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The Queen's Award for  
Voluntary Service  
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## Charging Policy for Adults Not In Receipt of North East Lincolnshire Council/Foresight North East Lincolnshire Day Services/Preventive Services



### 1. Introduction



1.1 Foresight North East Lincolnshire has the discretion to charge adults users not under the banner of a North East Lincolnshire Council Day Service or Preventive Services. Foresight needs to cover a small proportion of the running costs to be born by charges



1.2 This policy explains what charges are in place, how services users are charged and the framework for collection of charges



### 2. Aims and Objectives of the Charging Policy

The aim of this policy is to:

- ◆ Ensure that charges for services are made in a fair and equitable manner
- ◆ Ensure charges are at an affordable level
- ◆ Ensure that the requirement to pay is easily understandable
- ◆ Ensure that if you need services that you are encouraged to use them rather than being debarred because of your financial resources.
- ◆ Ensure that there is an efficient and well understood appeals procedure, which allows charges to be waived in exceptional cases.
- ◆ Achieve a measure of income that can be used to meet the costs of the services provided to you in part.



### 3. Services for which Charges are made

All users that access either a class room, activity or an outdoor activity/sport, this charging policy covers all cases where services are provided or purchased by Foresight to meet your needs, irrespective of where that service is purchased or provided from.



### 4. Exemption from Charges

There will be no charge in the following circumstances if you are in receipt of either of Foresight North East Lincolnshire's council contracts;

- ◆ Day services
- ◆ Preventive Service – Befriending



- ◆ Users from other groups who have already paid to hire the room

## **5. Fees and Charges**

The fees for Foresight's activities are dependent on the amount of activities accessed during the one week period. The fees are £1 per day, if two sessions are accessed during 1 day the cost is £1 and if one session is accessed, this is still charged at £1. The least paid per week is £1.00 for one day and the most will be £5.00 for the 5 days. This will be reviewed at the end of March each year.

If you access no activities during that week there will be no charge.

## **6. Review and Appeals Procedure**

6.1 A review can be requested for any of the following reasons;

- ◆ Incorrect dates or amounts have been used
- ◆ Being invoiced for services not received

6.2 Reasons that are not directly related to your financial circumstances will not be considered as grounds for review.

6.3 The Centre Manager will review your case and take into account the issues you have raised. The Centre Manager will write to you with the outcome of the review within 5 working days.

## **7. How to Pay**

You can pay daily, weekly, monthly, ten weekly (typical course length) on receipt of an invoice by:

Cash or cheque (cheques should be made payable to Foresight North East Lincolnshire)

## **8. Recovery Action**

8.1 If you fail to pay for the previous two weeks attended sessions we will write to you requesting either prompt payment or that you contact us to explain why payment cannot be made.

8.2 If we have not received a response within 5 days we will try to contact you by phone and can discuss any issues you have.

8.3 If no payment is received or contact made with us to explain why the charges have not been paid, we will send a second letter explaining what actions we have taken. You will be suspended from all Foresight North East Lincolnshire's activities and your file will be passed to our Debt Recovery Team to investigate. The team will consider your case and try to resolve the matter with you. In the absence of a satisfactory solution being reached, the outstanding debt will be pursued through the courts.

## **9. Equal Opportunities**

Foresight North East Lincolnshire will treat all people with dignity and respect, recognising the value of each individual. Foresight North East Lincolnshire is committed to eliminating all forms of discrimination in service delivery and employment on grounds of race, gender, disability, age, sexuality and religion.

This information is available in the following formats: Braille, large print, tape and Compact disk.

This information is also available in other formats, languages and picture format upon request.