

POLICY AND PROCEDURE

Waiving Fees



SoLO
Life
Opportunities

38 Walnut Close
Chelmsley Wood
Birmingham
B37 7PU

Charity No. 1102297
England Company No.
5025939

Category:

Members Staff and Volunteers

Introduction

In line with our ethos the services that SoLO provides are intended to be inclusive and accessible. Projects are funded through a variety of means including Local Authority & government contracts, grants and donations, sponsors and fundraising activities. They are costed out to be economically sound whilst providing exciting and stimulating activities. All projects (with the exception of **Adventure Playground**) attract member subscriptions, comparative and competitive with other provisions in the borough, but we recognise that there may be occasions where due to financial constraints families who need our service are not able to afford the subscriptions.

Policy & Procedures

If a Project Manager identifies families who are in need of our services to potentially prevent breakdown within the family, or a young person who would benefit greatly from access to a scheme, and these families are not in a position to pay the usual subscription, a compassionate approach should be taken and circumstances considered on an individual basis.

In the first instance the option of instalments or a reduced rate should be considered. If this does not resolve the issue, other avenues should be explored as creatively and thoroughly as possible taking into account any time pressures affecting the potential member, family and SoLO. If these efforts do not present any solutions, the parent will, in the first instance, be referred to Social Services for financial support. If the social worker and the Project Manager considers there is a significant risk to the welfare of the child and there are no Social Care funding streams available to support the family, details will be taken, using the pro forma in Annex A.

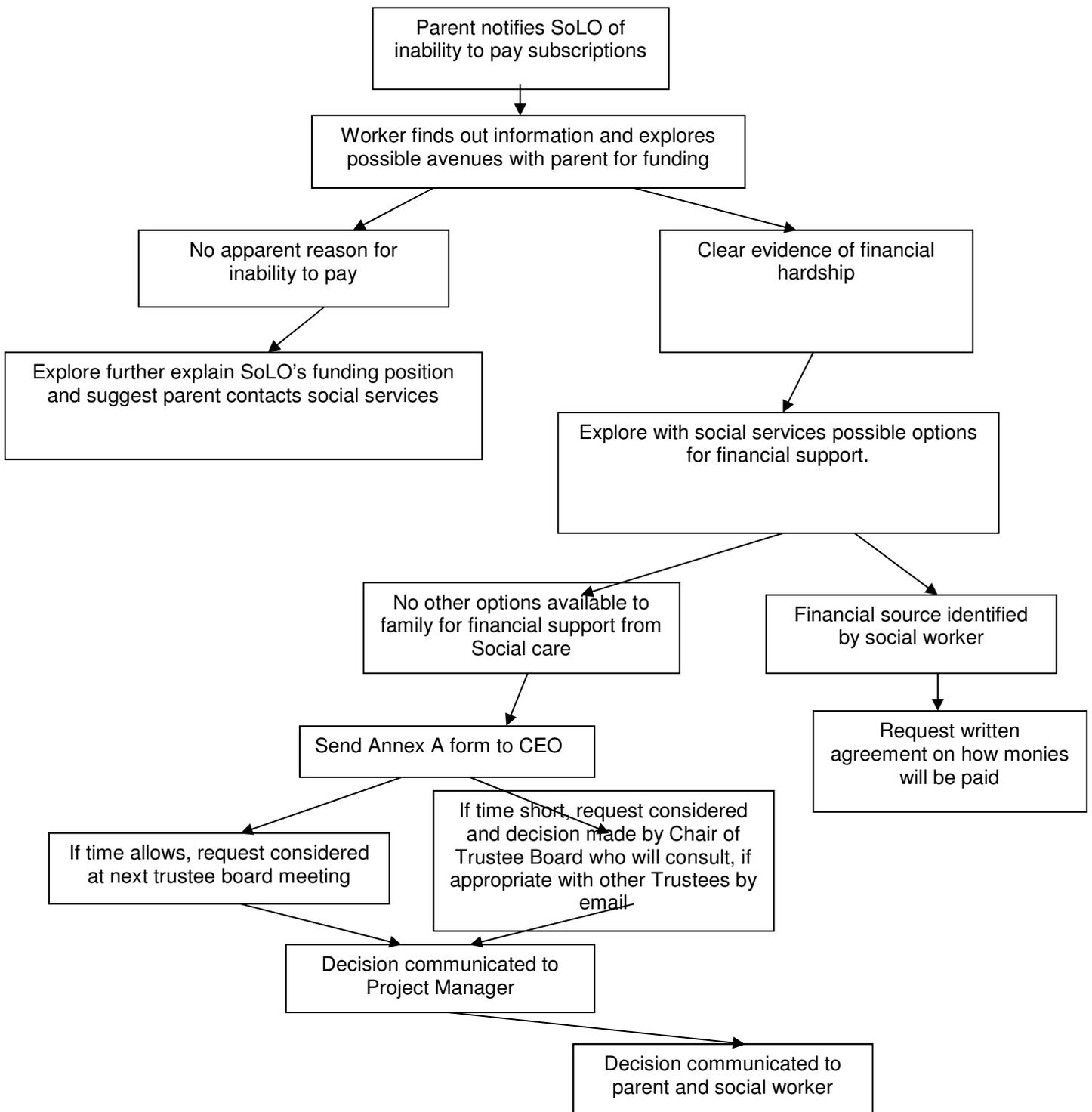
1. Brief details of the family's financial position (e.g low wage, benefits only, etc.)
2. Information regarding the family's circumstances, and how the SoLO activity would benefit them.
3. How much is requested to be waived. *(In the majority of cases a minimal contribution would be expected from the family.)*
4. The name of the Social Worker and Project Manager supporting the request.
5. Signature and date of person submitting request.

Policy Name: Waiving Fees
Organisation: SoLO Life Opportunities
Last Reviewed: Feb 2019
Next Review Date: Feb 2021

This form should then be forwarded via the Chief Executive Officer to The Board of Trustees for consideration.

If a decision is required quickly and the requirement to wait for the next Trustee Board meeting would prohibit the child from attending, a Chair's decision will be made. However, wherever possible applications for financial support will be considered at a full Trustee Board Meeting.

Pathway for waiving fees



Right of Appeal

SoLO Life Opportunities has a formal complaints policy which should be followed if someone is not happy with a decision made regarding the waiving of fees.

Linked with:

Allocation of Places
Complaints Procedures



REQUEST TO WAIVE FEES

Name of person making request

Relating to

Name of Project

Projected cost of fees

Period of time covered

Details of financial hardship

Details of family circumstances if child/young person/adult were not able to attend SoLO project)

What level of contribution towards the fees is being requested

Name of social worker supporting request

Signed by **Date**

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