
Family Hub Fees & Charges

Committee considering report: Council on 13 September 2018

Portfolio Member: Councillor Lynne Doherty

Date Portfolio Member agreed report: 16 August 2018

Report Author: Avril Allenby

Forward Plan Ref: (C3633)

1. Purpose of the Report

- 1.1 To request approval for in-year changes to the fees and charges for the Family Hubs.

2. Recommendations

- 2.1 For Council to approve the proposed in-year changes to the fees and charges within Family Hubs across West Berkshire. To introduce new fees and charges for activities in-year.
- 2.2 Introduce the charges in two phases. In-year from September until March providing a transition from voluntary contributions to fixed charges and a booking system. Followed by a review for the booking system, income generation and feedback moving to a full programme of charges from April 2019.

3. Implications

- 3.1 **Financial:** The introduction of charges in-year are an important part of work to achieve the savings targets for the Education Service for the financial years 2019/20 and 2020/21. The introduction of income generation is also an important part of the strategy to support sustainability of the Family Hubs.
- 3.2 **Policy:** Amend the fees and charges arrangements for the Family Hubs. Revise the charging policy of the Family Hubs to reflect the new fees and charges for activities. Have clear and transparent “hardship” guidance to ensure fair access for families.
- 3.3 **Personnel:** All Family Hub staff to apply the charging policy and related hardship guidance consistently across all three Family Hub areas. Review staffing roles and responsibilities to support capacity for delivery of new activities related to fees and charges and income generation.
- 3.4 **Legal:** As the Council approved the current fees and charges the planned new charges need to return to Council for full approval prior to implementation.
- 3.5 **Risk Management:** clear communication of new fees and charges and booking system to ensure fair and open access for all users.

4. Other options considered

- 4.1 To wait until the financial year to introduce the new fees and charges. However this would have impacted upon both the booking system project and also the phasing in of charges. As well as the planned income generation.

Executive Summary

5. Introduction / Background

- 5.1 Family Hubs already have a clear charging structure for rooms and lettings.
- 5.2 Across the Family Hub areas there is some variation in the arrangements for voluntary contributions and charging. Therefore work has been taking place to introduce arrangements which will bring consistency and fairness across West Berkshire.
- 5.3 There is a need to move from voluntary contributions to charging as part of the sustainability measures for Family Hubs and to support planned efficiency targets for the Education Service.

6. Proposals

- 6.1 The charging for individual activities will be allocated within a range from £2 to £6 for single activities.
- 6.2 To further review the charges in the new financial year, providing a phased move from voluntary contributions.

7. Conclusion

- 7.1 There is a clear need for there to be consistent and fair approaches to fees and charges in Family Hub areas. The current voluntary contribution approach is not sustainable but there needs to be a period of time for transition and adjustment to take place. There also need to be safeguards so that families facing financial hardship can still access services.

8. Appendices

- 8.1 Appendix A – Data Protection Impact Assessment
- 8.2 Appendix B – Equalities Impact Assessment
- 8.3 Appendix C – Supporting Information

Appendix A

Data Protection Impact Assessment – Stage One

The General Data Protection Regulations require a Data Protection Impact Assessment (DPIA) for certain projects that have a significant impact on the rights of data subjects.

Should you require additional guidance in completing this assessment, please refer to the Information Management Officer via dp@westberks.gov.uk

Directorate:	Communities
Service:	Education
Team:	Early Years, Vulnerable Learners & Families
Lead Officer:	Avril Allenby
Title of Project/System:	Family hub Fees & Charges
Date of Assessment:	6 th August 2018

Do you need to do a Data Protection Impact Assessment (DPIA)?

	Yes	No
<p>Will you be processing SENSITIVE or “special category” personal data?</p> <p>Note – sensitive personal data is described as “data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person’s sex life or sexual orientation”</p>	<input type="checkbox"/>	x
<p>Will you be processing data on a large scale?</p> <p>Note – Large scale might apply to the number of individuals affected OR the volume of data you are processing OR both</p>	<input type="checkbox"/>	x
<p>Will your project or system have a “social media” dimension?</p> <p>Note – will it have an interactive element which allows users to communicate directly with one another?</p>	<input type="checkbox"/>	x
<p>Will any decisions be automated?</p> <p>Note – does your system or process involve circumstances where an individual’s input is “scored” or assessed without intervention/review/checking by a human being? Will there be any “profiling” of data subjects?</p>	<input type="checkbox"/>	x
<p>Will your project/system involve CCTV or monitoring of an area accessible to the public?</p>	<input type="checkbox"/>	x
<p>Will you be using the data you collect to match or cross-reference against another existing set of data?</p>	<input type="checkbox"/>	x
<p>Will you be using any novel, or technologically advanced systems or processes?</p> <p>Note – this could include biometrics, “internet of things” connectivity or anything that is currently not widely utilised</p>	<input type="checkbox"/>	x

If you answer “Yes” to any of the above, you will probably need to complete [Data Protection Impact Assessment - Stage Two](#). If you are unsure, please consult with the Information Management Officer before proceeding.

Appendix B

Equality Impact Assessment - Stage One

We need to ensure that our strategies, policies, functions and services, current and proposed have given due regard to equality and diversity as set out in the Public Sector Equality Duty (Section 149 of the Equality Act), which states:

- “(1) A public authority must, in the exercise of its functions, have due regard to the need to:***
- (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;***
 - (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; this includes the need to:***
 - (i) remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic;***
 - (ii) take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it;***
 - (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it, with due regard, in particular, to the need to be aware that compliance with the duties in this section may involve treating some persons more favourably than others.***
- (2) The steps involved in meeting the needs of disabled persons that are different from the needs of persons who are not disabled include, in particular, steps to take account of disabled persons' disabilities.***
- (3) Compliance with the duties in this section may involve treating some persons more favourably than others.”***

The following list of questions may help to establish whether the decision is relevant to equality:

- Does the decision affect service users, employees or the wider community?
- (The relevance of a decision to equality depends not just on the number of those affected but on the significance of the impact on them)
- Is it likely to affect people with particular protected characteristics differently?
- Is it a major policy, or a major change to an existing policy, significantly affecting how functions are delivered?
- Will the decision have a significant impact on how other organisations operate in terms of equality?
- Does the decision relate to functions that engagement has identified as being important to people with particular protected characteristics?
- Does the decision relate to an area with known inequalities?
- Does the decision relate to any equality objectives that have been set by the council?

Please complete the following questions to determine whether a full Stage Two, Equality Impact Assessment is required.

What is the proposed decision that you are asking the Executive to make:		Amended fees and charging in Family Hubs.	
Summary of relevant legislation:			
Does the proposed decision conflict with any of the Council's key strategy priorities?		No	
Name of assessor:		Avril Allenby	
Date of assessment:		5 th /08/2018	
Is this a:		Is this:	
Policy	No	New or proposed	No
Strategy	No	Already exists and is being reviewed	Yes
Function	No	Is changing	Yes
Service	Yes		
1 What are the main aims, objectives and intended outcomes of the proposed decision and who is likely to benefit from it?			
Aims:		To amend the current fees and charges in Family Hubs to ensure consistency across West Berkshire.	
Objectives:		To have a unified approach to fees and charged in all three Family Hubs.	
Outcomes:		Consistency for users	
Benefits:		Consistency across Family Hubs areas and activities.	
2 Note which groups may be affected by the proposed decision. Consider how they may be affected, whether it is positively or negatively and what sources of information have been used to determine this. (Please demonstrate consideration of all strands – Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex and Sexual Orientation.)			
Group Affected	What might be the effect?	Information to support this	
Age	More consistent charging and fees in all Family Hub areas. Consistent activity charges and voluntary contributions. Consistent financial hardship criteria.	All Family Hubs will be using the same charging structure whether internally managed or under service level agreement. All Family Hubs will apply the same financial hardship criteria.	
Disability	As above		

Gender Reassignment	As above	
Marriage and Civil Partnership	As above	
Pregnancy and Maternity	As above	
Race	As above	
Religion or Belief	As above	
Sex	As above	
Sexual Orientation	As above.	
Further Comments relating to the item:		
3 Result		
Are there any aspects of the proposed decision, including how it is delivered or accessed, that could contribute to inequality?		No
Please provide an explanation for your answer: The Family Hubs have a charging policy which includes “financial hardship” criteria which is to be used consistently across all Family Hub areas.		
Will the proposed decision have an adverse impact upon the lives of people, including employees and service users?		No
Please provide an explanation for your answer: There is currently inconsistent approaches to voluntary contributions and charges across the Family Hubs. This decision will ensure consistency. In order for Family Hubs to be sustainable and to provide quality activities it is important for there to be consistency for service users.		

If your answers to question 2 have identified potential adverse impacts and you have answered ‘yes’ to either of the sections at question 3, or you are unsure about the impact, then you should carry out a Stage Two Equality Impact Assessment.

If a Stage Two Equality Impact Assessment is required, before proceeding you should discuss the scope of the Assessment with service managers in your area. You will also need to refer to the [Equality Impact Assessment guidance and Stage Two template](#).

4 Identify next steps as appropriate:	
Stage Two required	No

Name:

Date:

Please now forward this completed form to Rachel Craggs, Principal Policy Officer (Equality and Diversity) (rachel.craggs@westberks.gov.uk), for publication on the WBC website