

## Appendix 3

### Civic Suite Room Bookings

The previous Civic Suite Concessionary Policy had been used for over 20 years and provided 'free of charge' use as long as there was no additional cost to the Council and that it didn't conflict with Council business. It was created to support local organisations to service their residents and communities.

As part of the commercialisation agenda the concessions review and new policy has evoked a need to review all existing room hire arrangements to ensure a fair and equitable approach is honoured across leisure and cultural services.

The recommendations for eligibility moving forwards have been designed to support local groups to service the community and its residents where there is a not for profit or cost recovery model in place.

The revised procedure now includes a matrix which outlines the criteria required to gain different levels of discount for existing and new customers.

#### Eligibility Criteria

##### First Tier – 25% Reduction for groups – this will be determined by the following criteria:

1. Registered Charity
2. Community Interest Company
3. Social Enterprise
4. A not for profit community group

##### Second Tier – a 50% Reduction for groups listed above – who also meet the following criteria:

5. The Charity / CiC / Social Enterprise can clearly demonstrate where they support the Council's Strategic Purposes.
6. The Organisation/Group/Charity is either Redditch Based or provides a Service to Residents in Redditch.

##### Third Tier – a 75% Reduction for groups listed above – who also meet the following criteria:

7. A group that doesn't charge an annual membership and provides all its services 'free of charge' to its users.

In order for a group to achieve the second tier discount they must have first met the criteria set out in tier one. In order for a group to receive the maximum discount of 75% they must have met criteria in both tier one and two.

**Application:** The organisation must declare their interest in a concessionary rate to the room bookings staff upon making a booking. This can be done via email, telephone or in person. Suitable evidence will be required to establish the groups entitlement for example registered charity number, copy of financial records proving the organisation doesn't make a profit/ doesn't charge for services or membership and a case study demonstrating their support of Redditch Borough Councils strategic purposes and how they provide a service to Redditch Residents.

**Exemption:** Council business remains an entitlement thus is not chargeable. Political parties' members groups and political groups of elected council members will remain exempt from charges. Existing free of charge customers will be honoured and may continue as long as bookings continue as \*regular.

\*\* Regular- once a quarter for regular hire or within twelve months for annual events.

Concessions only apply to customers using the facilities Monday-Friday.