Notice of Meeting

Basingstoke Canal Joint Management Committee

Date & time	Place	Contact	Chief Executive
Thursday, 30 June 2016 at 10.05 am	Mytchett Canal Centre, Mytchett Place Road, Mytchett, Surrey, GU16 6DD	Richard Plummer Room 122, County Hall Tel 020 82132 782 richard.plummer@surreycc.gov.uk	David McNulty

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This meeting will be held in public. If you would like to attend and you have any special requirements, please contact Richard Plummer on 020 82132 782.

Elected Members

Mr Ben Carasco (Surrey CC), Mr Mike Goodman (Surrey CC), Mr Colin Kemp (Surrey CC) and Mr Chris Pitt (Surrey CC), Mr Ben Carasco (Surrey CC), Mr Mike Goodman (Surrey CC), Mr Colin Kemp (Surrey CC), Mr Chris Pitt (Surrey CC), Mr Simon Ambler (Hart DC), Cllr Ann-Marie Barker (Woking BC), Councillor John Bennison (Hampshire CC),Councillor Keith Chapman, Vice Chairman (Hampshire CC), Councillor K Davis (Woking BC), Councillor Stephen Gorys (Hart District Council), Councillor Brian Gurden (Hampshire CC)Councillor Nigel Kearse (Guildford Borough Council), Councillor David Lewis (Surrey Heath Borough Council), Councillor J H Marsh (Rushmoor BC), Councillor B W Pitt (Runnymede BC), Councillor Richard Robinson (Fleet TC), Councillor Les Taylor (Rushmoor Borough Council), Councillor John Wall (Hampshire CC)

Special Representatives:

Alastair Clark (Hart District Association of Parish and Town Councils) Julia Jacs (Residential Boat Owners Association), Gareth Jones (Inland Waterways Association), Martin Leech (Basingstoke Canal Society), Arthur McCaffery (Galleon Marine), Liz Murnaghan (Basingstoke Canal Canoe Club), Philip Riley (Basingstoke Canal Society), Adam Wallace (Natural England)

TERMS OF REFERENCE

The Committee is responsible for the following areas:

- The oversight of the completion of the restoration of the Basingstoke Canal;
- The management and maintenance of the Basingstoke Canal as an environmental navigational and recreational asset in accordance with the policy and budgetary framework set for the Committee; and
- The balancing of the interests of all users of the Basingstoke Canal and conservation of the natural environment.

AGENDA

1 APOLOGIES FOR ABSENCE

2 MINUTES OF PREVIOUS MEETING: THURSDAY 29 OCTOBER 2015 (Pages 1 - 6)

The minutes will be available in the meeting room half an hour before the start of the meeting.

Members are asked to approve the minutes of the previous meeting as a true and accurate record of proceedings.

3 DECLARATIONS OF INTEREST

To receive any declarations of disclosable pecuniary interests from Members in respect of any item to be considered at the meeting.

Notes:

- In line with the Relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012, declarations may relate to the interest of the member, or the member's spouse or civil partner, or a person with whom the member is living as husband or wife, or a person with whom the member is living as if they were civil partners and the member is aware they have the interest.
- Members need only disclose interests not currently listed on the Register of Disclosable Pecuniary Interests.
- Members must notify the Monitoring Officer of any interests disclosed at the meeting so they may be added to the Register.
- Members are reminded that they must not participate in any item where they have a disclosable pecuniary interest.

4 QUESTIONS AND PETITIONS

To receive either any questions or petitions.

Notes:

1. The deadline for Member's questions is 12.00 noon four working days before the meeting [Friday 24 June 2016].
2. The deadline for public questions is seven days before the meeting [Thursday 23 June 2016].
3. The deadline for petitions was 14 days before the meeting, and no petitions have been received.

5 BASINGSTOKE CANAL JOINT MANAGEMENT REPORT (Pages 7 - 10)

Purpose of the report: The Basingstoke Canal Authority report detailing works and events relating to the Canal 2016/17

6 VISITOR CENTRE AND CANAL FUTURE VERBAL UPDATE

Purpose of Update: To update the Committee on any progress made regarding the visitor's centre and the possible future of the canal.

7 BASINGSTOKE CANAL SOCIETY REPORT (Pages 11 - 14)

Purpose of the report: To update the Joint Management Committee on the work of the Canal Society.

8 FINANCIAL REPORT 2015/16 (Pages 15 - 22)

Purpose of the report: To brief members on the financial outturn of the Basingstoke Canal Authority 2015/16.

9 PRICES, CHARGES AND FEES POLICY (Pages 23 - 28)

Purpose of the report: To provide the Committee with information regarding proposed changes to prices, charges and fees relating to the use of the Basingstoke Canal

10 DATE OF THE NEXT MEETING

The next public meeting of the Basingstoke Joint Management Committee will be held on the 13 October 2016, 10.05am at the Mytchett Canal Centre

David McNulty
Chief Executive
Published: Wednesday, 22 June 2016

MOBILE TECHNOLOGY AND FILMING – ACCEPTABLE USE

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Thank you for your co-operation

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MINUTES of the meeting of the **BASINGSTOKE CANAL JOINT MANAGEMENT COMMITTEE** held at 10.05 am on 29 October 2015 at Mytchett Canal Centre, Mytchett Place Road, Mytchett, Surrey, GU16 6DD.

These minutes are subject to confirmation by the Committee at its meeting.

Hampshire County Council
Councillor Keith Chapman (Chairman)
Councillor John Bennison
Councillor Brian Gurden
Councillor Elaine Still

Surrey County Council
Mr Ben Carasco
Mr Mike Goodman
Mr Colin Kemp
Mr Chris Pitt

Hampshire Districts:
Hart District Council
Councillor Simon Ambler
Councillor Jonathan Glen
Rushmoor Borough Council
Councillor David Welch
Councillor J H Marsh

Surrey Districts:
Guildford Borough Council
Councillor Gordon Jackson
Runnymede Borough Council
Councillor J M Edwards
Surrey Heath Borough Council
Councillor Paul Ilnicki
Woking Borough Council
Councillor K Davis

Special Interest Groups
Basingstoke Canal Society
Martin Leech
Mr P Riley
Parish Councils
Alastair Clark
Basingstoke Canal Houseboat Owners
Mr Denis Betro

Natural England
Adam Wallace
Inland Waterways Association
Paul Roper/Gareth Jones
Business Interests
Galleon Marine/Accessible Boating
Basingstoke Canal Boating Club
Steve Dallen

14/14 ELECTION OF CHAIRMAN [Item 1]

Cllr Mike Goodman was elected to be Chairman of the JMC taking over from Cllr Keith Chapman.

15/14 APOLOGIES FOR ABSENCE [Item 2]

Apologies were received from Cllr Brian Gurden

16/14 MINUTES OF PREVIOUS MEETING: 25 JUNE 2015 [Item 3]

These were agreed as a true record of the previous meeting.

17/14 DECLARATIONS OF INTEREST [Item 4]

There were none.

18/14 QUESTIONS AND PETITIONS [Item 5]

There were none.

19/14 BASINGSTOKE CANAL AUTHORITY RISK REGISTER [Item 6]

Declarations of Interest: None

Officers:

James Taylor, Strategic Manager Basingstoke Canal – Surrey & Hampshire County Councils
Fiona Shipp, Canal Manager – Basingstoke Canal Authority

Key Points raised in the discussion:

1. The Chairman of the Committee stated the three most important risks on the register were dredging, the failure of effectively implementing a canal-wide Business Plan leading to an inability to finance the management of the canal and thirdly engineering structures.
2. It was stated that funding will need to be looked at more carefully as the current economic case will not cover the cost of the Committee funding.

20/14 BASINGSTOKE CANAL SOCIETY REPORT [Item 7]

Declarations of Interest: None

Officers:

Martin Leech, The Basingstoke Canal Society

Key points raised during the discussion:

1. Officers were thanked for producing the report by the Committee. The Canal Manager expressed her views regarding focusing on the refurbishment of an overflow weir adjacent to the Deepcut top lock which had lead to leaks around the connected bypass. She stated this work has taken longer than expected and further work is needed.
2. Dredging was highlighted as a concern for the Society as it was no longer possible to continue running John Pikerton trips because of some sections had become particularly shallow resulting in loss of income.
3. It was stated that the dredging programme should be undertaken as soon as possible as it could soon become unavoidable within the next two years.

21/14 CANAL MANAGEMENT REPORT [Item 8]

Declarations of Interest: None

Officers:

James Taylor, Strategic Manager Basingstoke Canal – Surrey & Hampshire County Councils
Fiona Shipp, Canal Manager – Basingstoke Canal Authority

Key points raised during the discussion:

1. The Canal Manager introduced the report by informing the committee theft has been an issue within the last few months as three vehicles had been broken into for equipment. They are currently considering doing weed cutting through the winter around the Woking area.
2. It was stated that there have been several leaks in the canal especially in the Woking area. It was informed the emergency service team dealt with these within a matter of hours.
3. Members questioned where the pollution source around the canal was coming from which was stated by the Canal Manager that they were currently undergoing research to find out where it is coming from.

22/14 CAPITAL WORKS PROGRESS REPORT [Item 9]

Declarations of Interest: None

Officers:

James Taylor- Strategic Manager of Basingstoke Canal

Key points raised during the discussion:

1. The Strategic Manager of Basingstoke Canal- Surrey & Hampshire County Councils introduced the report and stated the Capital Programme has made greater in-roads into the works backlog in Surrey, than in Hampshire. Hampshire was suggested to be dominated by unexpected landslip at Dogsmerefield which has caused a serious effect on the budget.

2. Members were informed that no Capital Investments has been planned for after March 2017 and therefore it was suggested that further preparation should be undertaken to take into account any possible unplanned issues.

3. It was stated that the largest allocated sums remaining in both budgets relate to dredging as the outstanding work still needs to be completed. A member asked how long behind schedule are we and what are the issues facing for the future. It was estimated that the work will take eight to ten weeks to be completed.

Resolved:

- The JMC will be provided updates of officer's actions inc completing the remaining capital programme through to March 2017, and implications beyond 2017.
- Officers will develop the BCA Operational Plan which will be submitted to this Committee for approval.

23/14 MYTCHETT CANAL CENTRE ORAL UPDATE REPORT [Item 10]

Declarations of Interest: None

Officers:
Lisa Creaye-Griffin, Group Manager Countryside

Key points raised during the discussion:

1. The report was introduced by the Group Countryside Manager of Surrey County Council who explained the redevelopment of the Canal Site. This was said to be costing 4.6 million. It was stated that the tourist attractions will be an additional cost which was said to be stated after communicating with neighbours.
2. The main aim of the redevelopment of the Canal Site was said to improve visitors attractions and to create a high income for the centre.
3. The committee expressed views on the potential plan of the redeveloped centre which has not yet been distributed to wider groups.
4. A member of the JMC asked where the funding will come from which the Chairmen stated would be bids into Leps (M3), Leader funding and grant funding. It was stated that the JMC has currently paid £100,000 into the design work of the redevelopment.
5. The Chairman of the JMC expressed views regarding the funding of the new building and will challenge the funding to come from the Council's budget after the Cabinet decision. The Chairman of the JMC will write to all Council's Chief Executives asking for the correct funding including Fleet Town Council as it was stated they have not paid.

Resolved:

1. The Committee resolved that a report will be produced regarding the redevelopment of the Basingstoke Canal Site by the next meeting in February.

24/14 FINANCE REPORT [Item 11]

Declarations of Interest: None

Officers: Jane Lovett, Honorary Treasure, Hampshire County Council

Key points raised during the discussion:

1. The Honorary Treasure introduced the report by briefing Members on the financial position of the Baskingstoke Canal Authority. It was stated that the JMC had received £22,000 grant from shared work spends throughout the year. There will be £33,000 cut within the budget due to Fleet Town Council not paying the contribution. It was debated whether Fleet Town Council should have a seat on the Committee.
2. It was stated that the outturn forecast shows the Canal will draw £39,996 from the reserve during 2015/2016 which was said to be £33,004 less than budgeted.
3. The Chairman of the JMC stated that he will challenge that the funding should come into the Council's budget. However it was stated the Cabinet will decide this.

25/14 REPORT ON THE MEMBERSHIP OF THE JMC [Item 12]

Declarations of Interest: None

Officers:

Bryan Searle, Senior Manager (Cabinet, Committees & Appeals Surrey County Council)

Key points raised during the discussion:

1. The report was introduced by the Senior Manager of Surrey County Council who stated the request from Fleet Town Council to become a full voting member of the JMC. Some Members expressed the view that Fleet Town Council deserved voting rights on the grounds that they contribute the full amount to Basingstoke Canal, however others felt that allowing Fleet full voting rights would not be correct as it would encourage Local Authories to make the same claim.
2. One Member highlighted the opinion that as Hart had relinquished half of its liability to pay for the Canal, so should give up one of its seats to make the process fair.
3. A member stated however that now Fleet have been elected as a full voting Member they would have to shift voting numbers with Hampshire County Council will now have more than Surrey County Council.
4. It was agreed that Woking Borough Council will be elected a seat once checked with the Chief Executive. The Chairman invited the three potential Special Interest Groups to speak for two minutes about their groups.
5. It was agreed by the JMC that Gallon Marine Boatyard Limited Liability Partnership were appointed as an advisory role for the JMC. A

Member stated that they are open all Special Interest Group ideas even those who didn't get selected.

Resolved

1. The Committee reviewed its current membership and agreed to allow Fleet Town Council and Woking Borough Council a seat on the JMC.
2. The Committee appointed Galleon Marine Boatyard Limited to the JMC in an advisory role.

26/14 DATE OF THE NEXT MEETING [Item 13]

The next meeting will be held on the 25 February 2016, 10am, Mytchett Canal Centre.

Meeting ended at: 12.33pm

Meeting ended at: Time Not Specified

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Chairman

BASINGSTOKE CANAL JOINT MANAGEMENT COMMITEE
Date: June 2016

Canal Management Report

Lead Officers: James Taylor / Fiona Shipp
Tel: 01483 517538 / 01252 370073
Email: james.taylor@surreycc.gov.uk / Fiona.shipp@hants.gov.uk

BCA Canal Manager

The BCA Canal Manager reports that:

Works

- 3 sets of lock gates replaced at Locks 19 and 11
- Cills repaired at lock 18
- Gate pots re-concreted along with cills at lock 19 lowers
- 20 + trees dealt with as a result of Storm Katie
- Artillery weir & sluice (near ash lock) now fully back in service after many years unused
- Over 100 urgent trees dealt with by contractors and our staff as a result of tree survey.
- Hectic schedule overseeing capital works at Woking and Ash embankment, with drain downs and fish rescues to organise and oversee and trailer loads of rubbish to be fished out and removed.
- CCTV installed at Ash Lock and further works to improve security after another trailer was stolen.
- All the old lock gates were finally removed from the Deepcut depot

Events/Visitor Services

- The canoe and rowing boat hire business has had a slow start to the season with slightly unpredictable weather. However when the sun shines the demand is high.
- Our visitor centre manger is working alongside the Canal Society work party to undertake refurbishment of the bridge barn boaters' facilities in time for the Woking canal festival. This is well on schedule.

Staffing

- Mark Foster will be returning this month. He previously worked with us as casual ranger and lock keeper and has been working with Blackwater valley countryside project for the last two years. He will replace Chris as our new Canal Ranger.
- Sarah broke her wrist but wasn't out of action for long and after a short spell in the office she was soon back out on site.

Volunteers

- Tuesday volunteers finished off winter sapling cutting with sessions up at Crookham, Barley mow, and Woking. They also helped out with rubbish removal from the drained down sections. They have also been getting the locks back into shape for the season with sessions on lock painting and strimming. They and the canal society volunteers both had days at Deepcut depot clearing up the whole work yard and removing rubbish.
- There are several other volunteer opportunities now developed with our trip boat Rosebud now entirely run by Volunteers. The Patrol boat is also now starting to do patrols of the canal, checking on boat licences and generally acting as good public relations with people out on the water. Other jobs they may undertake while out are clearing debris and litter from the water and trimming any low hanging branches and removing fish hooks. We also hope to complete a full boat audit this summer.
- The lengthsmen scheme continues to be a highly valuable daily source of information from out on the canal.

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- We now also have two office based volunteers helping out in the office and visitor centre reception two days/week. This has enabled for example our extensive map/plan collection to be completed categorized and indexed.
- Volunteer training has been undertaken in the form of RYA Inland water helmsman course for Rosebud and Patrol boat skippers and a training evening held for potential patrol boat skippers and crew as an introduction to this new project.
- We are working with two other volunteers and the Canal Society to develop a new volunteering leaflet to hand out highlighting the many opportunities to get involved and support the canal.
- Society volunteers have again been helping to smarten up a boat that we were jointly donated by Fleet sea cadets. They also spent many sessions on the weedcutter in Woking prior to the drain down this winter to remove as much hydrocotyle as possible.

Annual Volunteer Figures

Year/qrt	Conservation Tuesdays (started in Jan 2012)	Centre/events (Centre started 2014)	Trip boat (started 2015) & Patrol boat (started 2016)	Corporate	Lengthsmen (BCS) Started recording 2013)
2015/16					
Qrt 1	125	23	25	68	520
Qrt 2	89	16	31	38	520
Qrt 3	131	43		20	520
Qrt 4	173	23	5		520
Totals	**518**	**105**	**61**	**126**	**2080**
2015/16 net worth £161,100					
2014/15					
Qrt 1	147		8		494
Qrt 2	127	16	17		494
Qrt 3	139	18		100	494
Qrt 4	135	18		42	494
Totals	**548**	**52**	**25**	**142**	**1976**
2014/15 net worth £144,850					
2013/14					
Qrt 1	112				390
Qrt 2	85	8			390
Qrt 3	95	18			390
Qrt 4	111				390
Totals	**403**	**26**	**0**	**0**	**1560**
2013/14 net worth £102050					

Figures are quoted as volunteer days. 1 Volunteer day = > 1 hr of volunteer time/person/day
Quarters are financial year quarters: April –June, July- Sept, October - December, January - March

The Volunteer net worth figure is based on the HCC guidance for cost of day work, currently as follows:
Unskilled tasks at the up to £50/day (gardening, stewarding etc.)
Skilled tasks at up to £150/day (construction tasks, leading a workshop etc.)
Professional tasks at up to £350/day (creating plans, providing technical drawings etc.)

We have classified the Volunteer groups in the following way:
Conservation Tuesday – Unskilled
(Some Volunteers are skilled and trained to use pieces of equipment, we consider all to be unskilled for the purpose of this calculation)

Centre/events – Skilled
Boats – Skilled
Corporate – Unskilled
Lengthsmen – Unskilled

Description Of Volunteer Roles

Conservation Volunteers Every Tuesday between 10 and 20 people work under a Ranger to keep the canal looking good. They paint the locks, mow the grass, keep the vegetation under control and carry out general simple maintenance jobs along the length of the waterway . They are provided with basic training and equipment. More senior volunteers may be sent on a course to qualify them to occasionally lead a small team on a specific task or to be able to use equipment such as hedgetrimmers and strimmers.
Centre and Events Helping out in the visitor centre and shop and welcoming visitors to the centre. These volunteers are also on hand to help with the more office based roles, such as archiving of records and maps and helping with the daily tasks of taking bookings. Many volunteers also help out with our santa crusie event each December.
Rosebud & Patrol Boat We run a number of boats along the length of the canal. Rosebud is a small trip boat that helps raise funds for the canal by providing public trips from the canal centre and is also branching out into chartered trips and events.
The Patrol Boat is a new venture helping to check on boat licences and generally acting as good public relations with people out on the water. Other jobs they may undertake while out are clearing debris and litter from the water and trimming any low hanging branches and removing fish hooks. We also hope to complete a full boat audit this summer.
Skippers are fully trained volunteers with MCA recognised qualifications.
Corporate groups book in with the ranger team to undertake larger projects on the canal, usually as one off events. The tasks undertaken are usually conservation related similar to the Tuesday group.
Lengthsmen The canal is divided into lengths of approximately one kilometer. Lengthsman choose a section of canal to suit them, to walk once a week and are the "eyes and ears" for their length. They look out for problems and report to a central coordinator who will alert the Canal Centre if any action needs taking. In addition some lengthsmen choose to take a more active role for their length and collect litter and cut back overhanging vegetation. Some have also been very active in our "share the space drop the pace" towpath campaign or more recently in our 'dog poo fairy' blitz! However, the level of involvement is always up to the individual. (Lenthsmen scheme is joint project with the Canal Society, but day to day works with the BCA and figures recorded by BCA)

Management Team

- Writing of draft Operational Plan and updating of work programmes
- Update and re-issue of emergency plan
- Regular meetings held with the Canal Society, head lengthsmen, boaters groups, Galleon Marine and the Basingstoke Canal Angling Association.
- Presentations to Basingsbourne Park friends of group, Accessible boating's AGM, C&RT & Loddon Fisheries & Conservation Consultative.
- Conservation Steering Group meeting held and bade a farewell and thank you to Dr. John Eaton for his many tears of service to the canal on environmental matters. Discussed next full canal vegetation survey due this summer, and canal SSSI unitisation clarification, needed so we can progress potential upgrade of canal SSSI status. Discussion over a new dredging profile (min navigable standard to aim for) for the canal in advance of the depth survey which has been procured.

SCC / HCC Strategic Manager
The Strategic Manager reports that:

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Surrey

- Works to re-line the eastern portion of Ash Embankment to reduce seepage were completed at the end of March, and have resolved the long standing seepage issue; time ran out to complete similar work on the western half of Ash Embankment this year
- Works to replace the Rive Ditch (Woking) culvert were also completed in April – the culvert was found to be in worse condition than the survey had shown and replacement was not a moment too soon.
- Seepage prevention work was undertaken at the head end of Locks 20 and 21
- Planned works for 2016/17 are to complete the Ash Embankment works on behalf of both Counties, bank protection works at key targets throughout the summer and targeting Locks 15-25 for brickwork repairs, and the "routine" tree surgery identified by the arboricultural inspector will be carried out in the autumn/winter. The Surrey winter programme is considered very ambitious for the staff resource available and it is very likely that some works particularly at the lock will be rolled forward to 2017.

Hampshire

- Works were undertaken to repair a culvert at Broadoak
- Further works to culverts at Wilks Water and the Principle Inspection of the Whitewater Aqueduct are planned for summer 2016, and the "routine" tree surgery identified by the arboricultural inspector will be carried out in the autumn/winter
- Much of the remainder of the Hampshire capital budget is now tied up with the Dogmersfield Landslip / Barley Mow culvert replacement project which is being led by HCC Engineers. It is expected that these works will now take place from October 2016 and may last up to 6 months.

Both Counties

- We are awaiting a start date from Randall Surveys for a full channel depth/siltation survey

The Basingstoke Canal Society

www.basingstoke-canal.org.uk

REPORT TO THE JOINT MANAGEMENT COMMITTEE
30 JUNE 2016

1. Work Parties

Since the last report was produced for the JMC (Feb 2016), the regular Society workparty has spent several weekends on bank clearance and clearing overhanging branches upstream from the Deepcut top lock 28. Attention has been given in particular to the long-overdue removal of rhododendron growth extending across the navigation near Wharfenden Lake (downstream from the Canal Centre). We were assisted with this task by a workparty from the Kent and East Sussex Canal Restoration Group (KESCRG) who visited the Canal for a weekend in February.

The Society workparty have since turned their attention to the refurbishment of the water and waste disposal facility near the Bridge Barn pub, in readiness for the Canal Festival, and work is well under way. Enhancements will include a lockable exterior water point and a walled and gated enclosure for waste bins (see below).

Meanwhile the Society engineering team has been getting on with a variety of other tasks, including the renovation of an open boat donated jointly to the Society and BCA by a local Boy's Brigade, further maintenance works on the weedcutter, and also removal of hydrocotyle weed in Woking.

Since the last report, a total of 200 man days effort, with an equivalent value in kind of £14.4k has been recorded.

2. Swan Cutting

In the February report, reference was made to the need to address the deteriorating position of the Canal west of Swan Bridge, North Warnborough where there has been a significant narrowing of the Canal. This has also resulted in reduced navigation depths. The effects of this are to hamper the passage of boats through this section and our concern is that, if the issue is not addressed on a priority basis, the Canal will become un-navigable to larger vessels including the John Pinkerton trip boat which is a major source of revenue for the Canal. In order to develop a solution to this problem the Society and the Inland Waterways Association has recently commissioned an engineers report. This contains an analysis of the causes of the bank slippage and shallowing and recommends a repair scheme. The report is being shared with Hampshire County Council and the BCA. Whilst the Society and the IWA recognize that the repairs will have significant cost implications (and they have indicated their willingness to assist in raising funds) and they also understand the difficult land-owner issues involved, the fact remains that if the repairs are not carried out, in the near future, there will be serious implications for the future of the navigation at the western end of the Canal. The Society and the IWA are therefore seeking the support of all JMC members to address the Swan Cutting problems without undue delay.

3. Woking Canal Festival

Detailed planning for the Woking Canal Festival (WCF) continues and the event (which is being held jointly with the Historic Narrowboat Club to celebrate the 50th anniversaries of both organisations) promises to be a landmark occasion for the Canal. It is also hoped that the event will

help to focus attention on the Canal in the Woking area which has seen relatively little prominence in recent years. The WCF is to be held on **6/7th August** and it is hoped that as many JMC members as possible will be able to attend. The Society is grateful for the support of Woking Borough Council in running the WCF which will be held on Brookhouse Common near Woking town centre.

4. Trip Boats

The John Pinkerton trip boat, based in Odiham, had its most successful year to date in 2015, generating a surplus of over £41,000, all of which will be used to finance the work of the Society's volunteers and to promote the Canal (for example through the WCF).

The Society has also recently purchased a second trip boat for use at the eastern end of the Canal. This boat, previously called Egremont and to be named ***Kitty***, is a twelve seater and has a lift to accommodate wheelchairs. Plans for the operation of *Kitty* are still at the formative stage but it is hoped that she will be used to promote the Canal in the Woking area and will feature prominently at the Canal Festival.

Philip Riley
Chairman
The Basingstoke Canal Society

HAMPSHIRE COUNTY COUNCIL

Report

Committee/Panel:	Basingstoke Canal Authority
Date:	30 June 2016
Title:	Final Accounts 2015/16
Reference:	
Report From:	Report of The Honorary Treasurer

Contact name: Jane Lovett, Honorary Treasurer, Hampshire County Council

Tel: 01962 847518 **Email:** Jane.Lovett@hants.gov.uk

1. Executive Summary

1.1 The purpose of this report is to brief Members on the financial outturn of the Basingstoke Canal Authority. Members are asked to review and agree the outturn position for the year 2015/16.

1.2 Net revenue costs are incurred by Hampshire County Council (HCC) and recharged to Surrey County Council and the Riparian Districts in the manner agreed by the Joint Management Committee. Capital expenditure is currently being funded by Hampshire and Surrey County Councils for specific repairs and improvements.

1.3 The final position shows that the Canal made a contribution to reserves of £65,554 compared to a forecast contribution in January of £43,984, an improvement of £21,570. This contribution comprises £63,179 from revenue and £2,375 from interest received. Reserves, therefore, now stand at £402,028, see appendix D.

1.4 The higher than forecast contribution to reserves results from lower than expected costs of £19,851 and a higher than expected rate of interest being applied to the reserve balances which resulted in an extra £1,475 of interest being received than forecast.

1.5 Further details are set out in section 2, below.

2. Final Accounts 2015/16

2.1 The 2015/16 financial statement is set out in Appendix A, alongside the 2016/17 budget which is presented for information.

2.2 The final revenue expenditure showed a reduction of £19,851 from the forecast in the last report. The reasons for these changes are explained below:

- **Employees (£589)**
  There were additional training costs for the volunteers.

- **Premises (£-4,355)**
  Utility costs were less than expected and rebates were received from Sita UK for incorrect refuse collection charges previously paid.

- **Canal Maintenance (£-15,257)**
  £189,000 was forecast to be spent in the last report. £17,000 of this has been vired to Supplies and Services to cover the unpowered boat equipment costs:
  - £5,000 of work earmarked for the improvement of boating facilities only reached the planning stage by the end of 2015/16.
  - £6,000 has been saved in the planned cost of grounds maintenance at Deepcut.
  - £4,500 has been saved in expenditure on Canal Maintenance owing to a greater than expected deployment of rangers' time in assisting contractors with capital work, particularly drain downs and tree works.

- **Supplies and Services (£-975)**
  The virement referred to above brings the outturn forecast to within £1,000 of the final outturn.

2.3 The final outturn for Income was just £244 greater than forecast in the last report. However, there were variations to forecast within this and these are set out in the following paragraphs:

- **Grants & Contributions – Other (-£9,737)**
  The outturn is less than forecast in the last report owing mainly to £5,200 of insurance payment not being received for stolen equipment as the cost of replacing the equipment itself was less.

- **Rental Income (£10,514)**
  Rental income from mooring fees and licences was greater than forecast in the last report for 2 reasons: some boats have been identified on the canal since January that had not paid mooring fees and the licence fee being charged to one boat operator is now being charged at the commercial rate.

- **Sales Income (£-1,175)**
  Sales of tickets for the powered boats were affected by poor weather over the Easter holiday.

3. Capital Expenditure Programme

3.1 Appendix B shows the final capital outturn for Hampshire County Council and Surrey County Council for 2015/16 and budgeted expenditure for 2016/17.

Hampshire County Council

3.2 2015/16 commenced with a brought forward balance of £915,431 and a 2015/16 allocation of £800,000 from which £20,000 has been transferred to revenue; total funds being £1,695,431.

3.3 Just £180,952 was spent in 2015/16 which was £1,242,931 less than forecast in the last report. The majority of this expenditure was on bank maintenance works, totalling £118,025 and structure repairs (mainly on the culvert stock) totalling £39,948. The main reason for the reduced expenditure is the slippage of the repairs to the Dogmersfield Landslip into 2016/17.

3.4 The budget for repairing the Dogmersfield Landslip and Barley Mow culvert (to be let as one contract) is now estimated to be £995,785 in total and is the largest item of planned expenditure in Hampshire for 2016/17.

3.5 Equipment valued at £34,961 was purchased, including a tractor for £27,000 to which Surrey contributed £13,500.

3.6 The Telemetry project Hampshire procured on behalf of both County Councils is now 12 months behind schedule – but progress is now being made, with the updated components being installed and brought on line for testing. The complete water monitoring side of the system is expected to be accepted for user testing at the end of June. £10,681 was spent on the water part of the capital programme in 2015/16 and a contribution of £9,162 from Surrey County Council was received.

3.7 A capital budget of £1,534,478 will be carried forward into 2016/17 and a balance of £6,061 is expected to remain at the end of 2016/17.

3.8 No further budget is available in 2016/17, £2,000,000 having been allocated since 2013/14.

Surrey County Council

3.9 2015/16 commenced with a brought forward balance of £335,687 and received another £500,000 in 2015/16; totalling £835,687 of funds. The final spend in 2015/16 was £486,041 leaving a surplus of £349,646 at 31 March.

3.10 The carry-forward agreed by SCC was £349,000 with a further £500,000 contribution giving a budget of £849,000 in 2016/17. This £500,000 contribution is the last instalment of the £2,000,000 earmarked by Surrey.

3.11 Bank repair works were the largest item of expenditure in 2015/16 totalling £339,558 – this covered works at Frimley Lodge Park, Stepbridge in Woking, and Ash Embankment. Structure repairs to the locks and replacement of the Rive Ditch (Woking) culvert totalled £142,083.

3.12 The Surrey budget for 2016/17 is £699,677 of which the majority is allocated to structure repairs (works primarily to the lock structures), leaving £149,333 not currently allocated to specific projects.

3.13 The Surrey repair programme is considered to be very ambitious for the human resources available to Surrey and the BCA, especially when managing multiple areas of drained channel. It is anticipated, therefore, that some matters may have to be postponed and rolled forward to 2017/18, but there is no further contribution planned by Surrey after 2016/17.

4. Special Projects

4.1 The final outturn for externally funded special projects managed by the Canal is shown in Appendix C.

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- Odiham Castle – £66 was spent on Signage in 2015/16 and the balance of the funds available has been carried forward to 2016/17.

- Higher Level Stewardship (HLS) funding

  Surrey - HLS Rural Payments Agency

  Annual Grassland Maintenance – £2,743 offset staffing costs incurred on grassland maintenance and this was reimbursed by Surrey County Council.

  Hampshire - HLS Rural Payments Agency

  Annual Grass and Woodland Maintenance – £2,763 was received in 2015/16. Maintenance work on the grassland is expected to continue under the current agreement until 2022. Receipts offset the staffing costs incurred by the Canal during 2015/16.

  Other projects –

  £4,203 was received for expenditure on Special Projects of which £909 was spent on contractors undertaking tree surgery and tree removal at Odiham 2015/16. The remainder offsets the staffing costs incurred by the Canal.

5. Unpowered Boat Business

5.1 In 2015/16 the unpowered boat business spent £18,500 on start up costs and £20,116 in total. This yielded income of £5,379.

5.2 The purchase of a rescue boat which is provided for in the Business Plan will now take place in 2016/17 at a cost of £2,200. This will bring the total cost of the Business to £22,316, a saving on the planned cost of £1,684.

6 Reserves

6.1 A detailed breakdown of reserves is shown in Appendix D.

6.2 The opening balances for the reserves in 2015/16 were £312,396 Unallocated and £24,078 for Dredging Silt and Disposal.

6.3 A contribution of £43,984 to the Unallocated Reserve was forecast in the last report, however, the final outturn was a contribution £65,554.

6.4 Total reserves now stand at £402,028 at the end of 2015/16 and are budgeted to be £392,960 at the end of 2016/17.

7 Conclusion

7.1 The Basingstoke Canal Authority performed well in 2015/16, controlling expenditure and generating additional income which resulted in a contribution to reserves of £65,554.

BASINGSTOKE CANAL **Appendix A**

FINANCIAL OUTTURN 2015/16

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	Original Budget 2015/16 £	Forecast Outturn January'16 £	Final Outturn 2015/16 £	Over (Under) Forecast £	Over (Under) Orig Budget £	Original Budget 2016/17 £
Expenditure						
Employees	409,000	409,000	409,589	589	589	426,000
Premises	31,000	31,000	26,645	(4,355)	(4,355)	33,000
Canal Maintenance	179,000	172,000	156,743	(15,257)	(22,257)	157,000
Principal Survey of Sluices & Weirs	39,000	0	0	0	(39,000)	39,000
Transport	61,000	58,317	58,464	147	(2,536)	57,000
Supplies & Services	51,000	89,150	88,175	(975)	37,175	42,000
Shortfall In Partner Contributions	30,682	25,151	25,151	0	(5,531)	25,151
Total Revenue Expenditure	**800,682**	**784,618**	**764,767**	**(19,851)**	**(35,915)**	**779,151**
Income						
General Fees & Charges	76,000	105,000	105,164	164	29,164	88,800
Grants & Contributions - Partner	547,682	547,682	547,682	0	0	547,682
Grants & Contributions - other	10,000	39,632	29,895	(9,737)	19,895	10,501
H.C.C Transfer from Capital	0	20,000	20,000	0	20,000	0
Rental Income	64,000	58,270	68,784	10,514	4,784	71,700
Sales Income	30,000	44,883	43,708	(1,175)	13,708	50,500
Other Miscellaneous Income	0	12,235	12,713	478	12,713	
Total Revenue Income	**727,682**	**827,702**	**827,946**	**244**	**100,264**	**769,183**
Contribution (to)/from Reserves	**73,000**	**(43,084)**	**(63,179)**	**(20,095)**	**(136,179)**	**9,968**
Partner Contributions						
Surrey County Council	153,188	153,188	153,188	153,188	0	153,188
Guildford Borough Council	39,076	39,076	39,076	39,076	0	39,076
Runnymede Borough Council	16,869	8,000	8,000	8,000	(8,869)	16,869
Surrey Heath Borough Council	26,282	10,000	10,000	10,000	(16,282)	26,282
Woking Borough Council	53,276	53,276	53,276	53,276	0	53,276
Hampshire County Council	153,188	153,188	153,188	153,188	0	153,188
Hart District Council	30,924	30,924	30,924	30,924	0	30,924
Crookham Village Parish Counci	3,048	3,048	3,048	3,048	0	3,048
Church Crookham Parish Counc	6,750	6,750	6,750	6,750	0	6,750
Dogmersfield Parish Council	240	240	240	240	0	240
Fleet Town Council	18,309	18,309	18,309	18,309	0	18,309
Odiham Parish Council	4,036	4,036	4,036	4,036	0	4,036
Winchfield Parish Council	250	250	250	250	0	250
Rushmoor Borough Council	42,246	42,246	42,246	42,246	0	42,246
	547,682	**522,531**	**522,531**	**522,531**	**(25,151)**	**547,682**
General Reserves						
Opening Balance	(336,474)	(336,474)	(336,474)	0	0	(380,458)
Contribution (to)/from Reserves	73,000	(43,084)	(63,179)	(20,095)	(136,179)	9,968
Interest on Balances	(900)	(900)	(2,375)	(1,475)	(1,475)	(900)
Closing Balance	**(264,374)**	**(380,458)**	**(402,028)**	**(21,570)**	**(137,654)**	**(371,390)**

Basingstoke Canal - Budgeted Capital Projects 2015 - 2017 **APPENDIX B**

	Surrey County Council Countryside	Hampshire County Council Capital Fund	Hampshire Emergancy Repair Fund	Total
	£	£	£	£
Balance as at 31st March 2015	**(335,687)**	**(915,431)**	**(9,905)**	**(1,261,023)**
Core Capital Contribution	(500,000)	(800,000)	0	**(1,300,000)**
		20,000		
		(780,000)		
Expenditure				
Bank Works	339,558	118,025	0	**457,583**
Water Management	3,600	1,518	0	**5,118**
Equipment	800	21,461	9,905	**32,166**
Canal Structure	142,083	39,948	0	**182,031**
Consultancy	0	0	0	**0**
Total cost of planned starts 2015/16	486,041	180,952	9,905	**676,898**
Balance as at 31st March 2016	**(349,646)**	**(1,534,478)**	**(0)**	**(1,884,124)**
Balance not being carried Forward	**646**			**646**
Balance authorised to be c/f	**(349,000)**			**(1,883,478)**
Core Capital Contribution	(500,000)	0	0	**(500,000)**
Expenditure				
Bank Works	150,000	1,135,011	0	**1,285,011**
Water Management	186,240	205,969	0	**392,209**
Equipment	27,500	14,001	0	**41,501**
Canal Structure	335,927	173,436	0	**509,363**
Consultancy	0	0	0	**0**
Total cost of planned starts 2016/17	699,667	1,528,417	0	**2,228,084**
Balance as at 31st March 2017	**(149,333)**	**(6,061)**	**(0)**	**(155,394)**

Bank Works -	Embankment repairs, including Tree works Towparth re-instatement Dogmersfield landslip work Hardbank boat mooring
Water Management -	Telemetry system Stopgates and stop planks Weir and sluices Dredging
Equipment -	Various equipment
Canal Structure -	Culvert works Lock structure works
Consultancy -	Engineering & legal services

Basingstoke Canal - Special Projects Reconciliation Outturn Forecast

	Odiham Castle Scheme	HLS Rural Payments Agency SCC	HLS Rural Payments Agency HCC	Total
	£	£	£	£
Balance as at 31st March 2015	**(3,214)**	**0**	**0**	**(3,214)**
Expenditure				
Grassland Maintenance	0	2,743	2,763	5,506
Special Projects	0	0	3,294	3,294
Bank Repairs	0	0	0	0
Consultancy	0	0	0	0
Tree Work	0	0	909	909
Fine HLS Fine from S.C.C		1,129	0	1,129
Signage & maintenance	66	0	0	66
HLS Grasslands Income	0	(2,519)	(2,763)	(5,282)
HLS Income	0	(1,353)	(4,203)	(5,556)
HLS Match Funding	0	0	0	0
Balance as at 31st March 2016	**(3,148)**	**0**	**0**	**(3,148)**
Expenditure				
Grassland Maintenance	0	0	0	0
Special Projects	0	0	0	0
Bank Repairs	0	0	0	0
Consultancy	0	0	0	0
Tree Work	0	0	0	0
Signage & maintenance	434	0	0	0
HLS Grasslands Income	0	0	0	0
HLS Income	0	0	0	0
HLS Match Funding	0	0	0	0
Balance as at 31st March 2017	**(2,714)**	**0**	**0**	**(3,148)**

APPENDIX D

Basingstoke Canal Reserves 2015/16 & 2016/17

	Unallocated Reserve	Dredging & Silt Disposal	General Reserves Total
	£	£	£
Balance as at 31st March 2015	**(312,396)**	**(24,078)**	**(336,474)**
Income (Interest on Balances)	(2,375)	0	**(2,375)**
Projected use of reserve	(63,179)	0	**(63,179)**
Balance as at 31st March 2016	**(377,950)**	**(24,078)**	**(402,028)**
Income (Interest on Balances)	(900)	0	**(900)**
Projected use of reserve	9,968	0	**9,968**
Balance as at 31st March 2017	**(368,882)**	**(24,078)**	**(392,960)**

Basingstoke Canal Joint Management Committee

Basingstoke Canal Authority – Prices, Charges & Fees Policy

Date 30 June 2016

Lead officers: James Taylor
Telephone: 01483 517538
Email: james.taylor@surreycc.gov.uk

Key Issue
To approve a policy for setting prices, charges and fees relating to the use of the Basingstoke Canal

Summary
The Basingstoke Canal Authority Prices, Charges & Fees Policy 2016-2019 seeks to set a robust, fair and transparent framework for officers set all prices, charges and fees annually in the budget.

Officer's recommendation

To adopt the Basingstoke Canal Authority Prices, Charges and Fees Policy 2016-19.

1 Introduction & background

The Basingstoke Canal Authority officers currently use local market knowledge to set all prices, charges and fees for use of the Canal. This Policy seeks to set out a clear rationale and framework for the setting of all prices and charges and ensure increases in all prices, charges or fees are fair and transparent.

2 Consultation

The Treasurer and Partnership Officers have been consulted in the preparation of the Policy. It seeks to match that of the BCA's host Authority – Hampshire County Council, as closely as possible. A wider consultation on the setting of policy is not thought to be appropriate.

3 Discussion

The Canal Strategy envisages that the Canal will become increasingly self sustaining over time; continual review of prices, charges and fees will contribute to the healthy development of the Canal as a sustainable economic unit. The policy requires that all activities on the Canal are fully costed, using the Full Cost Recovery Model. This ensures that uneconomic activities do not lead to an additional financial burden on the BCA's budget.

The policy requires that officers produce an annual schedule of prices and charges to be included in the annual budget setting. The Policy proposes that an annual increase in all prices and charges should default to a minimum of 5% annually, unless market demands or an alternative business case suggest otherwise.

4 Equalities & diversity implications

The BCA are mindful of social inclusion issues; the majority of the Canal site is freely available to the public on foot and bicycle, or at a low charge to fish or canoe. Even where parking charges

have been introduced the Blue Badge scheme operates for disabled visitors. Carers and young people are offered discounts.

5 Crime & disorder implications

There are considered to be no major crime and disorder issues

6 Conclusion and recommendation

The Policy adds a transparent framework for officers to use in the setting of all prices, charges and fees for the Canal; and will contribute towards the BCA becoming more financially sustainable. It is recommended that the Committee adopts the Policy.

7 What happens next

The Policy will be adopted for a period of three years, at which point it will be reviewed and any changes brought back to the Committee for decision.

Officers will use the Policy to set an annual schedule of rates for prices, charges and fees to be included in the annual budget for the BCA Canal Partnership.

Associated Documents

Basingstoke Canal Authority Prices, Charges & Fees Policy 2016-2019

Basingstoke Canal: Pricing, Charges and Fees Policy

INTRODUCTION

The Basingstoke Canal Authority [BCA] is committed to ensuring that pricing and charging structures, including concessions and refund practices planned in a fair and consistent way, and conform as far as possible with the Pricing, Charges and Fees Policy of its host Authority – Hampshire County Council [HCC] and the Canal Strategy.

This document defines the BCA's approach to creating a pricing and charging schedule to be included with the Annual Budget.

KEY PRINCIPLES

This policy follows the HCC CCBS Charging and Pricing Policy - Principles, in that, the fundamental standards followed for decision making and recommendations for price and charges setting:

- Comply with HCC financial policies and procedures, and other statutory requirements;
- Utilise a consistent, equitable and transparent approach that is applied ;
- Incorporate benchmarking with appropriate competitors, particularly with local providers, to establish strategies for positioning charging levels;
- Encourage opportunities that maximise earned income and reduce cash limits, while continuing to ensure the provision of affordable and high quality services.

REVIEW SCHEDULE

Prices, charges and fees will be reviewed annually by the BCA and HCC Finance officers and a schedule of alterations to prices, charges and fees will be reported to the Canal Joint Management Committee at annual budget setting.

This policy will be reviewed **every third year** and any changes sought will be brought to the Joint Management Committee for decision. As this policy is closely matched to the HCC Countryside Service pricing policy particular account will be taken of major revisions of the HCC Countryside policy.

DEFINITIONS

For the purpose of this policy, prices and charges have been defined as follows:

- **Prices:** admissions and memberships;
- **Charges:** ticket prices for events and guided/staff led activities, parking, room hire, field hire, angling and other licences
- **Fees:** payments for services provided (eg; recharge of time spent on official record searches, recovery of officer time from third parties).

SCOPE
This policy applies to all sections of Surrey County Council and Hampshire County Council land forming the Basingstoke Canal and associated countryside under the management of the BCA.
APPROACH
This document provides direction across the Service on the following: • Price Setting • Event Charging and Fee Setting • Concessions • Refunds and Cancellations

PRICE SETTING POLICY GUIDANCE
The approach to setting prices is as follows: • Promote pricing levels that take account of market demand, competition from other service providers and comparisons with prices set by comparable local authorities; • Ensure an equitable and consistent methodology is used; • Support justifiable prices, set at a level that is fair to users and contributes to corporate priorities for social inclusion; • Encourage appropriate deposits be paid on booking with regard to large groups and room/facility hire; • Prices should be quoted at current rates however, unless payment is made at the time of booking, the customer cannot be protected against future price uplifts; • Price increases should initially take account of cost pressures applied to BCA budgets with a recommendation of a minimum 5% annual uplift, unless a clear business rationale is provided;

CHARGING & FEE SETTING POLICY GUIDANCE

The approach to setting charges and fees (not applicable to those governed by statute) is as follows:
• Demonstrate, through the use of the Full Cost Recovery Model, that an appropriate level of income can be generated that reflects at a minimum, the direct costs incurred of the service provision, unless an alternative business case can be demonstrated.
 	
<u>Guidance when Applying the Full Cost Recovery Model:</u>
• All direct costs (such as materials, uniform, travel, printing, equipment hire or any other costs not normally incurred) should be realistically quantified for each income generating activity;
• Staffing costs include on-costs (those incurred by HCC related to payment of salaries), based on grades A-G at the top of the scale;
• Staff Time reflects all time associated with the preparation, planning and delivery of the event or service;
• A universal overhead charge is applied based on 25% of direct costs (the current proportion of cash limit to premises/utilities cost);
• Volunteer time should be included (although a decision may be taken not to pass this cost onto customers, particularly if the volunteer time would not be used on other tasks) based on the HLF guidance for cost of day work, currently as follows:
  ▸ Unskilled tasks at up to £50/day (gardening, stewarding etc.)
  ▸ Skilled tasks at up to £150/day (construction tasks, leading a workshop etc.)
  ▸ Professional tasks at up to £350/day (creating plans, providing technical drawings etc.)
 	
With regard to events
• a minimum attendance level for each activity is agreed at the outset;
• A 'cut-off date' is determined in advance, on which a decision is made as to whether ticket sales are sufficient to recover costs and if not, the event is cancelled.
 	
<u>Further Considerations:</u>
• Competitors and other local authority rates as well as general market trends,
• General viability of service provision,
• The types of customer and price differentiation/affordability for different user groups (if applicable) such as schools, the general public, seniors etc.,
• Statistics e.g. visitor numbers, historic up-take,
• When outsourcing services, the cost benefit of a flat fee vs flat fee plus profit share should be considered and assessed with the higher income generating method given preference.
• Prices should take account of the geographic area and local economy

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CONCESSIONS POLICY GUIDANCE	
The approach for providing concessions to various service user groups has been detailed below. It should be noted that concessions should be applied to **all Charges**, and consideration should be given to concessions when setting charges levels when possible and/or appropriate, concessions may not be appropriate where a specific age range is the target market for an event.	
Age Related Concessions	**Children and Young People up to 16*:** • Individuals in this bracket are in compulsory education and not financially independent, therefore a concessionary rate should apply.
Status Related Concessions	**Essential Carers*:** • When it is necessary for a disabled individual to be accompanied by an essential carer a concession of a minimum of 10% should be applied.
For disabled visitors, the blue badge car parking scheme encompasses a principle of entitlement to proximity parking for ease of access. There is currently no discount for members of the Armed Forces or Foster Carers; however, this may be reviewed in the future. *These concessions will be made on an honesty basis, no evidence will be requested.	

REFUNDS & CANCELLATIONS POLICY GUIDANCE *(Not Applicable to Fees)*	
The approach to providing refunds and managing cancellations has been detailed below. A more robust refund policy may be required in certain circumstances where it is the industry norm for a particular event or activity.	
Less than 14 days Notice of Cancellation	• When payment has been made in full, no refunds are available when less than 14 days notice of cancellation is given (regardless of weather). • Deposits are non-refundable when less than 14 days notice of cancellation is given.
Notice of Cancellation Received 14 days or more in advance	• When payment has been made in full, a 10% admin surcharge (Minimum of £5) will be deducted from the refundable amount if the booking is not rescheduled. • When a deposit has been paid, a 10% admin surcharge (Minimum of £5) will be deducted from the refundable amount if the booking is not rescheduled. • The admin surcharge is waived if the booking is rescheduled to a date within 30 days of the original booking. The Service will not be responsible for the waiver of a surcharge where an appropriate alternative date is not available.
Cancellation by Provider	• A full refund will be provided in the event that a Service Provider cancels a booking.
In Addition	• Notice of Cancellation must be made in writing; • The date of cancellation is that the notice is received by the Service Provider.