

# Compass Wellbeing Low Income Charging Policy

## CDST LTD

Units 11 – 12 Belvedere Trading Estate  
Taunton, TA1 1BH

November 2016  
Review: November 2017

### Introduction

Compass Wellbeing is a community facility with a key aim of being fully inclusive and open to all. To ensure that the facility is economically viable it is necessary to charge for some of the services offered by Compass Wellbeing. In line with our quality objectives, where fees are chargeable to customers we will endeavour to ensure that they are fair and equitable. We are aware that a significant proportion of our customers will be on a low income and have therefore established this policy to limit exclusion based on low income or poverty.

### Discounts for those on a low income

Where a customer can evidence that they are on a low income they will be entitled to 25% discount on any activity or therapy session price for themselves, their spouse and their children who are under 16 (or under 20 if they stay in approved education or training). Discounts are not applicable to purchases from the Wellbeing Café, Birthday Parties, Room Hire or any other services offered by external service providers, CDST Ltd or Compass Disability Services. Full waiving of fees will be implemented where necessary. Discounts are not applicable in association with any other offer applicable to activity or therapy sessions.

### Evidence of low income

To evidence that a customer is on a low income they must provide proof of receipt of one of the following benefits;

- **Income-based Jobseeker's Allowance:** paid to people who are unemployed and are on a low income.
- **Income-related Employment and Support Allowance:** paid to people whose ability to work is limited by illness or disability and are on a low income.

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- **Income Support:** paid to people who are on a low income and under state pension age.
- **Pension Credit:** paid as a guaranteed credit to those over the qualifying age and on a low income.
- **Universal Credit:** which will replace income-based Jobseeker's Allowance, Housing Benefit, Working Tax Credit, Child Tax Credit, income-related Employment and Support Allowance and Income Support

Customers may be asked to provide evidence that they are in receipt of one of these benefits at any point and at least on an annual basis.

To evidence that children are eligible, the parent will need to provide evidence of receipt of child benefit for each child.

### **Informing customers about this policy**

To ensure that customers are aware of this policy and are able to claim the appropriate discount; it will be publicised on the Compass Wellbeing website, social media pages associated with Compass Wellbeing, advertising literature and through signage in the Compass Wellbeing Reception.

Staff will be trained to be sensitive and discreet with customers claiming low income discounts in order for them to feel comfortable and confident in accessing the benefit.

### **Policy Revisions**

This policy will be reviewed every year and amended as necessary, or earlier in accordance with any forthcoming legislation or changes to the operations or premises of the organisation. All employees should pass suggestions or recommendations for the revision of any aspect of the policy through normal channels to the CEO.

### ***Additional Information:***

Quality Manual

Low Income Discount Application Procedure

Low Income Charging Policy Application

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