



Charging Policy

Why Nidderdale Plus charges for certain services

Nidderdale Plus is a charity, and fees and charges represent an important source of income, providing finance to assist in achieving our charitable objectives. However, there are potential conflicts between raising income by charging fees, and promoting access and usage of local services, particularly by vulnerable groups on low incomes.

The appropriate fee structure will therefore depend on both the cost of delivering the service and the overall intention for that service area as far as Nidderdale Plus policy is concerned. By setting charges at appropriate levels, Nidderdale Plus is ensuring that services can be accessed by as many people who need to access such services, without creating a barrier to anyone who needs to access those services.

Administration

Charges should be simple to understand and to administer. They should be easily located by service users through the Nidderdale Plus website, through any other form of literature provided, or directly from members of staff or volunteers working at the hub.

Where possible, reasonable notice should be given to service users before any new or revised charges are implemented.

Methods of payment should be flexible and convenient, and take into account the needs of those on low income and people's ability to pay. The easier it is to pay, the more likely it is that payment will be made. Consideration should be given to:

- Payment in advance via card payment or BACS: which should be the preferred means of payment wherever possible
- Taking payment by cash or by cheque, which should be available to those who do not have the means to pay by card
- It should always be the case that a receipt can be given to any customer, and the offer of a receipt should always be made.

Increasing charges

From time to time, the level of charging for any service may be increased owing to a variety of external and internal factors. Any increase in fees should be approved by the Board of Trustees with a clear rationale for the increase provided by the senior responsible member of staff. Once a decision in principle has been made by trustees, there should then, ideally be a period of consultation with service users, either by letter, or by survey, to hear the

views of local service users before a final decision is made. Sometimes, however, this may not be possible, and trustees reserve the right to increase fees without consultation when deemed necessary.

Service areas where charges are made

For current charges please see the weblink following the service area:

Community Transport Dial-a Ride: <https://www.nidderdaleplus.org.uk/community-car-dial-a-ride/>

Library charges: <https://www.nidderdaleplus.org.uk/library/>

Office/business services: <https://www.nidderdaleplus.org.uk/office-services/>

Meals on Wheels: <https://www.nidderdaleplus.org.uk/meals-on-wheels/>

Minibus Weekly Trips: <https://www.nidderdaleplus.org.uk/minibus-weekly-trips/>

Minibus Day Trips: <https://www.nidderdaleplus.org.uk/minibus-day-trips/>

Minibus Group Hire: All enquiries will receive a bespoke quote, more details on the process can be found here: <https://www.nidderdaleplus.org.uk/minibus-group-hire/>

This policy was approved by the Board of Trustees on 07 February 2023