

Public Document Pack



RUSHMOOR BOROUGH COUNCIL

CABINET

*at the Council Offices, Farnborough on
Tuesday, 20th October, 2015 at 4.30 pm
in the Concorde Room, Council Offices, Farnborough*

To:
Councillor P.J. Moyle
Councillor K.H. Muschamp, Deputy Leader and Business, Safety and Regulation
Portfolio Holder

Councillor Hughes, Health and Housing Portfolio
Councillor Sue Carter
Councillor P.G. Taylor, Corporate Services Portfolio Holder
Councillor R.L.G. Dibbs
Councillor A. Jackman

Enquiries regarding this agenda should be referred to Chris Todd, Democratic Services, Democratic and Customer Services on 01252 398825 or e-mail: chris.todd@rushmoor.gov.uk

A G E N D A

1. **MINUTES** – (Pages 1 - 6)

To confirm the Minutes of the Meeting held on 22nd September, 2017 (copy attached).

2. **PROCUREMENT SERVICE AND BETTER PROCUREMENT PROJECT** – (Pages 7 - 10)
(Corporate Services)

To consider the Head of Strategy, Engagement and Organisational Development's Report No. SEO1501 (copy attached), which sets out options for the future delivery

of the Council's procurement service and provides an update on progress against the Better Procurement Project.

3. **COUNCIL TAX SUPPORT SCHEME - CONSULTATION** – (Pages 11 - 12)
(Concessions and Community Support)

To consider the Corporate Director's Report No. CD1513 (copy attached), regarding arrangements for consultation on the Council's Council Tax Support Scheme.

4. **APPLICATIONS FOR DISCRETIONARY RATE RELIEF** – (Pages 13 - 38)
(Corporate Services)

To consider the Corporate Director's Report No. CD1511 (copy attached), which gives details of applications for rate relief.

5. **STAFFING - HOUSING OPTIONS TEAM** – (Pages 39 - 42)
(Corporate Services)

To consider the Head of Environmental Health and Housing's Report No. EHH1511 (copy attached), which sets out proposals in respect of the staffing structure within the Council's Housing Options Team.

6. **EXCLUSION OF THE PUBLIC** –

To consider resolving:

That, subject to the public interest test, the public be excluded from this meeting during the discussion of the undermentioned items to avoid the disclosure of exempt information within the paragraphs of Schedule 12A to the Local Government Act, 1972 indicated against such items:

Item Nos.	Schedule 12A Para. Nos.	Category
7	3	Information relating to financial or business affairs

7. **APPLICATIONS FOR SECTION 49 REMISSION OF NON-DOMESTIC RATES** –
(Pages 43 - 56)
(Concessions and Community Support)

To consider the Corporate Director's Exempt Report No. CD1512 (copy attached), which gives details of applications for the remission of non-domestic rates due to hardship.

8. **EXCLUSION OF THE PUBLIC** –

To consider resolving:

That, subject to the public interest test, the public be excluded from this meeting during the discussion of the undermentioned item to avoid the disclosure of exempt information

within the paragraphs of Schedule 12A to the Local Government Act, 1972 indicated against such item:

Item Nos.	Schedule 12A Para. Nos.	Category
9	3	Information relating to financial or business affairs

9. **ACQUISITION OF SITE FOR COUNCIL DEPOT** – (Pages 57 - 62)
(Corporate Services)

To consider the Solicitor to the Council's Exempt Report No. LEG1518 (copy attached), which seeks authority to purchase a property to provide a Council depot in connection with the waste collection and street cleansing services.

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RUSHMOOR BOROUGH COUNCIL

CABINET

Tuesday, 22nd September, 2015 at 4.30 pm
at the Council Offices, Farnborough

Councillor P.J. Moyle
* Councillor K.H. Muschamp, Deputy Leader and Business, Safety and
Regulation Portfolio Holder

Councillor Hughes, Health and Housing Portfolio
* Councillor Sue Carter
Councillor P.G. Taylor, Corporate Services Portfolio Holder
Councillor R.L.G. Dibbs
Councillor A. Jackman

Apologies for absence were submitted on behalf of Councillor Ken Muschamp
Councillor Sue Carter.

The Cabinet considered the following matters at the above-mentioned meeting. All
executive decisions of the Cabinet shall become effective, subject to the call-in
procedure, from **6th October, 2015**.

45. **MINUTES –**

The Minutes of the meeting of the Cabinet held on 1st September, 2015 were
confirmed and signed by the Chairman.

46. **ALDERSHOT TOWN CENTRE PROSPECTUS - DRAFT SUPPLEMENTARY
PLANNING DOCUMENT –**
(Environment and Service Delivery)

The Cabinet considered the Head of Planning's Report No. PLN1539, which set out
the draft Aldershot Town Centre Prospectus Supplementary Planning Document
(SPD) and sought agreement for this to be published for consultation. Members were
reminded that the Council's Core Strategy had been adopted in October 2011 and
provided an overarching strategy for the regeneration of Aldershot town centre.
Furthermore, the Aldershot Town Centre Supplementary Planning Document had

been adopted by the Council in January 2009 and had set out a detailed vision for the environmental and physical improvement of Aldershot town centre, including the identification of development opportunity sites. Members were informed that a more proactive approach was now required, through partnership working, to secure investment and deliver improvements and development, whilst capitalising on the Westgate development and the Aldershot Urban Extension. The Council had, therefore, appointed Allies and Morrison Urban Practitioners to devise a strategy for regeneration, based on viable investment and development options to attract investment into Aldershot town centre. The Council had already identified six key sites with development potential:

- The Galleries
- Union Street East
- High Street (Kings Centre/Gala Bingo)
- Hippodrome House area
- Westgate Phase 2 (Princes Hall and police station)
- Aldershot railway station

The Cabinet received a presentation by Mr. Steve Walker of Allies and Morrison, which explained how the prospectus document was laid out and the process by which it had been prepared. Members heard how the vision for the town centre had been set out across six themes:

- A revitalised town centre offer
- Town centre living
- A family-friendly town centre
- An improved cultural offer
- Investing in streets and spaces
- Affirming the Victorian heritage

It was proposed that the public consultation on the draft SPD would last for six weeks, after which it would be submitted to the Cabinet for formal adoption.

The Cabinet considered the draft SPD and expressed strong support for the approach taken. Members stressed how important it was for the consultation to be accessible for all members of the community and it was confirmed that people would be able to submit comments through a variety of channels.

The Cabinet RESOLVED that

- (i) The draft Aldershot Town Centre Prospectus Supplementary Planning Document be approved for public consultation for a period of six weeks; and
- (ii) the Head of Planning, in consultation with the Cabinet Member for Environment and Service Delivery, be authorised to make any necessary minor amendments to the Prospectus, prior to the commencement of the public consultation.

47. **DRAFT RUSHMOOR BIODIVERSITY ACTION PLAN 2016 - 2021 –**
(Environment and Service Delivery)

The Cabinet considered the Head of Planning's Report No. PLN1545, which set out the draft updated Biodiversity Action Plan (BAP) for Rushmoor and sought agreement for this to be published for consultation. Members were reminded that the Rushmoor Biodiversity Action Plan 2016 – 2021 had been produced after a key stakeholder meeting held on 15th February, 2015 and the document identified:

- Key habitats within the Borough
- Priority species associated with different habitats
- Main threats to local biodiversity
- Key actions needed to protect and enhance biodiversity

The stakeholder meeting had been well attended, with Rushmoor staff being joined by key partner organisations, including the Basingstoke Canal Authority, the Hampshire and Isle of Wight Wildlife Trust, local enthusiasts and members of the Rushmoor Urban Wildlife Group.

Members were informed that the updated action plan would build upon the work already undertaken as a result of the previous plan, set out strategic actions at a local level and provide a more detailed overview of the local environment and the local threats to priority habitats and species. It was explained that, since 2006, there had been a statutory obligation on local authorities to conserve biodiversity.

It was proposed that the public consultation on the draft BAP would last for six weeks, after which it would be submitted to the Cabinet for formal adoption.

The Cabinet considered the draft BAP and put forward several changes to the consultation draft. There was broad support for the Plan and its aims.

The Cabinet RESOLVED that

- (i) the draft Rushmoor Biodiversity Action Plan be approved for public consultation for a period of six weeks; and
- (ii) the Head of Planning, in consultation with the Cabinet Member for Environment and Service Delivery, be authorised to make

any necessary minor amendments to the Plan, prior to the commencement of the public consultation.

48. **FARNBOROUGH AIRPORT COMMUNITY ENVIRONMENTAL FUND –**
(Environment and Service Delivery)

The Cabinet considered the Head of Community and Environmental Services' Report No. COMM1517, which sought approval to award a grant from the Farnborough Airport Community Environmental Fund, which had been set up to assist local projects.

The Cabinet Member for Environment and Service Delivery had considered the application by the Prospect Estate Big Local for an award of £3,000 towards the cost of the development of an environmental master plan for the area and had recommended that this should be approved.

The Cabinet RESOLVED that a grant of £3,000 be awarded from the Farnborough Airport Community Environmental Fund to the Prospect Estate Big Local.

49. **GRANTS TO VOLUNTARY ORGANISATIONS –**
(Concessions and Community Support)

The Cabinet received the Head of Community and Environmental Services' Report No. COMM1518, which set out details of applications for grants from voluntary organisations. In accordance with the agreed procedure for the allocation of grants, the Cabinet Member for Concessions and Community Support had approved two grants for £1,000 or less. It was also recommended that the Rushmoor Gymnastics Academy should receive an award of £2,000 towards the training costs of two new apprentices.

The Cabinet

- (i) **NOTED** that the following grants totalling £800 had been approved by the Cabinet Member for Concessions and Community Support:

Aldershot Royal British Legion	£300
7th Farnborough Scout Troop	£500

- (ii) **RESOLVED** that a grant of £2,000 to the Rushmoor Gymnastics Academy be approved.

NOTE: Cr. A. Jackman declared a prejudicial interest in this item in respect of his children's use of the Rushmoor Gymnastics Academy and, in accordance with the Members' Code of Conduct, left the meeting during the discussion and voting thereon.

50. **THE SOURCE, BOULTERS HOUSE, NO. 237 HIGH STREET, ALDERSHOT –**
(Corporate Services)

The Cabinet considered the Solicitor to the Council's Report No. LEG1517, which set out the circumstances that had led to the Source deciding to vacate the property at Boulters House, No. 237 High Street, Aldershot and to relocate to a smaller premises. The Report also detailed how it was proposed that the Council might assist the charity in this situation. Members heard how the property at Boulters House had been purchased by the Source in 2006 and it was explained that, at that time, the Council had loaned the sum of £350,000 towards the purchase price. The term of the loan was ten years and it was secured by a charge over the premises. Since 2010, financial difficulties had meant that the Source had struggled to make repayments on the loan. In December 2014, the Source had told the Council that it was seeking to make the charity self-sustaining through its bike project but, to do this, had identified that a move to smaller, more affordable premises was necessary. To aid the Source with relocating, the Council had commissioned a survey, which indicated that serious structural defects existed at Boulters House. It was estimated that repair costs in the medium term were likely to total around £160,000 and, therefore, it was considered that the property was beyond economic repair.

The Council had assisted the Source to identify new premises and it was proposed that they would relocate to Suite 3 on the ground floor of Wesley Chambers. It was further proposed that the Council would pay the first year's rent of £20,000 to the landlord on behalf of the Source. The total mortgage debt owed to the Council in respect of Boulters House totalled £328,125 in capital terms plus outstanding interest payments. It was proposed that the Council would receive the transfer of the ownership of Boulters House in repayment of the debt. The redevelopment of that site would produce a capital receipt to offset the amount owed to the Council. It was not known at this time whether the total debt would be cleared by this action but, in any case, it was explained that the Source had no other means to pay the amount owed. For this reason, it was recommended that this course of action would lead to the best possible outcome for all parties.

Members were keen to support this local charity and were appreciative of the valuable services the Source had delivered to young people over a number of years. It was agreed that this proposal offered a clear way forward for both the Source and the Council.

The Cabinet RESOLVED that

- (i) the Solicitor to the Council be authorised to:
 - pay the first year's rent of £20,000 to the landlord of Wesley Chambers upon the granting of the lease;
 - reimburse the valuation fee to the Source for the valuation of Boulters House;
 - take a transfer of Boulters House in consideration of the release of the Council's legal charge over the premises;
 - take all steps necessary to bring Boulters House forward for redevelopment; and

- (ii) supplementary estimates in respect of the first year's rent, the valuation fee and stamp duty on the transfer of the premises to the Council be approved.

The Meeting closed at 5.25 pm.

D.E. CLIFFORD
LEADER OF THE COUNCIL

CABINET

HEAD OF STRATEGY, ENGAGEMENT
AND ORGANISATIONAL DEVELOPMENT

22 September 2015

REPORT NO. SEO1501

PROCUREMENT SERVICE AND BETTER PROCUREMENT PROJECT

1. Introduction

- 1.1 This report sets out progress with the Council's better procurement project. It also identifies current and future demands and proposes changes to the resourcing arrangements for the Council's procurement service.

2. Background

- 2.1 In December 2014, Cabinet received a report on the Council's Better Procurement Project and the Transparency Code. Better procurement is a key part of the Council's 8 Point Plan. It is generally accepted that procurement, undertaken well, not only ensures the council can continue to deliver quality services but we can also achieve better value for money and cost reductions. At that time, Cabinet agreed to additional procurement resources for a period of 12 months. The additional resources were particularly to enable the implementation of new contract standing orders and to support the Council's programme of procurement activity with a view to bringing forward potential savings earlier, in line with the Council's 8-point plan for sustainability.
- 2.2 These additional resources are currently being provided by Basingstoke and Deane Borough Council working with the Council's part time procurement officer (0.6FTE), giving a total resource of around 1.2FTE. The service has been working well and the Council's new contract standing orders have been put in place. To date 64 staff have been trained in the new policies and requirements. Over £165,000 of cost reductions and benefits have been secured from procurement activity so far in 2015 - supported by the Basingstoke team and the Rushmoor's Procurement Officer.

3. Service Demands

- 3.1 Due to the new EU legislation, the revised Contract Standing Orders require any procurement valued over £50,000 to be carried out by or with the assistance of the procurement service. As anticipated, this has created more demand for officers to have procurement support to enable them to achieve compliance and the cost reductions which form part of the Better Procurement work stream of the 8 Point Plan. To date we have managed this demand by addressing the most urgent procurement projects using the Basingstoke team.
- 3.2 However, due in part to the increased focus on the delivery of sustainable savings, the demand for procurement support has now exceeded the capacity we have to deploy against it. We are now placing procurement projects into a queue, which is not ideal as we would prefer to be more responsive and explore the opportunities for

savings as quickly as possible. We would expect the levels of procurement support needed by managers to reduce over time, as they become more experienced with the new approaches. However, demand is likely to continue to increase for the foreseeable future while the Council maintains its focus on financial sustainability and officers work through all of their areas of spend.

- 3.3 In addition to the work identified above, ongoing requirements of transparency code mean that spend has to continually be analysed in order to ensure that the correct information is held on our public contracts list. In addition to the contract list, details of every purchase made over £5000 has to be published. There is also a frequent FOI demand on the service.
- 3.4 Alongside this work, the Council's procurement officer has also become increasingly involved in supporting the re-procurement of the Council's waste, street cleansing and grounds maintenance services. This project will continue for a further 12-15 months and has been utilising around one third of the Procurement Officer's time.
- 3.5 Looking ahead, the Council's leisure facilities contracts renewal is due in 2019. From our experience with the waste contract, the work for this will need to begin in 2017 and we would expect to have a significant pull on the procurement service for this project. In 2018, the law will require that all tenders are carried out electronically. We are currently working towards this deadline implementing an e- procurement tool to manage the tender process.
- 3.6 Taking all the above into account it is now necessary to put forward a proposal for the future resourcing of the procurement service on the conclusion of the current contact with Basingstoke.

4. Proposal

- 4.1 Procurement activity is key in supporting the Council's approach to sustainability but also needs to be a sustainable service in its own right. We have therefore looked carefully at resourcing options that provide appropriately skilled resources to support our demand but not create significant long-term cost increases for the council which would not be 'covered' by the benefit. The options considered included;
 - Continue our current approach with an extension of the Basingstoke contract for a fixed period of time (e.g. 12-24 months) and use that resource to work with officers on a prioritised basis. Cost £27,000 per annum.
 - Employ an additional full time qualified procurement resource for a fixed period of time (12-24 months) to manage a caseload of procurement projects with officers and make progress against savings opportunities. Cost approx. £35,000-£45,000 pa. Maximum would be for recruitment via agency.
 - Develop a more flexible, and potentially longer-term solution, by employing a junior part qualified procurement resource into a career grade role. Initially on a 2 year fixed term basis with the intention that if, on review, the role was found to be delivering a net benefit (i.e. directly attributable activity was securing more savings than the costs of employment), then we would have the option to retain the role for a further period. Costs £23,146 per annum, assuming G3 appointment.

4.2 Careful evaluation of these options with the Directors Management Board has resulted in a conclusion that employing a junior role on a 2 year fixed term basis would be the most appropriate and cost effective solution for the Council at this time.

5. Recommendation

5.1 Cabinet are RECOMMENDED

To agree the appointment of additional procurement resource as set out in paragraph 4.2 above

Karen Edwards
Head of Strategy, Engagement and Organisational Development

Background paper – Report to Cabinet 2 December 2014 - [Item 8 - Better Procurement Project and the Local Authority Data Transparency Code 2014 - Report No. SAC1401 \[303kb\]](#)

Contact – Karen Edwards, Head of Strategy, Engagement and Organisational Development
Tel: 01252 398800 karen.edwards@rushmoor.gov.uk

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CABINET
20th October 2015

CORPORATE DIRECTOR
Report No: CD1513

Council Tax Support Scheme Consultation Arrangements

1 Introduction

- 1.1 The purpose of this report is to seek Cabinet approval to undertake a public consultation in respect of the Council's Council Tax Support Scheme (CTSS) in order to inform any decision to review or amend the Scheme for the 2016/17 financial year.

2 Background

- 2.1 Since the 1st April 2013, local authorities have been required to develop their own CTSS to replace the previous national Council Tax Benefit Regulations, which had supported those in need to meet their Council Tax costs.
- 2.2 Whilst local authorities have the freedom to set their own local schemes based on local circumstances and needs, all local authorities are required to provide pensioners with the same level of support received under the previous national Council Tax Benefit arrangements.
- 2.3 Consequently, most local authorities now have hybrid schemes, whereby those of pensionable age receive up to 100% of their Council Tax bill in support, whilst the maximum level of support for working age customers is typically lower and a range of other local adjustments have been made.
- 2.4 In Rushmoor, we are currently in our third year of operating our local scheme, which seeks a minimum 8% contribution from those of working age, treats income from child maintenance or child benefit as real income within the scheme calculations, disregards all income from War Widow Pensions but in all other respects, mirrors the previous Council Tax Benefit Regulations.
- 2.5 This local scheme has proved effective, has been implemented successfully and the Council Tax collection rates have remained stable whilst scheme costs have reduced.
- 2.6 The overall scheme design and effectiveness continues to be overseen by the cross Member Welfare Reform Task and Finish Group.

3 Need to Consider Scheme Change

- 3.1 In the 8th July 2015, budget announcement, the Chancellor set out further plans to extend the government's Welfare Reform programme. A number of the proposals set out (mainly for implementation from 1st April 2016) potentially impact upon those residents receiving support under our CTSS

and potentially challenge some of the principles on which our current CTSS is based.

- 3.2 Since the establishment of our CTSS, we have largely mirrored in our scheme changes in the wider welfare arena around the technical calculations and the basis of annual uprating. In the Chancellor's proposals in July, he set out a number of plans to freeze annual uprating for some welfare and change the basis of some of the technical calculations in other welfares, as well as some more radical plans to fundamentally reshape the Tax Credit arrangements alongside a gradual introduction of a more generous national living wage.
- 3.3 The impact of the changes set out in 3.2 is potentially significant for residents at an individual level as well as the Council at a financial level. If the Council were to take no steps to reconsider its CTSS arrangements, the likely impact of the broader changes in the Welfare Reform programme is that our local costs of CTSS would go up. If the Council wishes to reconsider its CTSS in light of the broader welfare changes proposed, there needs to be some public consultation around options, which are transparent and seen as underpinning any subsequent choices made.

4 Timescale

- 4.1 Time is relatively tight to undertake a consultation exercise, analyse the outcome and make new scheme recommendations, should that be necessary, however, this can be achieved within the current budget cycle if we were to start a public consultation in November.

5 Recommendation

- 5.1 The Cabinet are requested to:
- a) Agree that a public consultation be undertaken on options around the Council's Council Tax Support Scheme.
 - b) Endorse that the detail of the consultation paper be finally agreed by the Corporate Director in consultation with the Portfolio Holder for Concessions and Community Support and following discussion with the Welfare Reform Task and Finish Group.
 - c) Note that a report back on the outcome of the consultation and any subsequent proposals will come back during January 2016.

Ian Harrison
Corporate Director

CABINET
20th October 2015

CORPORATE DIRECTOR
Report No. CD1511

Applications for Discretionary Rate Relief

1. Introduction

1.1 The purpose of this report is to:

- Outline the background and financial implications of Discretionary Rate Relief
- Consider six new applications for Discretionary Rate Relief
- Examine the overall budget position for cost impact of Discretionary Rate Relief applications for 2015/16

2. The Background

2.1 Mandatory rate relief is available at 80% of the rates payable, and to qualify an organisation must:

- Occupy a property or rating hereditament which is used wholly or mainly for charitable purposes, and
- Be established for charitable purposes only, or
- Be accredited as a community amateur sports club

Rushmoor's Scheme of Delegation authorises the Head of Finance to grant mandatory relief. All the organisations listed in Appendix 1 have already been assessed for and awarded mandatory relief where appropriate.

2.2 A local authority has discretion to grant "top up" relief of up to the additional 20% to charities that have received the 80% mandatory relief.

2.3 In addition, an authority can grant relief of up to 100% to other ratepayers.

3. Financial Implications

3.1 Since 1st April 2013, the Business Rates Retention Scheme has introduced a fundamentally new set of arrangements for dealing with the cost of business rates. The cost to the Council of granting any relief is most reliably estimated at being 40% of the value of the relief granted. Although the total cost is ultimately determined by a range of factors, such as the Council's total rate receipts measured against its estimated threshold for growth and taking into account whether any payment levies or safety net contributions are payable or receivable.

4. Organisations Currently Receiving Relief

4.1 Appendix 1 shows those charitable organisations that qualify for 80% mandatory relief and which have been granted the additional 20% "top up"

discretionary relief. The organisations are grouped together under generic headings, and the period of grant and financial effects are also shown.

4.2 Appendix 1 also sets out summary details of the non-charitable organisations that are currently in receipt of relief. The appendix includes the value and costs of relief and period of grant.

5 The Applications

5.1 Tamba-Twins & Multiple Births Association 2nd Floor, Manor House, Church Hill, Aldershot, Hants GU12 4XQ Billing Number: 92077357

The Twins and Multiple Births Association (Tamba) is a UK-wide charity working to improve the lives of twins, triplets or more, and their families.

Their website states “We do this through successful campaigning to improve health and developmental outcomes; funding clinical research to reduce the risks faced before, during and after birth; and by providing practical support for all families, including those in crisis.

As a registered charity, The Tamba-Twins & Multiple Births Association is entitled to 80% Mandatory Relief and therefore this application is for 20% Top Up Discretionary Relief.



The Business Rates liability has been calculated as follows:

Period 07/10/14 – 31/3/15

Amount due	£2,963.31
<i>Less 80% Mandatory Relief entitlement</i>	<i>£2,370.65</i>
Total Amount Payable	£592.66

Period 01/04/14 – 31/03/16

Amount due	£6,285.75
<i>Less 80% Mandatory Relief entitlement</i>	<i>£5,028.60</i>
Total Amount Payable	£1,257.15

If Discretionary Relief is awarded, the financial effect on RBC would be as follows:

- 2014/15 - £237.00
- 2015/16 - £502.86

In their application, Tamba-Twins & Multiple Births Association confirms the following:

What are its main objects?

To improve understanding of the incidence and effects of multiple pregnancies and births. To raise awareness of how to care for and develop twins and higher multiples. All to address the higher risks associated with multiples and rates of disability.

Please give an outline of ways in which the local organisation is involved, at local, regional or national level, in developing its particular interests (eg competitions, events etc):

The charity supports a number of local groups for families with multiples who are at double the risk of isolation, relationship breakdown and mothers developing a mental illness.

For what purpose does the organisation use the rated premises and its facilities?

The charity runs its helpline, crisis support team, family development team, local parenting classes and club support team from the offices. We also provide classes and training to local families and volunteers.

Are the premises and facilities made available to anyone else?

The offices are made available to local parenting groups and local clubs for meetings and training. Our meeting room is available for free to all local charities via RVS.

What proportion of the membership is resident in the Rushmoor area?

There are over 200 families who are member of Tamba and local clubs.

What specific facilities are there for under-represented sections of the community?

We provide services specifically for families with ESL, disabled children, lone parents, those on low income and same sex couples. These include translation services, specialist support groups and resources. We have a concessionary rate for all who need it.

What training or educational facilities are provided for members?

We provide a range of parenting classes for families with children of different ages and challenges. These are provided in person and via webinars.

Please explain how an award of relief to your organisation would benefit the local community:

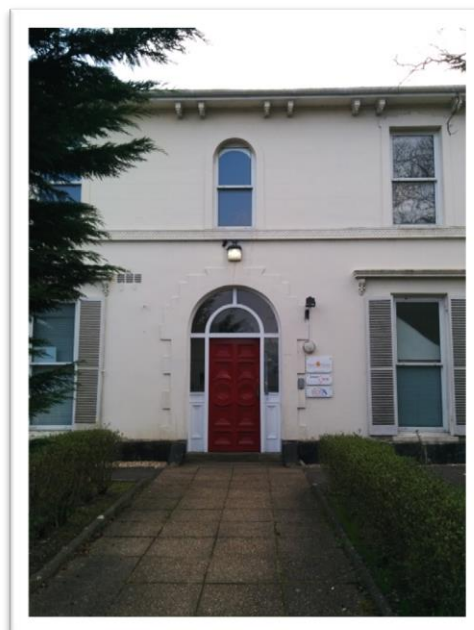
If we were awarded this relief, we would be in a position to allow even more local clubs and groups to use our meeting room and facilities free of charge via RVS, we are looking at making it available to fellow charities and have already had enquiries from AMA, TAKING STEPS PROJECT along with two other charities.

We are already making it available to local twins clubs for free.

We will also be able to reduce the costs of parenting classes for families who are struggling. The saving will also be ploughed back into our other support services like for helpline, and providing practical help in the home to families in crisis.

6 Batten Disease Family Association
Office 1, The Old Library, Boundary Road, Farnborough, Hants GU14 6SF
Billing No. 92079376

6.1 The Batten Disease Family Association is a national charity which aims to support families, raise awareness and facilitate research into the group of devastating neurodegenerative diseases commonly known as Batten Disease.



The Batten Disease mission is to *“Bring light to Batten disease by being the central point of excellence in the UK for raising awareness, supporting affected families and facilitating research into the disease”*.

As a registered charity, The Batten Disease Family Association entitled to 80% Mandatory Relief and therefore this application is for 20% Top Up Discretionary Relief.

The Business Rates account is calculated as follows:-

Period 23/1/15 – 31/3/15

Amount due	£645.54
<i>Less 80% Mandatory Relief Entitlement</i>	<i>£517.23</i>
Total amount payable	£129.31

Period 1/4/15 – 31/3/16

Amount due	£3,549.60
<i>Less 80% Mandatory Relief Entitlement</i>	<i>£2,839.68</i>
Total amount payable	£709.92

If 20% Discretionary Relief is awarded, the financial effect on RBC would be as follows:

- 2014/15 - £51.72
- 2015/16 - £283.97

In their application, the charity advises the following:-

What are the main objects of the charity?

To support families living with Batten disease and fundraise for research into Batten disease.

Outline ways the organisation is involved at local level:

Aims – support for local and national families living with Battens – we provide emotional and practical support as well as education support. We provide funds via fundraising to facilitate research and support for families involved in a clinical trial.

What purpose does the organisation use the premises and facilities?

Offices – only UK office.

Are the premises and facilities made available to anyone else?

Used by charity partners and members and families we support.

What proportion of the membership is resident in the Rushmoor area?

This is a rare disease (approx. 50 affected families in UK)

Specific facilities for under-represented members of the community:

Membership is open to all members of the community regardless of age, ethnicity, disability or sexual orientation or gender. This disease affects all ethnic groups.

All our work is focused around a rare disease in children with disabilities. We support all who support them whoever they may be.

We run annual workshops, families' conferences and face to face advocacy and support service. Also educational and professional support workshops.

How would an award of relief to your organisation benefit the local community?

Moving into an office has been a major step for the BDFFA since its formation in 1998 by a group of parents round a dining table. It has gradually employed paid staff who have been home-based. Further expansion in staff numbers has necessitated a move into an office.

Farnborough was chosen as our location because of its proximity to London and good rail service, its lower rents than London but also for its road links as we are a national charity with only one base and for its business links too.

By having a base in a community such as Rushmoor, we hope to increase our links and raise our profile with the community, which is important for us as a small rare disease charity which received no government or statutory funding.

**7 British Heart Foundation
Shops in Farnborough and Aldershot
Billing No: 92004467, 92047892 and 92026883**



7.1 The British Heart Foundation (BHF) is a national charity and which raises funds for cardiovascular research.

As well as answering the questionnaire that the Council requires, details of the benefit to Rushmoor residents is as set out by way of a comprehensive letter, attached at Appendix A.

As a registered charity, the BHF is entitled to 80% Mandatory Relief and therefore this application is for 20% Top Up Discretionary Relief.

The Business Rates accounts are calculated as follows:-

92004467 - 96B Queensmead, Farnborough

Period 1/4/15 – 31/3/16

Amount due	£10,722.75
<i>Less 80% Mandatory Relief entitlement</i>	<i>£8,578.20</i>
<i>Less Retail Relief</i>	<i>£1,500.00</i>
Total amount payable	£644.55

92047892 - 30 Union Street, Aldershot

Period 1/4/15 – 31/3/16

Amount due	£11,462.25
<i>Less 80% Mandatory Relief entitlement</i>	<i>£9,169.80</i>
<i>Less Retail Relief</i>	<i>£1,500.00</i>
Total amount payable	£792.45

92026883 - 107 Victoria Road, Aldershot

Period 1/4/15 – 31/3/16

Amount due	£35,989.00
<i>Less 80% Mandatory Relief entitlement</i>	<i>£28,791.20</i>
Total amount payable	£7,197.80

The total rates payable for the current financial year is £8,634.80. However, if 20% Discretionary Relief, meaning no rates are payable, then Retail Relief will no longer be in payment as all other reliefs are taken into account before Retail Relief is calculated.

The revised rates payable will be £11,634.80 (for all properties).

If 20% Discretionary Relief is awarded, the financial effect on RBC would be £4,653.92.

In their application, BHF confirms the following:-

What are the main objects of the charity?

Fighting cardiovascular disease, pioneer research into causes of CVD, prevention, diagnosis and treatment.

Outline ways the organisation is involved at local level:

The British Heart Foundation has three charity shops in Rushmoor. The main objectives are charitable and philanthropic and are primarily concerned with health education, social welfare and in particular scientific research on causes and prevention of heart disease.

We are actively involved in local/national campaigns to fight CVD and continually press for government policies, which minimise the risk of heart and circulatory disease.

What purpose does the organisation use the premises and facilities?

BHF use the properties wholly or mainly to sell goods donated to it and also use the net proceeds for the purposes of the charity.

Are the premises and facilities made available to anyone else?

Our facilities are open to and are for the benefit of all local Rushmoor residents.

What proportion of the membership is resident in the Rushmoor area?

All our services in the Rushmoor area are provided for all Rushmoor residents. We employ 12 paid members of staff who are supported by 91 volunteers.

Specific facilities for under-represented members of the community:

Home visits for the disabled, employment for the young and old +NVQ retail training, CV coaching to young, unemployed people.

What training or educational facilities are provided for members?

NVQ retail, CPR in schools, health education etc.

How would an award of relief to your organisation benefit the local community?

The Discretionary Rate Relief would enable us to fund vital medical research, which could greatly benefit the health and wellbeing of the Rushmoor community.

8 Affinity Trust

Alexandra Terrace, Alexandra Road, Aldershot, Hants GU11 3HU

Billing No: 92069889

- 8.1 The objective of Affinity Trust is to enable people with learning difficulties to pursue active and fulfilling lives, gain increased independence and achieve equal rights as citizens.

As a registered charity, Affinity Trust is entitled to 80% Mandatory Relief and therefore this application is for 20% Top-Up Discretionary Relief.

The rates account is calculated as follows:-

Period 1/4/15 – 31/3/16

Amount due	£4,387.70
<i>Less 80% Mandatory Relief Entitlement</i>	<i>£3,510.16</i>
Total amount payable	£877.54



If 20% Discretionary Relief were awarded, the financial effect on RBC would be £351.02.

In their application, Affinity Trust advise of the following:-

What are the main objects of the charity?

To provide support to people with learning disabilities regardless of their level of ability to meet their aspirations and goals in life.

Outline ways the organisation is involved at local level:

Affinity Trust works with people we support to secure employment, be included in local clubs.

What purpose does the organisation use the premises and facilities?

Administration, people supported review meetings, staff training sessions.

Are the premises and facilities made available to anyone else?

No

What proportion of the membership is resident in the Rushmoor area?

N/A

Specific facilities for under-represented members of the community:

Referrals are made by local authorities to Affinity Trust. Packages are successful based on staff having the correct skills to support the individual safely and in line with their support plan. We are registered with the CQC to provide regulated activities.

We work with local authorities to support local partnership board and Advocacy services.

What training or educational facilities are provided for members?

Safeguarding – safe medication administration for people we support. Staff receive all mandatory training.

How would an award of relief to your organisation benefit the local community?

Reduced costs enable more accessible funding for staff to be trained in specific needs eg British Sign Language for specific people we support.

We also support the people we support to be part of training – talking about the support they expect and interview the applicants. We pay the people we support the national minimum wage to interview and help train our staff.

Benefit to local residents as a result of activity in the borough and outcomes achieved since operating in Rushmoor?

I think it is really important to emphasize that without the Divisional office in Aldershot the people we support all over Hampshire would not receive the support, training and guidance they require. The office remains accessible for all the people we support not forgetting their families and health professionals of whom depending on need, we may meet with monthly or at least quarterly.

The office is used for interviewing and the people we support interview with our managers so they are selecting the right staff with the right skills. As an organisation who ensures that values are the most important, it is imperative that the people we support have their say, are actively involved and feel valued.

The office also provides an accessible training venue for staff, safeguarding the people we support is imperative so staff need to be trained and assessed as competent within their roles. The office we have enables a small training area to be able to do this, without this training/ meeting room, this would increase costs for local authorities as we would have to add the cost of venue hire to our hourly rates.

Across the division we support 178 people, 98 of these live within Hampshire.

The most recent successes in Rushmoor particularly have resulted in outcomes being achieved for two people we support who are no longer require support.

Outcomes for one individual were to be supported to learn to use public

transport and attend a part time gardening job. Over the past two years, our staff team has worked with this individual and his family to reassure all and support the individual to learn to use the bus initially and then also the train independently. This individual has Autism and required very concise guidelines to adapt to situations such as the bus running late, the general public asking him questions, what to do if he missed his bus or train. This individual was supported 15 hours per week to gain his confidence in using public transport, support was gradually reduced by reducing shadow shifts until he was able to travel independently. The support then transferred to supporting him during employment. Support was required because of the change, the requests, working with others and again being able to travel to a new location/ place of work. This has proved a real success for this individual and since June of this year, we have withdrawn all support. This has reduced the cost of the support for the local authority as well as a positive outcome for the individual.

The other clear example is a lady in Farnborough who has gained increased independence since moving from Aldershot to Farnborough. We have been supporting her for six years and finally have successfully supported to gain a part time job. Staff initially supported her during her work but reviews recently have indicated that support is no longer required. Tenancy related support was provided but now she has settled at home and her tenancy, bills etc. have all been set up, any further support now required will be supported by the CAB. Again, this is a real positive outcome as support no longer required.

The support we provide for the people across Hampshire includes personal care, social interaction, support with finances and benefits, shopping and health management support. Without the support from our staff teams, the people we support would be at risk of isolation, self-neglect, risk of financial abuse and not have the confidence to access their local community or feel a valued citizen.

9 Chance for Childhood
Suites 2 L&M, Westmead House, Farnborough, Hants GU14 7LP
Billing No: 92079160

9.1 Chance for Childhood is a small international children's charity, which has recently moved their operations to Farnborough from Guildford.

Chance for Childhood work with street children, ex war soldiers and other vulnerable children in East Africa and Brazil to be re-integrated into education and community life.

As a registered charity, Chance for Childhood is entitled to 80% Mandatory Relief and therefore this application is for



20% Top Up Discretionary Relief.

The rates account is calculated as follows:-

Period 1/1/15 – 31/3/15

Amount due	£618.02
<i>Less Exemption for period 1/01/15 – 21/01/15</i>	<i>£144.20</i>
<i>Less 80% Mandatory Relief Entitlement</i>	<i>£379.05</i>
Total amount payable	£94.77

Period 1/4/15 – 31/3/16

Amount due	£2,563.60
<i>Less 80% Mandatory Relief Entitlement</i>	<i>£2,050.88</i>
Total amount payable	£512.92

If 20% Discretionary Relief were awarded for 14/15, the financial effect on RBC would be £37.91.

If 20% Discretionary Relief were awarded for 15/16, the financial effect on RBC would be £205.17

In their application, the Chance for Children Charity advise the following:-

What are the main objects of the charity?

Assisting and providing relief to children at risk overseas. We support local overseas organisations to manage social, educational and business programmes, which equip children with the skills and capacity to become active gents of change in their own community.

Outline ways the organisation is involved at local level:

The charity promotes awareness of international children's issues through support newsletters and campaigns. We provide opportunities for local volunteers to be involved in and learn from programme management, fundraising and administration.

What purpose does the organisation use the premises and facilities?

Offices to support the fundraising and international programme support of the charity.

Are the premises and facilities made available to anyone else?

No

What proportion of the membership is resident in the Rushmoor area?

Not applicable – we have supporters nationally and provide newsletter updates on activities – we do not have members. We actively support disadvantaged children overseas. For example, see our “no child forgotten” campaign on our website –www.chanceforchildhood.org

Specific facilities for under-represented members of the community:

N/A – to office.

How would an award of relief to your organisation benefit the local community?

Chance for childhood moved from Guildford to Farnborough in January 2015 following the expiry of our lease. The move to Farnborough has enabled us to reduce the rent costs and ensure more of our funds help vulnerable children overseas.

In Guildford, we successfully worked with the volunteer centre to provide opportunities for members of the community to become involved with the charity and help with overseas programme research, fund raising and administration. This has provided experience and education to local residents and students. We carefully structured roles for volunteers and they work closely with our small team to ensure they benefit from training and exposure to international development challenges. In Guildford, our work enabled us to qualify for discretionary rate relief.

We have registered with the volunteer bureaux in Farnborough and are providing experience for first volunteer in June.

How many people are engaged as volunteers for the charity and the charity's local activity in the area(s) whilst based in Guildford?

Since January 2015, we have had seven volunteers in total. As a result of our move to Farnborough, a number of our volunteers who have been with us for a long time are no longer local. That being said, we continue to seek new volunteers through Rushmoor Voluntary Services and have since then been successful in taking on a volunteer through the service.

We also aim to continue supporting members of the community who are out of employment and trying to get back into the workplace by offering mentoring schemes. We are unprejudiced organisation and therefore recognise the importance opportunities for individuals who may be suffering from mental illnesses to develop their skills. Finally, we strive to support graduates and individuals looking for a career change by helping them develop and build new skills as well as providing them with work experience.

Chance for Childhood's local work when based in Guildford ranged from a community 'bake off' in which Guildford residents and high street businesses were invited to partake in a baking competition, to a photographic exhibition held in Holy Trinity Church. One of our most successful large-scale community events was Kids Behind Bars, an interactive activity that took place outside Guildford House in collaboration with local dignitaries and businesses. Last but not least, we also had a Lent Appeal with an exhibition of project photographs in Guildford Cathedral.

The aim of these events was to raise awareness, engage the local community on the causes we support as well as to fundraise for vulnerable children. These events provided an opportunity for Guildford and its wider community to develop their understanding and passion for making positive sustainable changes on an international level, and brought together those who share the charity's values and mission.

- 10 **Places for People Leisure Ltd**
Farnborough Leisure Centre, Westmead, Farnborough, GU14 7LD
Aldershot Pools Complex, Guildford Road, Aldershot, GU12 4BP
Billing Numbers: 92067538 / 92067547



- 10.1 Places for People Leisure Ltd are a property management, development and regeneration company. They have acquired the company DC Leisure – a leisure management contractor that manages around 100 leisure facilities on behalf of 28 local authorities.

The sub-contractor has been changed from Leisure and Community Partnership to Places for People Leisure Ltd.

Leisure and Community Partnership were previously awarded 100% Discretionary Rate Relief. Cabinet approved the transfer of the management of this contract from Leisure and Community Partnership Ltd to Places for People Leisure Ltd in November 2012. At that time, Places for People Ltd indicated that they were applying to obtain charitable status. No application for revised rate relief was considered at the time of the transfer of ownership due to the pending charity status application. The rationale for this was that charitable status affected the amount of automatic relief that would be granted without Cabinet consideration and the financial effect borne both locally and by the central rating pool held by Government.

After a protracted process, Places for People Leisure Ltd were advised in 2014 not to proceed with their application for charitable status. Also during this period, the way in which business rates is accounted for and shared

between tiers of government has fundamentally changed with the introduction of the business rates retention scheme. In light of these factors, Places for People Leisure Ltd are now applying retrospectively for discretionary rate relief for their sites, no mandatory rate relief being appropriate due to their decision not to seek charitable status.

The overall financial sums are significant. However, 100% rate relief on all of the sites was previously being awarded prior to the transfer of ownership and the running of the current contracts has been predicated on a continuation of this arrangement. The full cost of meeting these awards has been budgeted for since the first estimates were collated under the new business rates retention scheme in anticipation of ultimately making these awards. As it transpires, the financial effect on the Council of awarding either mandatory relief or discretionary relief is now identical under the business rates retention arrangements, whereas previously there would have been a difference in financial impact locally, dependent upon which relief were awarded.

Farnborough Leisure Centre – the Business Rates payable for the following financial years are as follows:-

- 2012/13 = £13,809
- 2013/14 = £167,205
- 2014/15 = £171,110
- 2015-16 = £175,015

Total = £527,139

Assuming relief is granted, the financial effect on Rushmoor would be £210,855.

Aldershot Pools complex – the Business Rates payable for the following financial years are as follows:-

- 2012/13 = £6,885
- 2013/14 = £83,367
- 2014/15 = £85,314
- 2015-16 = £87,261

Total = £262,827

Assuming relief is granted, the financial effect on Rushmoor would be £105,130.

If relief is granted for both leisure centres, the total financial effect on Rushmoor would be £315,985.

In their application, Places for People Leisure Ltd advise:-

Main Objects:

To provide or assist in the provision of facilities for recreational, sporting and

other leisure time occupations for the general public and inhabitants of Rushmoor community in the interests of social welfare and health and wellbeing.

Outline ways in which the organisation is involved at local, regional or national level, in developing its particular interests:

To provide services to the benefit of the local community. Leisure facilities offer regional events such as swimming galas, involving local clubs from Hampshire/Surrey/Berkshire.

What purpose does the organisation uses the rated premises and its facilities:

To provide sporting, leisure and recreational facilities to the local community.

Are the premises and facilities available to anyone else:

Yes, sporting clubs such as swimming schools and educational establishments.

Membership of the organisation:

There are different types of membership:-

- Predominantly “pay and play”
- Easy payment schemes available
- Health and wellbeing memberships
- Swim memberships

We have a concessionary pricing policy. There is a high throughput of disabled users and disabled user groups such as Parity, Henry Tyndale School and the Mallards Disabled Swimming. We work with the Council on smoking cessation, healthy eating and physical activity.

The centre is all inclusive and DDA compliant.

We offer lifeguard courses and First Aid Courses. Also Gurkha Security Training / Police (young offenders education scheme).

How would the award of relief benefit the local community:

Re-investment back into local leisure facilities.

10 Financial Position

10.1 Under the Business Rates Retention Scheme, the financial implications of granting both mandatory and discretionary relief are as set out in para. 3.1.

10.2 The current financial spend in respect of discretionary and mandatory relief is set out in Appendix 2.

11 Recommendation

11.1 Cabinet are requested to:

- a) Consider whether to award any Discretionary Rate Relief to the six new applicants, as set out in the report, and
- b) If so, for what periods.

Ian Harrison
Corporate Director

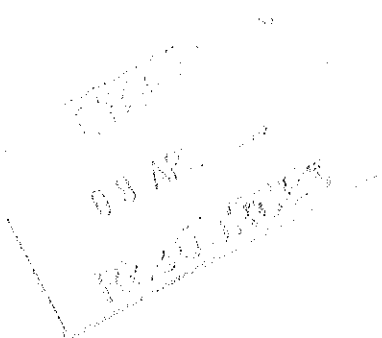
Background Papers

1. *Local Government Finance Act 1988, Section 47*
2. *Non-Domestic Rating (Discretionary Relief) Regulations 1989 (SI 1989 1059)*
3. *Dept of the Environment Practice Note - Non-domestic rates, discretionary rate relief, issued November 1989*
4. *Full application case file in respect of the applicants*

APPENDIX 1



08/04/2015



Retail Division
Crown House
Church Road
Claygate, Esher
Surrey, KT10 0BF

T 01372 477 300
F 01372 477 491

Dear Councillor

Application for Full Discretionary Business Rates Relief

RUSHMOOR BOROUGH COUNCIL

This letter is written on behalf of the British Heart Foundation ("BHF"). It is an application for full discretionary relief from business rates liability for three BHF shops (see Appendix 1) within your district, which are wholly or mainly used for charitable purposes.

1. WHAT DOES THE BRITISH HEART FOUNDATION DO IN RUSHMOOR

- 1.1. BHF is the ratepayer at the three shops in your district and, as a registered charity, is eligible for discretionary relief from business rates liability.
- 1.2. All of BHF's main objectives are charitable and philanthropic and are primarily concerned with health education; social welfare and in particular scientific research on causes and prevention of heart disease.
- 1.3. Here at BHF, we hate heart disease. Our role is to lead the fight to protect hearts through research. That's why we raise funds to sustain this vital research which predicts, prevents and cures heart disease. In short, BHF saves lives in Rushmoor.
- 1.4. BHF locate our shops, award funding and initiate community schemes where we feel it is most needed and will have the greatest impact on the local community. Unfortunately, Rushmoor is badly affected by cardiovascular disease. Each year around 200 local residents in Rushmoor die from cardiovascular disease. Our three shops in Rushmoor generate vital funds that are used to prevent heart disease in Rushmoor through research and education and provide support to all those affected by heart disease.
- 1.5. We need your help to raise awareness about heart disease and continue our incredible work. Our vision is simple – a world in which people do not die prematurely of heart disease.

FIGHT FOR EVERY HEARTBEAT

bhf.org.uk
Pack Page 29

2. WHAT IS THE RELEVANT LAW

- 2.1. In accordance with Section 47 of the Local Government Finance Act 1988 ("LGFA"), local authorities have a discretion to grant to charity ratepayers relief from liability for all or part of the amount of non-domestic rates payable in relation to premises used wholly or mainly for charitable purposes.
- 2.2. Our portfolio of shops spans the United Kingdom. Having made relevant applications for relief, we have noticed for some time now that local authorities are responding very differently from one another in terms of both:
 - 2.2.1. the policies which they have devised relating to the relief; and
 - 2.2.2. the manner in which those policies are being applied to the facts of each case.
- 2.3. In order to encourage local authorities to develop a consistent and correct approach to the grant of discretionary relief to which we believe we are entitled, we have commissioned research into the proper exercise of that discretion and the outcome of that research is set out in Appendix 2 (the "Guidance"). The substantive portion of the Guidance is set out in Part 1 and, for ease of reference, all relevant legislative extracts are set out in Part 2.
- 2.4. We believe that the Guidance is an accurate reflection of what the law requires. In particular, our research has confirmed that:
 - 2.4.1. local authorities must be mindful of certain matters in exercising their discretion whether or not to grant relief. Those matters include relevant guidance issued by the Secretary of State (as set out at paragraph 2 of Part 1 of the Guidance); and
 - 2.4.2. in the creation and adoption of policies in relation to the grant of relief, local authorities must be careful not to fetter their discretion. Any decisions made in such a way will be flawed and may expose the local authority to challenge.

3. YOUR CRITERIA AND HOW BHF MEETS YOUR CRITERIA

- 3.1. We have reviewed your guidelines for the discretionary relief of rates liability for charities. We note, in particular, that of your stated criteria the following are applicable to BHF and its activities:
 - 3.1.1. BHF is a non-profit making organisation whose main objects are philanthropic and concerned with education, social welfare and science;
 - 3.1.2. BHF use the properties wholly or mainly to sell goods donated to it and also use the net proceeds for the purposes of the charity.
 - 3.1.3. BHF actively encourages participation from under-represented groups such as the young, the elderly and women; and
 - 3.1.4. BHF is involved locally in developing its interests
- 3.2. We believe that BHF can meet those criteria. Set out below is detailed information which will help your authority to gain a better understanding of the important role that we play in your local community and highlight the priorities which we share.
- 3.3. Granting discretionary rates relief will allow us to continue with our strategic objectives:
 - 3.3.1. To pioneer research into the causes of heart disease and improved methods of prevention, diagnosis and treatment;

- 3.3.2. To provide vital information to help people reduce their own heart health risk;
 - 3.3.3. To help attain the highest possible standards of care and support for patients; and
 - 3.3.4. To reduce inequalities in the levels of heart and circulatory disease across the UK.
- 3.4. We believe the work we do in Rushmoor directly complements and assists Rushmoor Borough Council in achieving your priorities as set out in your Sustainable Community Strategy. By putting the health of people first we can work together to:
- 3.4.1. Ensure people are happy, healthy, safe and have a bright future;
 - 3.4.2. Encourage a healthy weight in both children and adults;
 - 3.4.3. Make sure everyone has the opportunity to develop their skills and everyone plays a full part in the county's success;
 - 3.4.4. Provide excellent opportunities for children and young people;
 - 3.4.5. Ensure Hampshire's communities are cohesive and inclusive, and vulnerable people are safeguarded;
 - 3.4.6. Reduce inequalities in outcomes for residents according to individual need and through a focus on specific areas of multiple disadvantage; and
 - 3.4.7. Make sure Hampshire's residents can make a choice to improve their health and well-being.

Discretionary Rate Relief Award Criteria

- 3.5. Under each section below, we highlight all the community schemes, funding, employment, environmental policies, training and education that we carry out in Rushmoor which help you to achieve your priorities.

Equal Opportunities

- 3.6. Please find attached our Equality and Diversity Policy - Appendix 3. At BHF we are fully committed to equal opportunities and the 103 Rushmoor residents who are employed or volunteer in our Rushmoor shops are fully representative of the local community that they are supporting.
- 3.7. We provide excellent employment opportunities to the whole community and in particular working at the BHF is very popular with both the younger and older residents of Rushmoor who are often faced with difficulty in finding work and gaining experience. Furthermore across the foundation 65% of our staff and volunteers are women.

Age	% of Staff
15 - 17	8%
18 - 25	20%
26 - 35	8%
36 - 45	8%
46 - 55	24%
55+	31%

Beneficiaries of services or facilities

- 3.8. All eligible people may complete retail NVQ training and qualifications. Across the organisation this year we will have approximately 1,000 staff and volunteers that will gain a qualification. All staff, volunteers and placements receive comprehensive induction training and training in retail operations – skills that are easily transferable on the high street.

Affiliation to local or national organisations

- 3.9. BHF has a network of over 730 shops across the UK which are actively involved in both local and national campaigns to fight heart disease. We continually press for government policies which minimise the risk of developing heart and circulatory disease.

Benefit to Rushmoor residents

- 3.10. Across our three shops in Rushmoor we employ 12 paid members of staff who are supported by 91 volunteers each contributing approximately 8 hours a week. We have a further five community volunteers within Rushmoor who help coordinate local events and fundraising. We also offer work experience through the Job Centres to people wishing to build experience for their CVs. Across the Foundation, we offer in the region of 17,500 hours every week to young unemployed people

Shop	Paid	Volunteers	Total
Aldershot F&E	6	14	20
Aldershot	2	30	32
Farnborough	4	47	51
Total	12	91	103

- 3.11. Although we make a significant contribution to the local economy by employing Rushmoor residents, the tangible benefits to local residents are far more wide reaching.

3.11.1. BHF has funded an award of diagnostic equipment with a value of £2,498 within Rushmoor.

3.11.2. Since 1986 BHF has funded at least 12 defibrillators at a cost in excess of £9,600 in Rushmoor which can often be the difference between life and death. These defibrillators have been placed to safeguard the whole community and in particular the most vulnerable - see Appendix 1 for detail.

3.11.3. In its first four months, three secondary schools and community groups have signed up to the new BHF Nation of Lifesavers scheme. The BHF has sent CPR training kits worth £3,040 to these lifesavers. These kits will be used to train hundreds of residents living in Rushmoor in life saving resuscitation skills. We aim to create a Nation of Lifesavers and improve survival rates from out-of-hospital cardiac arrests.

3.11.4. BHF has set up one Heartstart Schemes in Rushmoor. This scheme is educational in nature and is primarily concerned with teaching emergency life support skills for use in life threatening situations - see Appendix 1 for detail. On-going support and resources are made available to all Heartstart Schemes. BHF has also funded one Heart Support Group in Rushmoor in the last year. This group supports members of the community who have been affected by heart disease

either personally or through illness of a relative, colleague or friend. This group has access to hundreds of free lifestyle and patient resources - see Appendix 1 for detail.

- 3.11.5. In Rushmoor, we have 14 members of our Health at Work Scheme including key health and wellbeing staff from charitable, private, public and educational organisations. Our mission is to transform the workplace into an active, energised environment where colleagues are more active, eat healthily and have less stress. We provide all the tools and resources needed to manage a health and wellbeing programme. Members benefit from regular issues of our health at work e-newsletter, a great toolkit with free resources on physical activity, healthy eating and mental wellbeing. Tools and posters can also be downloaded from our health at work website.
- 3.11.6. We have a circulation of around 370 members in Rushmoor for our Heart Matters magazine that promotes healthy lifestyles. Members receive a free magazine, a dedicated helpline staffed by cardiac nurses and heart health advisers and email support on healthy eating, quitting smoking and wellbeing.
- 3.11.7. Last year, we distributed 6,109 educational items promoting healthy living in Rushmoor in the form of educational books, newsletters, DVDs etc.

Contribution to community plans and objectives

- 3.12. BHF's retail operation is aligned with Rushmoor Borough Council's priority to improve rates of reuse and recycling in Rushmoor. Recycling is at the heart of what we do and in the last year our Rushmoor shops recycled 202 tonnes of clothes, books and other items, thereby diverting these re-usable items from landfill which helps the council achieve your waste minimisation targets and reduce fly tipping.

Shop	Clothes	Books	Others	Total
Aldershot F&E	0	0	35	35
Aldershot	40	42	7	89
Farnborough	41	30	7	78
Total	81	72	49	202

- 3.12.1. Wherever possible, we recycle waste and damaged items and have been very successful in re-using items in overseas markets. We are also committed to managing our energy efficiently and continuously adopt green initiatives.

Financial support from external sources

- 3.13. Please find attached a copy of our latest audited accounts at Appendix 4. Please note that the BHF receives no funding from the Government and relies solely on voluntary contributions from the public and money generated in our charity shops. We are the single biggest independent funder of cardiovascular research in the UK.

4. YOUR POLICY

- 4.1. We note from your website under the section entitled "Business rate relief for charities and not-for-profit organisations" that mandatory relief is available for properties occupied by charities, which are used wholly or mainly for charitable purposes. The website goes on to state that "Any organisation that qualifies for 80 per cent mandatory rate relief may also apply for discretionary relief for all or part of the remaining 20 per cent of its bill"
- 4.2. We believe that, and would be most grateful if, the Council therefore applied such discretion in our favour and granted BHF full discretionary relief from business rates liability for all three shops in the Rushmoor area.
- 4.3. BHF is determined to ensure that it receives the relief to which it is entitled at the outcome of due process. If relief is refused to BHF on a basis which is contrary to the correct legal approach, BHF may consider pursuing its entitlement by appeal.

The BHF is more determined than ever to find a cure for heart disease. In recent months we have re-launched our appeals for more donations to fund our life-saving medical research. The charity's recent adverts and marketing materials demonstrate the focus we now have on informing the public of what we do and what we need. Rushmoor Borough Council can significantly help us to achieve our goals, and thereby significantly improve the wellbeing of local residents, by granting us discretionary rates relief.

Thank you for taking the time to read this application and I look forward to hearing from you.

Regards

David Mellon

BHF Property Cost Manager

RV	Billing No	Name	Address	Yearly Rates	MR %	MR Value	DR%	DR Value	Cost of Award	Expiry Date
Scouts /Guides										
2600	9000743	6th Farnb'oro Scouts	123 Cheyne Way	1,281.80	80	1,025.44	20	256.36	102.54	31/03/2017
4950	9000745	2nd Aldershot Scout	Church Hill	2,440.35	80	1,952.28	20	488.07	195.23	31/03/2017
4200	9001013	1st Aldershot Scouts	Eastern Road	2,070.60	80	1,656.48	20	414.12	165.65	31/03/2017
5000	9001549	1st Cove Scouts	11 Fleet Road	2,465.00	80	1,972.00	20	493.00	197.20	31/03/2017
3750	9001905	5th Farnb'oro Scouts	9 High Street	1,848.75	80	1,479.00	20	369.75	147.90	31/03/2017
3400	9002718	14th Aldershot Scout	72 North Lane	1,676.20	80	1,340.96	20	335.24	134.10	31/03/2017
3200	9004421	4th Aldershot Scouts	Western Road	1,577.60	80	1,262.08	20	315.52	126.21	31/03/2017
6200	9110756	3rd Farnborough Scouts	Sand Hill	3,056.60	80	2,445.28	20	611.32	244.53	31/03/2017
2500	9002994	8th Farnborough Air Scout	Rectory Road Scout Hut, Priory Street	1,232.50	80	986.00	20	246.50	98.60	31/03/2017
2650	9003179	2nd Farnborough Scout Group	Scout Hut, Curly Bridge Close	1,306.45	80	1,045.16	20	261.29	104.52	31/03/2017
				18,955.85		15,164.68		3,791.17	1,516.47	
Charity Shops										
14000	9110401	Phyllis Tuckwell Hospice	9 Union Street	6,902.00	80	5,521.60	20	1,380.40	552.16	31/03/2017
9900	9201455	Parity for the Disabled	69 Camp Road	4,634.20	80	3,707.36	20	926.84	370.74	31/03/2017
6900	9207795	Phyllis Tuckwell Hospice	52 Kingsmead	3,796.10	80	3,036.88	20	759.22	303.69	31/03/2017
				15,332.30		12,265.84		3,066.46	1,226.58	
Local Charities										
6700	9000006	Community Pre-School	67 Albert Road	3,303.10	80	2,642.48	20	660.62	264.25	31/03/2017
15750	9000007	Farnb'oro Cove War Mem	Albert Road	7,764.75	80	6,211.80	20	1,552.95	621.18	31/03/2017
1325	9000981	Rowhill Nature Reserve	95 Cranmore Lane	653.23	80	522.58	20	130.65	52.26	31/03/2017
33000	9206468	* Farnb'oro Comm Centre	Pinehurst Avenue	13,557.50	80	10,846.00	20	2,711.50	1,084.60	31/03/2017
5100	9206467	Rushmoor Voluntary Servs	Pinehurst Avenue	6,285.75	80	5,028.60	20	1,257.15	502.86	31/03/2017
2375	9205534	Sasra	Havelock House, Barrack Road	1,170.88	80	936.70	20	234.18	93.67	31/03/2017
10000	9207635	B V Scope Parity for Disabled	92 - 94 Whetstone Road, Farnborough	1,306.45	80	1,045.16	20	261.29	104.52	31/03/2017
11500	9110359	Rushmoor Gym Club	Pool Road	5,669.50	80	4,535.60	20	1,133.90	453.56	31/03/2017
6700	9111133	Farnb'g Christian Outreach	64 Kingsmead	3,303.10	80	2,642.48	20	660.62	264.25	31/03/2017
19000	9201815	The Source	237 High Street	9,367.00	80	7,493.00	20	1,873.40	749.36	31/03/2017
6200	9206535	Relate	35/39 High Street	3,056.60	80	2,445.28	20	611.32	244.53	31/03/2017
3450	9207076	Step By Step Partnership Limited	Ground Floor, 157 High Street	1,700.85	80	1,360.68	20	340.17	136.07	31/03/2017
9100	9207166	The Clear Stone Trust	119 Lynchford Road, Farnborough	4,486.30	80	3,589.04	20	897.26	358.90	31/03/2017
5500	9206536	The Gurkha Welfare Trust	First Floor East, 35-39 High Street	2,711.50	80	2,169.20	20	542.30	216.92	31/03/2017
7300	9206386	The Vine Drop In Centre	The Institute, 33 Station Road., Aldershot	3,598.90	80	2,879.12	20	719.78	287.91	31/03/2017
				67,935.41		54,347.72		13,587.09	5,434.84	
Large Charitable Organisations with specific local focus										
7500	9000005	Breakthrough Trust	67 Albert Road	3,697.50	80	2,958.00	20	739.50	295.80	31/03/2017
1550	9204865	Breakthrough Trust	Part Second Floor, 35-39 High Street	764.15	80	611.32	20	152.83	61.13	31/03/2017
8700	9001328	Samaritans	182A Farnborough Road	5,423.00	80	4,338.40	20	1,084.60	433.84	31/03/2017
18500	9002985	Farnborough CAB	Pinehurst Avenue	9,120.50	80	7,296.40	20	1,824.10	729.64	31/03/2017
13750	9204526	Aldershot CAB	Aldershot Visitor Centre	6,778.75	80	5,423.00	20	1,355.75	542.30	31/03/2017
7200	9204863	Aldershot CAB	Second Floor, 35-39 High Street	3,549.60	80	2,839.68	20	709.92	283.97	31/03/2017
4000	9003303	St John Ambulance	Station Road	1,972.00	80	1,577.60	20	394.40	157.76	31/03/2017
5900	9005676	St John Ambulance	2A Windsor Way	2,908.70	80	2,326.96	20	581.74	232.70	31/03/2017
11250	9203425	St John Ambulance	Activity Centre, 99 Hawley Lane	5,546.25	80	4,437.00	20	1,109.25	443.70	31/03/2017

70000	9205672	Step By Step	36 Crimea Road, Aldershot	34,510.00	80	27,608.00	20	6,902.00	2,760.80	31/03/2017
2950	9007258	ATC Hut	259 North Lane Aldershot	1,454.35	80	1,163.48	20	290.87	116.35	31/03/2017
9400	9007274	First Wessex	232 North Lane	4,634.20	80	3,707.36	20	926.84	370.74	31/03/2017
16500	9111224	First Wessex	14 Totland Close	8,134.50	80	6,507.60	20	1,626.90	650.76	31/03/2017
8800	9200375	Positive Action	Unit 6&8 4 Hillside Road	4,338.40	80	3,470.72	20	867.68	347.07	31/03/2017
14500	9201223	RSPCA	47/49 Camp Road	6,778.75	80	5,423.00	20	1,355.75	542.30	31/03/2017
15000	9205023	Rushmoor Healthy Living	Suite 17 Second Floor The Meads Business Centre	2,070.60	80	1,656.48	20	414.12	165.65	31/03/2017
13750	9203788	Royal Aeronautical Society	The Hub Fowler Avenue	6,778.75	80	5,423.00	20	1,355.75	542.30	31/03/2017
38500	9202889	Royal Aeronautical Society	The Hub Fowler Avenue	18,980.50	80	15,184.40	20	3,796.10	1,518.44	31/03/2017
41500	9111721	Farnborough Air Services Trust	Farnborough Air Sciences Trust, 85 Farnborough Road	20,459.50	80	16,376.60	20	4,091.90	1,636.76	31/03/2017
44750	9202477	Active Nation Uk Limited	Alpine Ski Centre, Galwey Road	21,371.55	80	17,097.24	20	4,274.31	1,709.72	31/03/2017
				169,271.55		135,426.24		33,854.31	13,541.72	

Community Amateur Sports Clubs

6800	9001491	Cove Bowling Club	53 Horn Road	3,352.40	80	2,681.92	20	670.48	268.19	31/03/2017
11000	9001837	A'shot Cricket Club	Guildford Road	5,423.00	80	4,338.40	20	1,084.60	433.84	31/03/2017
4750	9000246	Cove Cricket Club	Ambleside Close	2,341.75	80	1,873.40	20	468.35	187.34	31/03/2017
2750	9207269	Farnborough Gate Bowling Club	Ringwood Road	2,908.70	80	2,326.96	20	581.74	232.70	31/03/2017
11250	9205885	Aldershot & Fleet RFC	Guildford Road, Aldershot	5,546.25	80	4,437.00	20	1,109.25	443.70	31/03/2017
				19,572.10		15,657.68		3,914.42	1,565.77	

Sports & Non-Profit Organisations

4600	9001252	A'shot Underwood Bowling	Eggars Hill	-	0	0	0	-	-	31/03/2017
2650	9001253	A'shot Methodist Tennis	Eggars Hill	-	0	0	0	-	-	31/03/2017
430	9001895	Aldershot Dolphins Club	103 Hawley Lane	-	0	0	0	-	-	31/03/2017
6100	9003223	Cove Football Club	7 Squirell Lane	48.80	0	0	100	48.80	19.52	31/03/2017
12500	9003521	Farnb'oro RFC	Tile Barn Close	6,000.00	0	0	100	6,000.00	2,400.00	31/03/2017
4050	9003522	Farnb'oro Lawn Tennis Cl	Tile Barn Close	-	0	0	0	-	-	31/03/2017
12000	9004371	Blackwater Valley Ent	11 Wellington St	5,760.00	0	0	50	2,880.00	1,152.00	31/03/2017
10750	9004435	A'shot Traction Ath Clb	Weybourne Rd	5,160.00	0	0	100	5,160.00	2,064.00	31/03/2017
32000	9201332	British Gurkha Welfare Society	119 Wren Way	15,776.00	0	0	50	7,888.00	3,155.20	31/03/2017
6900	9203884	Southwood Management	Kennels Lane, F/B	496.78	0	0	100	496.78	198.71	31/03/2017
13500	9203837	Rushmoor Community FC	Grasmere Road	6,480.00	0	0	100	6,480.00	2,592.00	31/03/2017
1900	9003102	Aldershot District West Indian As	Queens Road Recreation Ground	912.00	0	0	100	912.00	364.80	31/03/2017
41500	9207025	Love Of The Game Ltd T/A Alder	Recreation Ground, High Street	20,459.50	0	0	50	10,229.75	4,091.90	31/03/2017
11000	9207551	Rushmoor Schools Plus Cic	15 The Galleries, High Street	4,400.00	0	0	100	4,400.00	1,760.00	31/03/2017
				65,493.08				44,495.33	17,798.13	

Cost of Discretionary Relief

Total Yearly Rates	356,560.29
Total Mandatory Relief	232,862.16
Total 20% Top Up Relief	54,299.03
Total 20% CASC Top Up	3,914.42
Sports and Non-Profit	44,495.33
Hardship Relief	0
Total Discretionary Awarded	102,708.78
Total Hardship Awarded	-

New Cases Discretionary

RV	Billing No	Name	Address	Yearly Rates	MR %	MR Value	DR%	DR Value	Cost of Award	Year
12750	92077357	Tamba Twins	Second Floor Manor House, Church Hill, Aldershot	2,963.31	80	2,370.64	20	592.67	237.07	14/15
12750	92077357	Tamba Twins	Second Floor Manor House, Church Hill, Aldershot	6,285.75	80	5,028.60	20	1,257.15	502.86	15/16
7200	92079376	Batten Disease	Office 1, The Old Library, Boundary Road	646.54	80	517.23	20	129.31	51.72	14/15
7200	92079376	Batten Disease	Office 1, The Old Library, Boundary Road	3,549.60	80	2,839.68	20	709.92	283.97	15/16
21750	92004467	British Heart Foundation	96B Queensmead, Farnborough	10,722.75	80	8,578.20	20	2,144.55	857.82	15/16
23250	92047892	British Heart Foundation	30 Union Street, Aldershot	11,462.25	80	9,169.80	20	2,292.45	916.98	15/16
73000	9202688	British Heart Foundation	107 Victoria Road, Aldershot	35,989.00	80	28,791.20	20	7,197.80	2,879.12	15/16
8900	9206988	Affinity Trust	Ground and First Floors, 6 Alexandra Terrace, Aldershot	4,387.70	80	3,510.16	20	877.54	351.02	15/16
	9207916	Chance for Childhood	Westmead House, Farnborough	473.82	80	379.05	20	94.77	37.91	14/15
	9207916	Chance for Childhood	Westmead House, Farnborough	2,563.60	80	512.72	20	512.72	205.09	15/16
				79,044.32		61,697.28		15,808.88	6,323.55	

New Cases Hardship

RV	Billing No	Name	Address	Yearly Rate	% Award	Value	Cost of Award	Year
18000	92079699	Mangobean Coffee	Ground Floor, 52 Union Street	8874.00	50	4437.00	1774.80	
34750	92082929	Sovereign Snooker	1A Camp Road, Farnborough	17131.75	50	8565.88	3426.35	
				26,005.75		13,002.88	5,201.15	

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CABINET
20TH OCTOBER 2015

AGENDA ITEM NO. 5

DIRECTORATE OF COMMUNITY AND ENVIRONMENT
ENVIRONMENTAL HEALTH AND HOUSING
REPORT NO. EHH1511

Housing Options Resources

1. INTRODUCTION

1.1 The post of Senior Housing Officer has recently become vacant. This post provides the 'manager of today' function for the Housing Options Team which helps the Team to improve and supports them in their work which includes:

- **Helping homeless people**
- **Prevent homeless**
- **Offering housing options**
- **Securing temporary and permanent accommodation**
- **Assessing applicants for the housing allocation pool**

1.2 The Senior Housing Officer's post also has responsibility for the Council's functions under the Home Finder Scheme. This includes:

- **Advertising social housing properties**
- **Short-listing applicants for accommodation**
- **Dealing with queries from customers and the housing associations**
- **Other duties associated with Home Finder**

1.3 The proposal is to remove the Home Finder tasks from the Senior Housing Officer's post and create a new part time post of 16 hours per week to manage these responsibilities. This will enable the Senior Housing Officer to be more effective in their role and support the team in an environment of increasing demand.

2. BACKGROUND

2.1 Following a systems thinking review in 2010, the Housing Options Team changed their way of working by prioritising housing applications on a need not want basis.

2.2 The work processes were reviewed and waste removed from the work. Most of the work fitted well into the generic Housing Officers' role. The Home Finder work did not fit naturally within the role and new workflows. A decision was made to place the Home Finder responsibilities with the Senior Housing Officer. Continuous reviews

of the demand from Home Finder show that it does not fit within the Senior role.

2.3 The previous post holder found the demand from the Home Finder duties difficult to manage within the Senior Housing Officer role. It was not possible, despite working closely with the Housing Options Manager, to resolve the demand within the role. The post holder spent a disproportionate time on this administrative task.

2.4 Thought has been given to whether the duties could be performed by an apprentice. The Housing Options Team is a high demand area and training an apprentice every 18 months would affect an already busy Team. There are no future changes likely to mean that the responsibilities will diminish or cease.

2.5 Consideration to placing the duties within the Team; this happens when the Senior Housing Officer is on leave however, this would not work over a longer period. The work is mostly administrative but high-risk if it goes wrong – allocating a property to the wrong person could result in a claim of maladministration.

2.6 Having discussed the Home Finder demand work with the Systems Thinking Analyst, who was involved in the housing system thinking review, they support the need to separate the Home Finder work from the Senior role freeing the post holder to be more effective in their day-to-day work.

3. PROPOSAL

3.1 It is proposed to remove the Home Finder work from the Senior Housing Officer's role and create a part-time role of 16 hours per week. The role would cover three days a week (Monday, Wednesday and Friday). The duties would include:

- **Weekly advertising of vacancies for social housing**
- **Short-listing applicants for accommodation**
- **Dealing with queries from customers and the housing associations**
- **Administering the allocation pool in terms of general house keeping**
- **Having input with lettings plans for new developments**

4. FINANCIAL IMPLICATION

4.1 There would be a financial implication of approximately £10K a year to employ a Housing Allocation Assistant for 16 hours. (G 3 pro rota)

5. RECOMMENDATIONS

5.1 This report is seeking approval to recruitment a part time Housing Allocation Assistant.

Qamer Yasin
Head of Environmental Health and Housing

Background papers:

Contacts: Suzannah Hellicar
Housing Options Manager

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CABINET
20th October 2015

CORPORATE DIRECTOR
Exempt Report: CD1512

APPLICATIONS FOR SECTION 49 REMISSION OF NON-DOMESTIC RATES

1. Introduction

- 1.1 The purpose of this report is to consider two new applications for remission of rates for the current financial year.

2. Guidelines

- 2.1 A charging authority has the power to reduce or remit the whole or part of the rates payable by a ratepayer provided:
- a) The ratepayer would sustain hardship if the authority did not do so, and
 - b) It is reasonable to do so having regard to the interests of the council taxpayers
- 2.2 The former Office of the Deputy Prime Minister's guidelines on Section 49 remission are reproduced in Appendix 1.
- 2.3 The definition of hardship is left to the discretion of the local authority. However, the purpose of granting relief would normally be to secure, as far as possible, the continuation of a business that provides a local amenity to the community. Although the guidance does encourage authorities to consider all circumstances and judge each application on its respective merits.
- 2.4 As far as the interests of the council taxpayers are concerned, this requires a judgement of the extent to which residents would benefit from supporting the business, against the costs falling on the taxpayer.

3. Cost

- 3.1 Formerly, 75% of the cost of any reduction was offset against payments into the non-domestic rating pool. The remaining 25% of the charge was met by the council taxpayer.
- 3.2 Since 1st April 2013, the Business Rates Retention Scheme has introduced a fundamentally new set of arrangements for dealing with the cost of business rates. The cost to the Council of granting any Hardship Relief is most reliably estimated at being 40% of the value of the relief granted. Although the total cost is ultimately determined by a range of factors, such as the Council's total rate receipts measured against its estimated threshold for growth and taking into account whether any payment levies or safety net contributions are payable or receivable.

4. Application for Relief

4.1 Full details of the applications are set out in Appendix 2.

4.2 Cabinet will need to consider whether the evidence supplied is suitable evidence that the businesses are suffering financial hardship. If this is accepted, the decision on whether to grant relief will depend upon whether it is in the interests of local taxpayers to subsidise the businesses, taking into account the nature and circumstances of the businesses and the availability of alternative facilities in the area.

5. Recommendation

5.1 Cabinet is requested to consider the following applications for Section 49 relief:

- a) Anusha Sareen, T/A Mangobean, 52 Union Street, Aldershot
- b) Sovereign Snooker Limited, Snooker Hall Sovereign House, 1A Camp Road, Farnborough

Ian Harrison
Corporate Director

**FORMER OFFICE OF THE DEPUTY PRIME MINISTER
GUIDELINES RE SECTION 49 RELIEF**

CHAPTER 7 - Hardship

- 7.1 Section 49 of the Local Government Finance Act 1988 gives billing authorities the discretion to reduce or remit the payment of rates for any ratepayer. A billing authority can reduce or remit the payment of rates where it is satisfied that the ratepayer would sustain hardship if it did not do so and it is reasonable for it to do so having regard to the interests of its council taxpayers.
- 7.2 Whilst it is for each billing authority to decide on the facts of each case whether to exercise its powers under section 49 - and to judge the extent of those powers - authorities may wish to bear the following guidance in mind:
- (i) Although authorities may adopt rules for the consideration of hardship cases, they should not adopt a blanket policy either to give or not to give hardship relief: each case should be considered on its own merits and the application process kept as simple and streamlined as possible to enable decisions to be made quickly;
 - (ii) Reduction or remission of rates on grounds of hardship should be the exception rather than the rule;
 - (iii) All relevant factors affecting the ability of a business/ratepayer to meet their liability for rates should be taken into account;
 - (iv) The 'interests' of council taxpayers in an area may go wider than direct financial interests. For example, where the employment prospects in the area would be worsened by a company going out of business, or the amenities of an area might be reduced by, for instance, the only provider of a service in the area;
 - (v) Where the granting of relief would have an adverse effect on the financial interests of council taxpayers, the case for a reduction or remission of rates payable may still on balance outweigh the cost to tax payers if the other interests of the council taxpayers are greater;
 - (vi) Hardship rate relief may in some cases constitute state aid, and may need to be notified to the European Commission.
 - (vii) The hardship caused to a ratepayer may be self-evident, for example where a business has been affected by severe loss of trade, due to external factors such as natural disasters. However, authorities may wish to consider how the business can demonstrate such loss of trade or business. For example, do accounts, order books, till receipts or

VAT returns show a marked decline in trade compared to corresponding periods in previous years?

- (viii) Authorities should be clear in awarding relief that it will be granted only for the period for which there is clear evidence of hardship for the ratepayer concerned; and
- (ix) To guard against fraudulent claims, authorities should satisfy themselves that the claim is from a ratepayer suffering genuine hardship.

**Anusha Sareen T/A Mangobean
52 Union Street, Aldershot, Hants GU11 1EW
Billing Number – 92079699**



Type of Business: Coffee Shop

Number of year's business established: Since January 2015

Mangobean Coffee Shop is a franchise of coffee shops across the UK.

Mangobean coffee shops represent stylish looking establishments with quirky branding, offering freshly roasted coffee from mild to strong blends at very reasonable prices in addition to smoothies, frappes, frozen yoghurt, soft serve, food snacks and cakes.

The franchisee for Mangobean, Aldershot is Anusha Sareen.

The Business Rates payable for the financial year 2015/16 is £7,374.00. This is the current year rates payable less £1,500.00 Retail Relief. The rateable value on the premises is £18,000, which means that Mangobean do not qualify for any Small Business Rates Relief.

This franchise started in January 2015, taking over the premises vacated by Next plc in June 2014. Whilst there is a Reoccupation Relief for businesses that taken on vacant shop premises, this relief does not apply in this instance as the premises had not been vacant for a continuous period of 12 months or more.

There were delays in opening the business due to ongoing issues with the previous

tenants and repair work that needed to be completed before the coffee shop could open.

Councillor Jeremy Preece has visited Mangobean several times and has provided a witness testimony to support the application, which recognizes difficult trading conditions for the business in its early days, exacerbated by significant water works immediately outside the property.

In their application, Mangobean advise the following:-

Factors which have affected trade:

SouthEast Water works causing reduced footflow, reduced visibility of the shop due to high fencing, diverted footflow to otherside due to narrow space, rundown neighbour property, homeless taking residence and off putting potential customers.

Subsequent paving works. Previous tenant left the property with many issues – delayed opening.

Reason for Application:

SouthEast Water works reduced footflow, preventing many new cutomers from seeing us.

High fencing left barely any space for footflow, causing majority of potential customers to walk on the other side which was significantly wider.

Highfencing also reduced visibility and many people did not see us open.

Rundown neighbour property with homeless lingering outside also caused people to avoid my side. Paving fencing also had a similar affect to that of the water works – these were also inactive for over 10 days.

Previous tenant left roofing issues, causing delays in opening, alongside a lack of organisation and supprt from the Franchisor team.

Benefits to Local Taxpayers:

It is a pleasant, reasonable competitively priced coffee shop that has huge potential to grow. We can only grow with the support of the local community.

As the Franchisee and Manager, I am willing to adopt, improve and adjust my products/methods to the town. We provide quality products and service with a modern and well kept design. Prices are low – thus also suitable for the town.

New businesses staying open is crucial for the development of Aldershot and will assist in attracting new retailers.

Financial position

Due to the relative infancy of this business, no supporting accounts have been provided at this time, however, some summary financial details have been supplied. The franchisee states that the rent due for the property is £4,000 per quarter,

electricity is due at around £1,300 for the first trading period and VAT for the first quarter that needs to be paid over is at £1,250. The franchisee has needed to invest capital into the business to establish it to the value of £70,000 which she said has been provided by an investor requiring repayment within 3 years. If that sum were to be repaid evenly across the three years, that would require a monthly repayment of the order of £2,000. No indication of trading data has been provided yet, however, clearly the information set out indicates that trading has been extremely difficult during the set up period.

Comment on the application

Due to the relative infancy of this particular business, a clear assessment on financial hardship is hard to conclude. Clearly, the initial start-up and early trading conditions have been challenging. This is supported in part by a series of testimonials from Councillor Jeremy Preece which are set out below.

Members will be acutely aware of the difficult retail conditions in this area of Union Street, Aldershot, so will no doubt take that into account when weighing up the value of supporting this business at this time to the broader community.

Testament 1

I have visited these premises several times to see the struggle that this new business underwent in its first few months from January.

At the point at which the business needed to be highly visible and attract new customers, I found that the works being carried out by the Water company had caused the area outside of the shop to be blocked off. There was a narrow passage left of about three feet wide in front of the shop with a wider access on the opposite side.

As a result, most of the pedestrians didn't pass on the side of Mangobean but on the wider opposite side where the shop was not properly visible.

This situation continued much longer than even was advertised.

The adjoining property is virtually derelict and had a porch that was used by homeless and other groups and these served to put off customers. Although RBC did all in its power to get the offending area boarded up it took extra months because the landlord was in liquidation. This ended up as a big double whammy, and I understand that trade has increased now that both of the issues have been resolved.

At the same time, there were problems of outstanding repairs which were the result of issues with the previous tenants.

Each of these are major causes of hardship but taken together and at a time when a new business needs to attract its customers, I think makes for a compelling case.

As Ward Councillor, I care very much about the state of our Town Centre and the

overall aims of the Activate Aldershot scheme to help out town centre. Mangobean is a rather different coffee shop which fits in well with what we want to see achieved, where there are other shops such as alcohol outlets, takeaways and gambling shops which detract.

Should this shop not succeed it would be in no one's interest to see 52 Union Street to revert to an empty shop.

In line with the conditions of the hardship relief this shop is already showing signs that trade is picking now, several months later, the problems are being resolved.

I am sending photos to support what I have said in this letter.

On this one I am sending a picture of the narrow walkway in front of the shop too narrow even to put out a sign and barely possible to push a child's pushchair.



Testament 2

Here are pictures showing the larger walkway on the opposite side of the works and also the off-putting derelict building before it was boarded up. Although in this photo, there are no people in the porch.



Testament 3

I wanted to include a pair of pictures taken from inside of Mangobean. These show a nice inviting interior in one direction and the dark aspect of looking out onto a window blocked by green tarpaulin. I think it helps to illustrate how uninviting the works made the shop at the crucial time that it was new and trying to attract new business.

I visited the shop again briefly today and it seems that business is now significantly picking up since both the next door derelict building has had its front boarded up, and since the works have moved from in front of the shop.

I understand that because of the hardship caused by works etc. it has meant that it has taken much longer to build up a customer base and therefore eat deeply into capital. Therefore we are not talking about subsidising something unsustainable.



Cost of Granting Hardship Relief

The indicative cost to Rushmoor Borough Council of granting various levels of hardship relief is as follows:

Percentage Relief	Value to the Business	Cost to RBC
25%	£1,843.50	£737.40
50%	£3,687.00	£1,474.80
100%	£7,374.00	£2,949.60

Sovereign Snooker Limited
Snooker Hall Sovereign House, 1A Camp Road, Farnborough
Billing Number – 92063661

Type of Business: Snooker Club and Premises
Number of year's business established: 10 years
Number of Employees: 10

Sovereign Snooker is a Snooker and Pool Club in North Camp, which is for private members only.

Membership is open to anyone over the age of 18.

Costs:

Membership Per Annum (New Member)	£10.00
Membership Per Annum (Renewal)	£7.50
Cost Snooker per Hour	£7.50
Cost Pool per Hour	£7.50
Costs Darts per Hour	Free



Facilities included at the Club are snooker, pool and darts. There is also a Cue Shop and a Sports Bar at the venue.

The Sports Bar has its own assessment. The rates payable on the sports bar is £1,095.08.

This application is for the Snooker Hall. The current Rateable Value is £34,750 and the rates for 2015/16 are £17,131.75.

Cabinet considered an application from Sovereign Snooker in 2014 and awarded 25% Hardship Relief for the year 2014/15, which amounted to £4,187.38. The financial effect on RBC was £1,674.95.

The indicative cost to Rushmoor Borough Council of granting various levels of hardship relief is as follows:

Percentage Relief	Value to the Business	Cost to RBC
25%	£4,282.93	£1,713.18
50%	£8,565.87	£3,426.35
100%	£7,131.75	£6,852.70

Since the award of hardship relief last year, Sovereign Snooker has maintained payments of their rates on both the Snooker Hall and the Pool Bar.

In their application, Sovereign Snooker advises the following:-

Reason for Application:

Recovering from the impact of the smoking ban, the recession and paying off historical debts.

I am investing a further £5,000.00 to meet this quarters rent.

I am unsure if you are aware that a snooker club is a very seasonal business and whilst we trade well in the winter months, when the summer arrives our turnover reduces by as much as 50%, which leaves the Club with a serious cash flow problem.

How does business benefit local taxpayers:

Sovereign snooker is a major sports venue for the area providing 11 snooker tables, 6 pool tables, 6 dartboards and a lounge bar area.

The premises were vacant for 18 years prior to our taking the unit and converting into a leisure facility the area can be proud of.

Additional Information:

To generate more versatility to the Club, we have converted a small area into a function room, at a cost of approximately £10,000 incorporating a stage, lighting rig, additional toilet facilities, furniture and a dance floor.

Financial Position

The owner of the business has supplied a set of audited accounts up to 31st October 2014. The accounts show that the business made a net loss of £39,335 at the end of this period, (worse than the loss of £21,320 the previous year).

The business generated £237,045 (down from £297,373 last year) in sales income during the period, generating a gross profit on sales of £51,215 (down from £97,168 last year) after taking out various expenses including stock purchases at £86,560 and wages at £95,207. General running expenses are of the order of £89,250 (the most significant expense entry being the rent of £40,000).

Last year, the balance sheet showed an overall negative worth of the business at £39,995. This position has clearly worsened as a result of the latest trading figures. The owner suggests in his application that he needs to introduce further capital to support the current running of the business.

Comment on the application

This is the second application for this Club to come before Cabinet. Cabinet awarded 25% relief last year against a very similar application. This is an independent local club providing facilities predominantly for local people and not part of a national chain arrangement. This appears to be the only club of this type in

Farnborough.

The owners have set out in their application the link with the local area over the past 8 years and they comment on the status of these premises in the years prior to their current occupation.

Financially, the business clearly continues to struggle, and has demonstrated that it has sustained losses in each of the past 3 years. Clearly the scale of these losses do not appear to be sustainable in the long term. The owners continue to ask for rate support in the short term to try to keep the business going until economic conditions improve.

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AGENDA ITEM NO. 9

CABINET
20th October 2015

CHIEF EXECUTIVE'S OFFICE
SOLICITOR TO THE COUNCIL
EXEMPT REPORT NO. LEG1518

ACQUISITION OF SITE FOR COUNCIL DEPOT

PURPOSE

The purpose of this report is seek authority to purchase Canna Business Centre, Lysons Avenue, Ash Vale to provide a council depot in connection with the waste collection and street cleansing service and to approve the cost of works relating to the layout of the depot .

BACKGROUND

The Council is currently reprocuring its waste, street cleansing and grounds maintenance service using the competitive dialogue procedure and depot provision is required for the waste and street cleansing element of the contract to enable a contractor to be able to deliver these services.

CURRENT DEPOT PROVISION

For a number of years, the Council's waste collection and street cleansing service has operated from a depot in Doman Road, Camberley. The depot is owned by Surrey Heath Borough Council. Despite the Council having occupied a portion of the site for many years, there is little security to the arrangement as Surrey Heath have not granted the council a lease for the site.

In recent years, Surrey Heath has intensified use of their own use of the Doman Road depot and the section of the depot occupied by Rushmoor has become quite tired. This depot will not remain available to the Council beyond the end of the existing waste contract and therefore a new depot is needed.

THE NEED FOR A SECURE DEPOT

A large scale depot is essential for the operation of services such as waste collection and cleansing. Grounds maintenance is serviced from existing Council owned facilities. They are services that involve a large number of vehicles, plant and equipment and employ a large number of operational staff.

The Council is engaged in a competitive dialogue with a number of contractors and following the 2nd June Cabinet decision to authorise the purchase of Plots 5 and 6 on the Farnborough Industrial Estate, contractors have been advised that the

Council will provide a depot for the new contract. The reasons for needing to provide a depot, as agreed by the earlier Cabinet decision, are set out in more detail in that report.

REQUIREMENTS OF A DEPOT SITE

Operationally the following are required from any depot site:-

- Office accommodation for approximately 10-12 desks, meeting space, toilet and showering facilities, kitchen and internal storage.
- External storage for equipment, bins, sandbags etc.
- Parking for; 16 refuse collection vehicles, 2 road sweepers, 2 compact sweepers, 8 caged vehicles, approximately 35-40 car parking spaces.
- Vehicle wash down
- Fuel tank
- Local to the Borough

Operationally it is also desirable to provide a vehicle workshop. Canna Enterprise Centre is of sufficient size to meet all these needs and has room for future further activities which may come forward as part of the dialogue process in procuring the new contract.

THE SITE

A plan of the site is appended. Canna Enterprise Centre is accessed off the BVR and is close to the Borough boundary, though situated in Guildford Borough. The site forms part of the Lysons Avenue / Station Road industrial area and is allocated under the Guildford Local Plan policy E1 for industrial and warehousing use and is safeguarded for this use under policy E3. The site has long been an industrial area and whilst it has no planning permission or certificate of lawful use for B2 use, the fact that it is allocated for such purpose suggests that there should be no issue with its continued use for a B2 industrial use.

The only planning issue is whether a depot use will be regarded as a B2 industrial use within the same use class as the existing uses or whether it will be regarded as a sui generis use by Guildford BC requiring a planning application for its change of use. To settle this issue, it is proposed to make an application for a certificate of proposed lawfulness of the use to GBC, in order to determine this issue before any purchase.

The site has a number of occupiers, some 16 units which are small businesses. We are advised by the agent that none of these lessees are protected business tenants and that there are break clauses within their leases of between 3-6 months which will enable the Council to secure a vacant site to redevelop. The Council will be doing due diligence on this as part of the purchase process.

The Council will offer assistance to these businesses to find alternative premises, in order to be in a position to commence demolition of the buildings on site by May

2016. The Council's economic development officer will undertake this role working in conjunction with GBC. At the moment these businesses are unaware of the owners intention to sell and they will be informed by the owner only when contracts have been exchanged. Whilst it is regrettable that securing this site will involve small businesses in having to relocate, the owner would sell the estate whether or not the buyer was the Council and, given the age and condition of the buildings, it is likely that any new owner would want to do some form of redevelopment which, in any event, is likely to disturb such business uses.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

An extensive search for suitable premises has been conducted for in excess of six months and it is proving difficult to find a suitable site given the constrained nature of the borough and the value of brownfield land. Since the June Cabinet report, the following alternative options have been considered :-

(A) to locate a new depot in an alternative location :-

- **Occupy a site in the commercial area of the AUE.**

A permanent site at Ordnance Road/ Gallwey Road has been explored and remains a fall-back position for the Council. Such a site would not be available in time for the new contract and would involve having to use a temporary site in MOD ownership with demolition of the existing buildings and the costs of requiring the contractor to move during the contract period. The costs of the move to the contractor and onto the Council would be of the order of £60K. The costs of securing this permanent site are likely to be far more expensive as the land is likely to have a value associated with large warehouse units with high revenue streams as the local infrastructure is suitable for larger lorries to enter the site. There are also unknown land remediation costs with site as it is known to be contaminated. Price could also be influenced by the need to secure a commercial user for the adjoining land and the effect of the depot use upon the value of the remaining land and the size of the land left for a commercial use. Grainger have been advised that the Council may need to consider this option further if the site at Canna Business Centre does not proceed.

- **Plot 5 and 6 Farnborough Industrial Estate.**

Negotiations on the price of Plot 5 and 6 failed as one of the owners required a price that did not represent best value to the Council. The Council withdrew from the purchase.

(B) Not to provide a depot facility

If the Council cannot provide a depot in connection with the waste contract and instead requires the contractor to provide a depot then there could be the following consequences:

1. It could limit the number of bids with only the large refuse companies who have existing depot provision being able to bid. This may be regarded as anti-competitive and increase the risk of challenge. Depending on the location of a bidders depot it is likely to add cost to the bid in terms of transport costs and it is difficult to know the quantum of such costs at this stage.
2. Bidders are likely to price for risk in having to do this. For some contractors to be able to submit a bid would involve the contractor identifying the likely cost of leasing a site and passing on this cost and the cost of laying out a depot onto the council as part of its bid. It would also leave the Council without a depot at the end of the contract. This risk is likely to deter some bidders.
3. Having indicated to bidders during the first round of the dialogue process that a depot would be provided, it would not show the Council in a favourable light as a partner should we now decide not to make such provision.

PROPERTY IMPLICATIONS

The Council has been given an exclusivity period of 8 weeks to exchange contracts at an agreed price of £1.3 million plus VAT.

The purchase price is recommended by the Council's professional valuer and is considered to be best value.

Planning permission would be needed for operational development in connection with the workshop, offices and other buildings but it is proposed to apply for this after the purchase has been completed and once the principle of the use of the land as a depot has been established.

LEGAL IMPLICATIONS

The Council has power to acquire land under section 120 of the Local Government Act 1972 either to discharge any of the council's functions or for the benefit, improvement or development of the borough. The acquisition of this land will enable the council to continue to meet its need to provide waste, grounds maintenance and street cleansing within the borough. This will be a freehold purchase.

FINANCIAL IMPLICATIONS

The recommendation is that the purchase proceeds at £1.3 million plus VAT, which has been agreed by the agent as being the price available for the exclusivity period. The recommendation also has a provision to allow a further amount, for necessary costs to secure vacant possession to meet the Council's time scales in providing the depot in this location in time for the commencement of the new contract.

The rent payable to Surrey Heath for the Dolman Road Depot is paid by our existing waste contractor under the terms of the contract and is £103,000 but this is thought

to be below market rent as Surrey Heath have never increased the rent. This cost is reflected back to the Council in the terms of the contract. With a Council provided depot the cost of providing a depot will not form part of the cost of the contract and therefore this should be reflected in the contract price. The amount of cost removed from the contract price, even at this low rent, over a 10 year waste contract would be £1,030,000.

The business rate liability, based on what is paid for the county depot in Elles Road, should be around £90,000. The Council will recover 40% of this from the Government under the business rates scheme.

£1 million had previously been identified as needed as a capital bid in the capital programme for capital works to create a new depot. It has not been possible to quantify the cost of the works that will be required as this would involve access for site surveys and the purchase is proceeding upon a confidential basis. Indicative figures, obtained from Veolia, on the basis of a desktop exercise, assuming no contaminated land, have shown the likely costs to be in the region of £837,000. Added onto this will be the costs of demolition likely to be circa £250,000. A further sum of £300,000 will be required to build a workshop. A contingency and the costs of professional fees in connection with the redevelopment bring the estimated total cost of the redevelopment to £1.5 million.

The capital spending required to provide the depot for which approval is sought in this report is therefore £3,050,000. The loss income from interest on the use of Council capital is calculated at the rate of 2.75% being £83,875 per annum.

OTHER IMPLICATIONS

Some staff could be relocated to the new facility and this will be addressed at a later stage in the development of a new depot should the purchase proceed.

RECOMMENDATION

1. That the Solicitor to the Council be given authority:-
 - to purchase Canna Enterprise Centre at a price of up to £1.3 million plus VAT
 - to apply to Guildford BC for a certificate of proposed lawfulness of use for use of the land as a depot and planning permission for operational development of the depot facility
 - to incur costs to enable the relocation of the business tenants within the time frames necessary to secure demolition by May 2015, up to a total sum of £250,000

- to take any other related action or enter into any related contracts or agreements to secure the provision of a depot on the site in accordance with the competitive dialogue timetable
2. That the Head of Community and Environmental Services be authorised to:-
 - procure the demolition , construction and site layout works
 - apply for the necessary environmental permits: environmental consents
 3. That £1.5 million is authorised and added to the capital programme for the redevelopment costs of the depot.

CONTACT DETAILS:

Report author – Ann Greaves, Solicitor to the Council,
ann.greaves@rushmoor.gov.uk tel: 01252398600