved virtual on demand exercise class app and a new two and four group membership category.

The first addition proposed is a £10.00 administration charge for each name request change for the group membership categories. Should any of the groups wish to change one of their members after sign up they will submit a request which will involve an element of administrative resource. This charge is therefore proposed to account for the officer time to process the changes.

The second proposed change relates to the ability to request a suspension of membership in exceptional circumstances. Currently this can be applied for any time period between one to six months and is at the centre manager's discretion. Requests for suspensions are received fairly regularly, on average 14 per week across both centres. This equates to an average of nine hours of officer time per week. The minimum period of suspension is too short and the administration entailed has GDPR considerations as back up evidence is required which is often of a medical.

It is proposed to change the minimum period to three months, a more reasonable timescale, to no longer request evidence and to apply an administration charge of £10.00 per month for each agreed suspension. The reason behind the customer's suspension will no longer be required thus reducing administration time from 40 minutes to around five minutes per suspension. Without the need for supporting evidence the GDPR concerns are also eliminated.

Both these proposals are standard practice in the industry and will help to counter the administrative resource required. If agreed these will need to be included in the updated terms and conditions (T&Cs).

Financial, Legal and Risk Management Implications

The financial implications relate to the additional charges proposed which are minimal to the customer but will help balance the administrative resource required to make any requested changes. Updated T&Cs will incorporate the legal implications. Any risk implications relate to customer dissatisfaction but these are considered minimal.

Alternative Options Considered and Rejected

To make no changes but this implies the continuation of resource intensive administration. These changes will help to streamline and clarify current processes.

Contribution to the Council's Objectives and Environmental Sustainability Priorities

- 11 Help residents to lead a healthy lifestyle.
- 15 Maintain a stable financial position.

Conclusion

To agree the proposed additions to the 2021/22 fees and charges as detailed in the concurrence.

Contact Officer: Kirsten
Ballard

Ext:2255

Date
12/05/2021

Action reported to the Cabinet on:
