



LEAD MEMBER FOR COMMUNITIES AND SAFETY

DECISIONS to be made by the Lead Member for Communities and Safety,
Councillor Bill Bentley

THURSDAY, 25 APRIL 2019 AT 2.00 PM

COMMITTEE ROOM - COUNTY HALL, LEWES

AGENDA

- 1 Decisions made by the Lead Cabinet Member on 31 January 2019 (*Pages 3 - 4*)
- 2 Disclosure of Interests
Disclosure by all Members present of personal interests in matters on the agenda, the nature of any interest and whether the Members regard the interest as prejudicial under the terms of the Code of Conduct.
- 3 Urgent items
Notification of any items which the Lead Member considers urgent and proposes to take at the appropriate part of the agenda.
- 4 European Settlement Service (EuSS) (*Pages 5 - 6*)
Report by the Director of Communities, Economy and Transport
- 5 Southover Grange - changes to Services and Packages (*Pages 7 - 20*)
Report by the Director of Communities, Economy and Transport
- 6 Any urgent items previously notified under agenda item 3

PHILIP BAKER
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17 April 2019

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LEAD MEMBER FOR COMMUNITIES AND SAFETY

DECISIONS made by the Lead Member for Communities and Safety, Councillor Bill Bentley, on 31 January 2019 at County Hall, Lewes

21 DECISIONS MADE BY THE LEAD CABINET MEMBER ON 18 DECEMBER 2018

21.1 The Lead Member approved as a correct record the minutes of the meeting held on 18 December 2018.

22 REPORTS

22.1 Reports referred to in the minutes below are contained in the minute book.

23 PROVISION OF AN ON-STREET ADVISORY DISABLED PARKING BAY IN WOLFE CLOSE, CROWBOROUGH

23.1 The Lead Member considered a report by the Director of Communities, Economy and Transport.

DECISIONS

23.2 The Lead Member RESOLVED to approve the provision of an on-street advisory disabled parking bay in Wolfe Close, Crowborough, in line with adopted policy.

Reasons

23.3 The need for the disabled bay was identified by site assessments undertaken by the Traffic and Safety Officer, and supported by information given in the initial application. The requirements of Policy PS 5/11 have been met in this case.

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Report to: Lead Member for Communities and Safety

Date of meeting: 25 April 2019

By: Director of Communities, Economy & Transport

Title: European Settlement Scheme (EuSS)

Purpose: To approve the introduction of the Home Office's European Settlement Scheme, including fees payable for non-East Sussex based customers.

RECOMMENDATIONS: The Lead Member is recommended to

- 1) Note the introduction of the EuSS service from 2 May 2019; and
 - 2) To approve the introduction of a £14 fee for the provision of the EuSS service for non-East Sussex based customers from 2 May 2019.
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1. Background

1.1. There are over 3 million European Union (EU) citizen residents in the United Kingdom (UK) whose legal status in the country is currently secured via their European Union Treaty rights. Under current proposals these residents will need to apply to the EuSS if they wish to continue to reside in the UK after the UK leaves the EU.

1.2. The EuSS means that any EU citizen resident in the UK, who satisfies certain basic requirements, is entitled to apply for Settled Status in the UK. This will provide them with a status equivalent to Indefinite Leave to Remain, not full British Citizenship. The EuSS programme includes EU, the European Economic Area (EEA), and Swiss citizens. The EEA includes the EU countries and also Norway, Iceland and Liechtenstein.

1.3. A smartphone app was developed to enable people to self-serve through this process, however the app is restricted to newer Android devices (6.0 or above) with Near-Field Communication.

1.4. To provide an alternative way for affected citizens to apply to the EuSS, central government have developed a service which Local Authorities can offer. This service enables customers at a registration office to self-serve on an Android device and complete the EuSS application process.

1.5. This is a non-statutory service and currently there are only around 41 local authorities who have decided to offer this service, with the closest to East Sussex being Southampton and the London Borough of Merton. The Home Office and the Local Registration Services Association have agreed a cost recovery fee of £14.00 per application, that can be charged for providing this service.

2. Proposals

2.1. Anyone who lives and/or works in East Sussex will be able to access this service for free at the Register Offices across the county.

2.2. It is proposed that customers who do not live or work in East Sussex are able to access this service, however they would be required to pay the £14.00 fee.

2.3. This service is not the same as that offered nationally by a company called We Are Digital, who has been commissioned by the UK Government to assist EU citizens who are classified as 'digitally excluded'. It has been clarified by the Home Office that not having access to an Android device does not constitute a customer as being 'digitally excluded'.

3 Conclusion and reasons for recommendations

3.1 In order to provide an additional way that affected citizens can apply to the EUSS, the Lead Member is recommended to note the introduction of the new face to face service at East Sussex registration offices from 2 May 2019.

3.2 To assist with cost recovery the Lead Member is recommended to approve the fee payable of £14 inclusive of VAT for those customers who do not live or work in East Sussex.

RUPERT CLUBB

Director of Communities, Economy & Transport

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LOCAL MEMBERS

All

BACKGROUND DOCUMENTS

None

Report to: Lead Member for Communities and Safety

Date of meeting: 25 April 2019

By: Director of Communities, Economy & Transport

Title: Southover Grange – Changes to Services and Packages

Purpose: To propose amendments to the existing ceremony packages offered at Southover Grange

RECOMMENDATIONS: The Lead Member is recommended:

- (1) To approve the new open drinks list format and retail price mark-up for ceremony packages, via a 'per head' fee structure at Southover Grange;**
 - (2) To approve the new package fees which no longer include the drinks element within them;**
 - (3) To approve the proposed change to the supply and customer booking process of the Gold Package canapés/buffet food provision;**
 - (4) To approve the introduction of wedding hire services and associated fees;**
 - (5) To approve the introduction of a room hire charge for extended access to Southover Grange; and**
 - (6) To approve the trial of a discount for winter ceremonies packages at Southover Grange.**
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1. Background

1.1. The Southover Grange Events Co-ordinator (EC) started in post last summer. This marked a brand new process for the selling of packages, with couples being asked to come in to the building to meet with the EC, discuss their requirements, and the EC then building the most appropriate package and selling it to them.

1.2. The Registration Service previously obtained Lead Member approval on 21 June 2018 for various changes to the packages at Southover Grange. The new fees and packages came into effect on 20 August 2018.

1.3. Since then it has become apparent that:

- Customers want a far wider choice of beverages than originally approved.
- Customers would like the ability to pay for drinks based on the exact number of people attending, rather than a fixed package fee for 30 or 60 people. The current inability to do so has put some customers off booking a package and they have taken their business elsewhere.
- Approved caterer partners are generally more interested in the top tier Platinum packages than the mid-range Gold canapés packages, and so are often not available for these services on the dates customers have booked, which makes it very difficult for the EC to sell the canapés packages.
- Customers tend to want to book and pay for the Gold canapés packages at the time they book their wedding and are put off by having to separately contact the caterers to see if they are available and then to negotiate a price. In addition the Service is often finding it necessary to downgrade these customers to a Silver package because the caterers cannot accommodate their chosen date.

- An increasing number of couples are asking for additional services (room decorations, cake tables, table runners, centre pieces, chair covers, glass holders, etc.) These were not introduced at launch as it was decided to wait for evidence of demand before developing and investing in these sorts of offers.
- Couples and caterers are frequently expecting access to the Newton Room and the catering kitchen many hours in advance of their wedding. This is causing clashing issues with other ceremonies and packages and it is not currently possible to charge for this as the Service has not obtained Lead Member approval.
- Currently during the winter months there is a significant decline in ceremonies which results in the ceremony rooms sitting idle for long periods of time. Other local authorities and various Approved Marriage Premises have experimented with offering reduced price ceremonies during this period to stimulate business, and these trials have enjoyed varied levels of success. In addition, couples frequently ask about the possibility of reduced price ceremonies in the quiet winter months and in this intensely competitive marketplace the Service is concerned that it may be losing some of this business to neighbouring authorities who do offer a winter discount.

2. Proposals

2.1. The Service proposes to change the current package arrangements available at Southover Grange to enhance the service offering for customers, allowing them more flexibility in their choices and thus improving further the opportunity to upsell ceremony bookings to include an enhancement. The individual proposals are as follows:

- 2.1.1 To introduce an open drinks list so customers of packages have far more choice, including various wines at different price points, beers, ciders, prosecco, champagne, soft drinks and tea/coffee. In line with industry practice, it is proposed to introduce a retail sales price for all drinks of up to 150% (for wines, sparkling wines and Champagne), and up to 200% (for beers, ciders and soft drinks), of the wholesale cost price. Furthermore it is proposed to allow customers to purchase the specific number of drinks they require via a 'per head' fee structure instead of insisting they cater for 30 or 60 guests. This approach will allow the Service to vary the drinks portfolio according to customer demand, and to change its retail prices dynamically as wholesalers do, without having to return for further Lead Member approval repeatedly. An indicative example of the proposed drinks list is included at Appendix A.
- 2.1.2 As a result of the above, it is necessary to revisit the previously approved package prices in order to remove the set pricing structure, which includes drinks, and instead charge a room hire cost only to include utilities, set up and break down of the room. The proposed room hire charges for the various ceremony packages are included at Appendix B.
- 2.1.3 To introduce a new range of different canapés/finger buffet choices in the Gold Package option by including options where the Service will buy in the food from a retail supplier and then serve to customers, which will help to increase customer choice, maintain competitive pricing and ensure that the Service is always able to offer this level of package, even when the caterer partner is unable to accommodate the chosen date. The proposal is that the Service will take payment from the customer upfront and then fulfil the order either via purchasing the food from a retail provider or by sub-contracting the provision of the food to the caterer when they are able to accommodate the chosen date. In either scenario the proposal is for the Service to charge a retail price of up to 120% of cost price, in line with industry practice. An example menu, with indicative pricing, is included at Appendix C.
- 2.1.4 To introduce the additional services of the hire of a cake table, table runners, centre pieces, chair covers and sashes, and drinks holder for canapés/buffet packages. These will enhance

the package offering for customers who currently look for these services elsewhere. The proposed fees for these additional services are included within Appendix D.

- 2.1.5 To introduce a room hire charge for extended access to the Newton Room and/or the catering kitchen at Southover Grange. Currently there are no Member approved fees that may be charged for this access and so it is proposed to introduce a £100 per hour, or part thereof, room hire charge for access to the building more than 3 hours before the ceremony and/or 1 hour after the package has concluded. This will assist both in controlling demand for extended access and in compensating the Service for the lost revenue from further potential package sales on the same day which are lost as a result of the rooms being occupied by pre-booked customers and/or their caterers.
- 2.1.6 To trial the introduction of a 20% discount on prices for ceremony packages between 2 January 2020 and 31 March 2020 to help the Service to gather evidence and inform a decision whether this approach brings in more packages during the quieter winter months; and furthermore whether by so doing that this equates to more bookings across the course of the year. The proposed fees for these discounts are included at Appendix E.

3 Conclusion and reasons for recommendations

3.1 The proposed changes to the current non-statutory ceremony packages on offer at Southover Grange, and the introduction of additional services, will maintain and enhance the Service's offering for customers, allowing them more flexibility in their choices and improving further the opportunity to upsell ceremony-only bookings to include an enhancement. The Lead Member is therefore recommended to approve the proposed changes to packages and the introduction of new services as outlined in this report.

RUPERT CLUBB

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LOCAL MEMBERS

All

BACKGROUND DOCUMENT

None

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APPENDIX A
Example of drinks list for Southover Grange

Product:	Price range	Item	Wholesale (inc VAT)	RRP (inc VAT)	Proposed Retail Price (inc VAT)
Red Wine*	Standard	Torre Cerrere Montepulciano D'Abruzzo (It)	£6.16	£9.24	£9.20
	Mid	Aires Andinos Malbec (Arg)	£7.23	£10.85	£10.80
	High	Marques de Laia Reserva, Rioja (Sp)	£8.93	£13.40	£13.40
	Premium	Chateauneuf-du-Pape, Les Puits Neuf	£21.82	£32.73	£32.70
White Wine*	Standard	TUA Pinot Grigio (Italy)	£6.16	£9.24	£9.20
	Mid	Ferlands Sauvignon Blanc (NZ)	£8.50	£12.75	£12.70
	High	Macon-Village Elodie Dupres (F)	£9.40	£14.10	£14.10
	Premium	Pouilly Fumé Pierre Brevin (F)	£15.86	£23.79	£23.70
Rose Wine*	Standard	Circus Zinfandel Rosé (It)	£6.38	£9.57	£9.50
	Mid	Torre Alta Pinot Grigio Rosé (It)	£6.71	£10.07	£10.00
	High	Ormilles Rosé Cotes de Provence (Fr)	£8.77	£13.16	£13.10
	Premium	Minuty Cotes de Provence (Fr)	£13.99	£20.99	£20.90
Champagne*	Premium	Veuve Cliquot Rose	£49.99	£74.99	£74.90
Prosecco*		Prosecco Corte Alta	£9.30	£13.95	£13.90
		Raboso Rosato Corte Alta (Pink Prosecco)	£8.36	£12.54	£12.50
		Corte Alta 20cl single serving bottles	£3.14	£4.71	£4.70
Cider**		Aspall draught Suffolk Cyder 500ml bottle	£1.80	£3.60	£3.60
		Henneys Cider 500ml bottle	£1.80	£3.60	£3.60
Ale**		Longman (East Sussex) Sussex Best Ale 500ml bottles	£2.17	£4.34	£4.30
		Harveys Best Bitter (Lewes) 500ml bottles	£2.46	£4.92	£4.90
Soft**		Belvoir Elderflower Presse 250ml bottle	£1.45	£2.90	£2.90
		Appletiser 275ml bottle	£1.16	£2.32	£2.30
		Folkington's pure pressed Valencia OJ	£1.67	£3.34	£3.30

*Wine, Champagne, Sparkling wine up to 150% of wholesale cost price (as recommended by wholesaler)

** Beers, Ciders, Softs up to 200% of wholesale cost price (as recommended by wholesaler)

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APPENDIX B
Southover Grange - Proposed Ceremony Prices

		No VAT	Shown with VAT for calculation purposes only	Includes VAT					
2019/20 Packages	Ceremony Only	VIP	Silver	Silver Plus	Gold	Gold Plus	Platinum	Platinum Plus	
Whats included?	Marriage Ceremony Only	Marriage Ceremony + VIP Lounge with Champagne	Marriage Ceremony + Drinks toast*	Marriage Ceremony + Drinks toast* + VIP Lounge with Champagne	Marriage Ceremony + Extended Drinks Toast with Canapes* (served by ESCC staff)	Marriage Ceremony + Extended drinks toast with Canapes* (served by ESCC staff) + VIP Lounge with Champagne	Marriage Ceremony + Exclusive Reception Room Hire** (served by caterers)	Marriage Ceremony + Exclusive Reception Room Hire** (served by caterers) + VIP Lounge with Champagne	
Marriage Ceremony in Evelyn Room (Capacity 30)									
Mon-Thu	£315	£378	£495	£630	£745	£815	£930	£1,075	£1,190
Fri-Sun	£440	£528	£665	£800	£935	£985	£1,120	£1,275	£1,410
Bank Holidays	£565	£678	£840	£975	£1,135	£1,160	£1,320	£1,665	£1,825
Marriage Ceremony in Ainsworth Room (Capacity 60)									
Mon-Thu	£365	£438	£555	£740	£855	£955	£1,070	N/A (Newton Room is not big enough for a sit-down Reception with more than 30 guests)	
Fri-Sun	£490	£588	£725	£910	£1,045	£1,125	£1,260		
Bank Holidays	£615	£738	£900	£1,135	£1,295	£1,350	£1,510		

* Drinks and canapes/light buffet food (where appropriate) charged on top of package cost.

** Catering charged on top of package cost. Customer contracts directly with approved caterer. 10% commission paid to ESCC by caterer.

Prices shown in BOLD include VAT solely for the calculation of the ceremony component price within the package price

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APPENDIX C
Example Gold Package Menu Options

Examples of Menus Type	Menu 1 Cold canapes	Menu 2 Cold buffet food	Menu 3 Afternoon tea
<i>Provided by</i>	<i>Waitrose or Robsons of Lewes</i>	<i>Waitrose or Robsons of Lewes</i>	<i>Waitrose or Robsons of Lewes</i>
<i>Served by</i>	<i>ESCC staff</i>	<i>ESCC staff</i>	<i>ESCC staff</i>
Cost to us per head	£7.10	£8.75	£6.75
Plus VAT	£8.52	£10.50	£8.10
Plus 20% mark up	£10.22	£12.60	£9.72
Proposed Price List	£10.20	£12.60	£9.70

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APPENDIX D
Additional Hire Services

	Proposed fee inc VAT	Comments
Cake table (vintage)	£45.00	
Table runners	£20.00	4 tables per sit-down event
Table number holder	£10.00	4 tables per sit-down event
Glass candle holders with electric candle	£35.00	4/5 per centrepiece and others to decorate room
Chair sash	£2.50	Per chair
Chair cover & sash	£3.00	Per chair
Wine glass holders for buffet	£20.00	
Vintage tiered jar for sweets	£20.00	Price to include sweets

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APPENDIX E Winter Discount Fees

Package	VIP		Silver		Silver Plus		Gold		Gold Plus		Platinum	
	Evelyn room (capacity 30)											
	List	20% off	List	20% off	List	20% off	List	20% off	List	20% off	List	20% off
Mon- Thu	£495	£396	£630	£504	£745	£596	£815	£652	£930	£744	£1,075	£860
Fri - Sun	£665	£532	£800	£640	£935	£748	£985	£788	£1,120	£896	£1,275	£1,020
	Ainsworth room (capacity 60)											
Mon - Thu	£555	£444	£740	£592	£855	£684	£955	£764	£1,070	£856		
Fri - Sun	£725	£580	£910	£728	£1,045	£836	£1,125	£900	£1,260	£1,008		

Bank Holidays not listed as the period 2 Jan 2020 - 31 Mar 2020 includes no Bank Holidays

Marriage Ceremony Only not listed as this is a promotion on package discounts and the Service is striving to drive package sales.

Food and Drinks will be charged in addition to the discounted prices quoted but are NOT subject to the same 20% discount.

Platinum Plus	
List	20% off
£1,190	£952
£1,410	£1,128
A	