



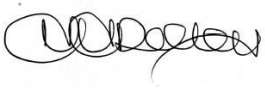
# Fee Waiver and Process Policy

Effective on or after 1 September 2023  
Date of next Review: September 2024

**Please Note:** A formal, full review of this document will take place on an annual basis. However, in the interim, the document will be updated as necessary to remain current with any statutory legislation and/or significant Government guidance updates on the subject.

**DOCUMENT TITLE:** ESS FEE WAIVER AND PROCESS POLICY  
**AUTHOR:** FRANCES DEELEY  
**CHANGE AUTHORITY:** THE BOARD OF TRUSTEES

Frances Deeley

**Signature:** \_\_\_\_\_ 

**Date:** 13.07.23

**Designation:** Chief Executive Officer

**Review Date:** June 2026

**Please Note:** A formal, full review of this document will take place on a 3-yearly basis. However, in the interim, the document will be updated as necessary to remain current with any statutory legislation and/or significant Government guidance updates on the subject.

## CHANGE MECHANISM

Any person seeking to alter this document must consult the author before making any change.

ESS Change Authority must endorse any alterations to the approved version of this document before any wider dissemination of the altered document version.

The person making the alteration must indicate every change between the previous (approved) document version and the altered document version.



ESS Education and Support Services endeavours to support all families and young people in accessing the services provided.

#### **Our Mission**

To see young people empowered by providing an individual pupil centred approach.

#### **Our Aim**

To provide personalised educational packages for those who are the most vulnerable in society, and/or NEET (Not in Education Employment or Training), to ensure individuals can gain a sustainable transition into society.

#### **Our Values**

To make a difference, ensure individual sustainability, focus on impact, distance travelled and integrity.

#### **Our Vision**

To develop a community of support for the whole family, that provides mental, physical, financial, educational, and social stability and growth for all, within each young person's household.

#### **Method**

To create and deliver bespoke academic and vocational non-accredited and accredited workshops/programs for young people aged 10-25, and parents/guardians in a suitable environment.

To ensure our services are accessible to all, ESS Education and Support Services have developed this Fee Waiver Criteria and Process Policy, to allow those with financial difficulties or hardships equal opportunity in obtaining ESS's services.

#### **Access**

This fee waiver criteria and policy will be reviewed annually, in line with inflation and living costs.

This policy will also be published on the ESS website and discussed in initial enquiry meetings to ensure those in need of financial support to access ESS services are aware of the policy and are provided with the support and opportunity to apply for a fee wavered serve.

#### **Eligibility**

To be eligible for fee waiver families need to meet at least two of the below criteria:

- Claiming Benefits
- On a low Income
- A single parent Household
- Having multiple Children
- Having a recent change in circumstances
- Holding carer status
- Expressing a concern regarding finances and payment
- Unemployed.

## Our Process

The process to apply for an ESS Education and Support Service fee waiver is stated below:

- A member of our family Services team will send the fee waiver form on request.
- Appicates are required to complete and return within three-weeks of receipt.
- Family Services will state the date the form must be returned by and log onto the database.
- The form will need to be completed with all household income and expenses highlighted and returned to the Family Services.
- Outgoings and Income will need to be stated as monthly and not weekly.
- The Family Service Team will request evidence of Income – this could be a payslip and/or a benefits statement.
- Once this form is returned the Family Service will work out all incomings and outgoings and make a recommendation to Chief Operations Officer based on excess or deficit in Income.
- Means testing process - Waiver guidelines are as follows:
  - Expendable Income Minus £250 – Full Waiver
  - Expendable Income Minus £150 – 75% Waiver
  - Expendable Income Breaking Even – 50% Waiver
  - Expendable Income Plus £150 – 25% Waiver
  - Expendable Income Plus £250 – No Waiver
- The recommendation will be made to the Chief Operations Officer.
- The Chief Operations Officer will then check the figures and criteria.
- A recommendation will then be made to the Chief Executive Officer within 10 Working Days of receipt of an application.
- The Chief Executive Officer will decide within 72 hours and confirm this with the Chief Operations Officer and Family Services Team.
- The final decision will be logged on database, restricted spreadsheet for financial purposes and sent to the appicate.
- If appicates wish to appeal a decision, this must be submitted formally in writing to the Chief Executive, all apples will submitted by the CEO to the waiver panel fwhich consists of the Board of Trustees and 2 members of the senior management team.

## Timescales

Please Note

Anyone wishing to apply for fee wavering should do so at the earliest opportunity – at enquiry stage.

A fee waiver application will be considered at any time during the provision as we understand that family circumstances can change.

Once a course/provision/workshop has been fully paid for and delivery completed a fee waiver cannot be considered.