

AGE UK EXETER

Controlled Document

Document Name: Charging for Services Policy

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Agreed by Standards Committee on: 6 January 2020

Approved by Board of Trustees on: 14 January 2020

Review Schedule: Every three years

Next review due: January 2023

Owner (Responsibility): Chief Executive Officer

Pass amendments to: Governance Officer

Revision History: See appendix

Document Location: www.ageuk.org.uk/exeter/about-us/policiesandguidelines/

Document Description

This policy sets out Age UK Exeter's position on charging clients for services received from Age UK Exeter.

Implementation & Quality Assurance

Implementation is immediate and this Policy shall stay in force until any alterations are formally agreed.

The Policy will be reviewed every three years by the Board of Trustees, sooner if legislation, best practice or other circumstances indicate this is necessary.

All aspects of this Policy shall be open to review at any time. If you have any comments or suggestions on the content of this policy, please contact the Chief Executive Officer on info@ageukexeter.org.uk or at Age UK Exeter, The Sycamores, Exeter, EX4 7AE, 01392 202092.

Charging for Services Policy

1. Introduction

Age UK Exeter provides a range of services funded from a variety of sources. Some services are provided free to service users and we make a charge for others. Even when some of the cost is met through external income such as grants we may need to make a charge to ensure the full cost of the service is met. We recognise that any charge can act as a barrier to the take-up of a service but charges are sometimes inevitable in order to ensure the sustainability of the services we provide.

2. Policy

2.1 As a not-for-profit organisation Age UK Exeter:

- 2.1.1 will seek to keep charges for our non-contracted services at a reasonable level, sufficient to ensure the sustainability of the service
- 2.1.2 will only charge at full cost for support services where other sources of funding are not forthcoming
- 2.1.3 will seek to charge reasonable prices for meals and beverages in our café and ensure our prices represent good value for money when compared with commercial establishments.

2.2 Age UK Exeter will ensure that information about charges is clearly communicated to self-funding clients receiving a charged for service; and that a minimum of four weeks' notice of any increase will be given. Self-funding clients receive, sign, and return a service contract which sets out the charges, invoicing arrangements and cancellations policy.

Age UK Exeter reviews its charges annually, and seeks to minimize any negative impact for clients who may be particularly affected by increases.

Charged for services spot purchased by the local authority are managed in accordance with the commissioner's requirements and the terms of our contracts.

2.3 The following services will not be subject to a charge, although donations are always appreciated (this list will be kept under review)

- 2.3.1 General Information & Advice, unless specifically stated otherwise.
- 2.3.2 Volunteer visiting
- 2.3.3 Careline telephone support service
- 2.3.4 Men in Sheds social enterprise project
- 2.3.5 Carers Support (there may be a small charge for lunch)

2.4 The Trustees delegate responsibility to the CEO and/or Services Manager to decide when withdrawal of service from a client becomes necessary due to non-payment. Any such withdrawal of service will be reported to the Finance Committee at its next meeting.

2.5 If service is withdrawn for any other reason this should be agreed by both the Services Manager and CEO and flagged up to the Chair of Trustees and Chair of Standards Committee. A note of this withdrawal will also be included in the Monitoring Report to Standards Committee.

2.6 When withdrawal of service has been agreed, the Enabling & Home Help Service Manager or Deputy will telephone the client to advise them that service is being withdrawn, the date this will be effective from and what they need to do for service to be re-instated. The phone call will be followed up by a letter. In respect to clients in receipt of day services, the phone call and letter will be actioned by the Services Manager.

Revision History

Revision date	Summary of Changes	Other Comments
20.2.15	Routine review by Standards Committee	
9.3.15	Approved by Board of Trustees	Next review due March 2017
4.9.17	Routine review by Standards Committee. A number of changes made including the additional of the final sentence.	Recommended to the Board for approval.
12.10.17	Approved by Board of Trustees	Next review due September 2019

9.9.19	Routine review by Standards Committee. Carers support added to the list of services which will not be subject to a charge.	Recommended to the Board for approval.
10.9.19	Reviewed by the Board who returned to Standards Committee asking for a statement about how the client would be informed of cessation of service.	
6.1.20	Reviewed by Standards Committee Responsibility for making decisions on withdrawal of service from a client delegated to SMT (bullet 2.4)	Recommended to the Board for approval.
14.1.20	Reviewed by the board of Trustees	Approved Next review due January 2022
26.04.2021	Amendments to reflect change in services and relocation	