

St Albans Mencap

Charity number: 210073

stalbansmencap.org.uk

Pricing & Charging Policy

St Albans Mencap aims to keep its services affordable, fair, and accessible, while ensuring the charity remains financially sustainable. This policy outlines the procedures and guidelines for ensuring that prices are set transparently and consistently, with careful consideration of the true cost of delivering services and the financial circumstances of people with learning disabilities and their families.

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Version:	Changes:

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Introduction

This policy outlines the procedures and guidelines for ensuring that prices are set transparently and consistently, with careful consideration of the true cost of delivering services and the financial circumstances of people with learning disabilities and their families.

Purpose

This Pricing & Charging Policy sets out how St Albans Mencap determines charges for its services, activities, and programmes. The policy ensures that pricing is fair, transparent, sustainable, and aligned with our charitable objectives, while remaining accessible to people with learning disabilities and their families.

Scope

This policy applies to all paid-for services and activities delivered by St Albans Mencap, including (but not limited to):

- Trinity day service
- Trinity activities
- Any additional services or activities where a charge is made.

Guiding principles

Our pricing and charging policy is guided by the following principles:

Affordability: Prices will be set with consideration of the financial circumstances of our members and their families as well as that of perspective members.

Fairness and consistency: Charges will be applied consistently for comparable services and any variations in or changes to the pricing will be clearly explained and documented.

Transparency: All prices and charging structures will be clearly communicated in advance and any additional or optional costs will be fully explained.

Sustainability: Charges may reflect the true cost of delivery, including staffing, facilities, materials, and overheads where appropriate. Pricing will contribute to the long-term financial sustainability of the charity.

Social value: Pricing decisions will reflect our mission to promote inclusion, independence, and wellbeing. Where possible, subsidised pricing will be supported through fundraising, grants, and donations.

Setting Prices

Prices are determined by considering all available information. This includes, but is not limited to:

1. The full cost of delivering the service or activity,
2. Available funding, grants, or subsidies,
3. Market rates for similar services (where available),
4. Feedback from service users and families,

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5. The popularity of services including the existence of waiting lists, and
6. The charity's overall financial position.

Final pricing decisions are approved by management and, in the case of significant changes or changes to the Day Service, the Board of Trustees.

Concessions, Subsidies, and Financial Support

Concessions or reduced fees may be offered based on individual circumstances and are subject to funding. Requests for financial support will be handled sensitively and confidentially. Assessing eligibility for reduced fees is the responsibility of management and must be transparent and clear.

Pricing Review

Prices should be reviewed at least annually, but more frequently if necessary. Reviews can be linked to the Consumer Price Index (CPI). Any changes to pricing will be communicated to members and families in advance and significant changes will be approved by the Board of Trustees.

Market rates for similar services

Service managers should review prices of other similar providers and track changes overtime in order to better inform the prices that we should charge.

Complaints and Queries

Questions or concerns about pricing and charges should be raised with St Albans Mencap staff in the first instance. Any complaints will be handled in line with the our Complaints Policy.

Review

This policy will be reviewed annually or sooner if there are changes in legislation, guidance, funding or organisational strategy.