

Hammersmith and Fulham presentation
Other ideas listed by H&F for further consideration

Service Area	Ideas/opportunities/queries
Adult Social Care	<ul style="list-style-type: none"> • Could a pricing structure be created that would mean that self-funders subsidise those with less ability to pay to reduce costs overall? • Should we continue to provide a meals service- does it achieve cost recovery? • Should we providing a removals service? • Should we be charging for other services that are currently free at the point of access and have we considered the links and implications of Personal Budgets? • What do we take into account when financially assessing for home/residential care- how do we interpret FACS and what are the implications for income?
Adult Education	<ul style="list-style-type: none"> • All fees have been inflated by 5%- why? Need more customer intelligence including take up to inform future strategy and associated pricing points.
Housing	<ul style="list-style-type: none"> • Do we have a Landlord accreditation scheme? • Do we charge Housing Associations/estate agents to publicise via Choice Based Lettings?
Play Service	<ul style="list-style-type: none"> • Which groups attract a concessionary rate? • How do prices compare with the external market and what is our cost recovery level for the service?
Traded services to schools	<ul style="list-style-type: none"> • Do we have visibility of the range of services provided to schools under SLA arrangements, who buys back which services, how much income they generate etc? • How do we price and do we know whether we cost recover?
Street trading	<ul style="list-style-type: none"> • Should we consider differential rates for different areas of the borough e.g. a higher price for prime sites of footfall? • Should we introduce a more comprehensive pricing structure that reflects different trading activities e.g. do we charge shops for trading fruit and veg on the highway? Burger vans? Newspaper stands?
Cemeteries	<ul style="list-style-type: none"> • Is pricing consistent? • Could the Council introduce memorial schemes which have proved very lucrative in other authorities Pet cemetery? Multi faith burial site?
Pest control	<ul style="list-style-type: none"> • Does the service achieve cost recovery? • Could the commercial offer be packaged with other services such as trade waste and offer contracts to ensure guaranteed income?
Licensing	<ul style="list-style-type: none"> • Does table and chair licensing achieve cost recovery levels? • Income seems very low for tables and chairs- have we got the right pricing point? • Do we charge for A boards on the highway?
Highways	<ul style="list-style-type: none"> • Do we enforce against unauthorised crossings? • Do we charge for street naming and numbering?
Planning	<ul style="list-style-type: none"> • Do we charge for a dedicated officer for large new developments? Croydon have previously done this to provide a single point of contact and to manage the relationship with the developer.