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The Queen's Award for
Voluntary Service
2007

Minster Road Scunthorpe Fees Policy

1. Introduction

Foresight North East Lincolnshire is committed to providing a high-class facility for the disabled community of North Lincolnshire the Minster Road Day Centre will operate a service Monday – Friday except public holidays and Christmas shut down.

Foresight North East Lincolnshire has the discretion to administer a charge for adults who use the services provided at Minster Road Day Centre or activities organised by Foresight.

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 in line with Direct Payments – Individual Personal Budgets
- Ensure that the requirement to pay is easily understandable
- 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

This 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. Fees and Charges

The fees for Foresight's Minster Road Day Centre are based on the individual Budget requirements and are dependent on the amount of day agreed access that will be provided during the week period. The fee is £31 per day. This fee is reviewed in line with North Lincolnshire Council Direct Payments – Individual Personal Budgets review process.

5. Short term absenteeism/Illness/Holidays

Any absenteeism/non-attendance for less than 5 days will be invoiced at the rate in line with the individual's agreed personal budget.

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Foresight requires notice from the guardian/carer if the absenteeism/non-attendance is expected to last longer and then a week potentially an agreement with Foresight may be made to not levy the charge. **If Foresight is not informed, the organisation will still charge the full applicable amount.**

Holidays - to avoid the levied charges Foresight needs to be given three weeks' notice before the holiday start date.

6. Changes to individual budget

Foresight will need to be informed immediately if for any reason there is a change to the required service.

7. Review and Appeals Procedure

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

- Incorrect Invoice amounts have been used

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

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.

8. How to Pay

All services will be continually invoiced 3 days after a four-week rolling period, 13 invoices will be issued per year

- Standing Order – Foresight will help carers/guardians set-up a four week rolling payment 4 weeks in arrears
- Direct Debit/Bank Payment – Foresight will help carers/guardians set-up a four week rolling payment 4 weeks in arrears
- Cheque – Foresight will expect payment 7 days after date on Invoice (***cheques should be made payable to Foresight North East Lincolnshire***)

9. Recovery Action

If you fail to pay after 10 days after being invoiced, we will try to contact you by phone and can discuss any issues you have.

If you fail to pay within two weeks after being invoiced, we will write to you requesting either prompt payment and to contact us to explain why payment cannot be made.

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. The service user 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.

10. Termination

The service user can stop taking part in the service at any time; Foresight will invoice up to that day and expect payment within 7 days of receipt of payment.

11. 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.

12. Disclosure of information

Foresight has the right to disclose any attendance information to North Lincolnshire Council if requested.

Minster Road Scunthorpe Fees Policy Agreement

Service Users Name:	
Service Users Guardian/Carer:	
Signature:	
Date:	
Agreed Form of Payment	
Foresight Staff Member Present	
Foresight Staff Member Present Signature	
Agreed Level of Service	

<u>Foresight Bank Details</u>	
Bank Name	Unity Trust Bank
Banks Address	Customer Service Centre Nine Brindleyplace Birmingham B1 2HB
Account Name	Foresight North East Lincolnshire
Account Number	20182445
Sort Code	08-60-01

When using a any bank direct payment please enter you name as a reference:

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