

# Draft Budget 2024-25 Fees and Charges Proposals

**Analysis of stakeholder consultation**

**January 2024**

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THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

# Introduction

## Background

Residents, businesses, and communities were invited to share their feedback on the proposed fees and charges as part of the wider budget consultation for 2024-25 which will be taken to Full Council in February 2024 for approval. Residents and stakeholder feedback will help shape financial priorities and deliver value for money for residents, businesses, and communities.

The fees and charges include services provided by the Council ranging from leisure to commercial waste services and highways to planning services amongst other chargeable services.

It is a statutory requirement for a Council to set a balanced budget, which requires all income generated from government grants, council tax, business rates and investments, alongside savings plans, to be equal to all expenditure by the Council. This ensures that the Council is operating in a sustainable and manageable way.

This budget has been created to support our Council Plan commitments, to create a Greener, Safer and Fairer borough for all residents to enjoy.

Proposals for fees and charges were presented to stakeholders for their views.

## Consultation methodology

The consultation sought residents and stakeholders' views on the proposals. The exercise opened on 7 December 2023 and closed on 7 January 2024. The online consultation was promoted through e-newsletters, leaflets and via the Council's website.

## Report

A total of five surveys were returned by the deadline. This report contains an analysis of survey responses. Where graphs are shown, they show actual numbers of responses, as percentages can be misleading when there is a relatively low number of responses.

## Acknowledgements

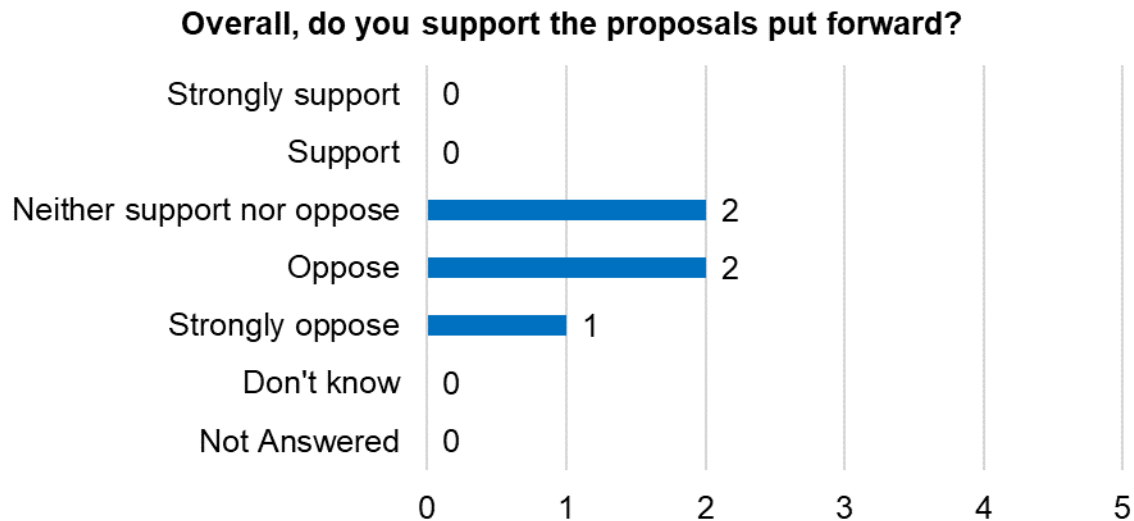
The Council would like to thank all residents and stakeholders that took the time to feedback their views.



# Support for the proposals

Respondents were presented with the fees and charges proposals and asked how strongly they supported them.

- None of the respondents indicated that they '*strongly support*' or '*support*' the proposals
- Three respondents indicated that they '*strongly oppose*' or '*oppose*' the proposals
- Two respondents responded neutrally



*Base: All respondents (5)*

# Support for the budget proposals

Respondents that did not support the proposals, or a particular proposal, were asked to explain why. All comments made can be seen below.

- *The Council must in my view decide which is to the benefit to the borough community and what is not. For example, swimming should be at cost and below cost for pensioners and those residents on state support. As for on and off street parking the maximum should be charged within the law, fines should be at highest level which is allowed.*
- *I do not support the parking permit fee increase of 37.5 per cent. This is a very onerous increase considering the overall inflation level. I wonder what justifies to increase the fee for a service which does not have any marginal costs (especially after being completely electronic). I find it unfair using this increase to subsidise other fee levels not even adjusted for inflation.*
- *Unfortunately my service charge has gone up by >£1,000 this year yet it is near impossible to understand why. The breakdown of service charges shown on last year's bill vs this year's bill have changed making it deliberately impossible to assess what extra we are getting for the £1,000.*
- *Some. Refuse collections are worth it. But it's a shame that as soon as the streets are cleared, rubbish is tipped all over the place. Bins overflow on the main street. Others. Fees are quite high considering rising cost of living in households.*



# Alternative suggestions

Respondents were asked to detail any alternative suggestions they had for fees and charges proposals. All comments made can be seen below.



- *I would leave these detailed decisions to the Councillors.*
- *The parking permit fees need to be adjusted according to annual inflation levels, more specifically consumer price index.*
- *Freeze the charges to that of last year.*
- *No comment. Especially considering climate change and individual circumstances.*

# Impact of the proposals

Respondents were asked if there was anything the Council should be aware of in terms of how the proposed fees and charges might adversely/unfairly impact on people and how this impact could be reduced. All comments made can be seen below.



- *As I said there is limited or no increase when that service provides for local community.*
- *This is an unfair increase proposed for parking permits. I believe all residents should be treated fairly and residents with a parking permits should not be made worse off by asking 37.5 per cent increase.*
- *Please make the charges comparable from year to year. This is good governance something RBKC should clearly be focused on.*
- *Only those affected can answer this question.*



# Profile of respondents

Respondents were asked a series of questions about themselves, to understand who had responded to the consultation.

- All those providing a postcode (four) were Kensington and Chelsea residents.
- Two respondents were male and two were female, one preferred not to state.
- Four respondents indicated that the gender they identify with is the same as the sex they were registered at birth, one preferred not to state.
- Three described their sexuality as straight/heterosexual, two preferred not to state.
- Two respondents were aged 45 to 54, one was aged 65 to 74, one was 75 plus and one preferred not to state.
- One respondent described their ethnicity as White – English, Welsh, Scottish, Northern Irish/British and one indicated that they were White – Other European. Three respondents preferred not to state.
- One respondent reported that they were a Christian, one was Jewish, one had no religion or belief and two preferred not to state.
- One respondent indicated that they had a physical or mental health condition or illness that was expected to last 12 months or more. Two indicated that they did not and two preferred not to state.

