

APPENDIX 1

Fees and Charges Policy

1. All services provided to an individual/body/organisation should attract a charge, if there is the legal power to make one and it can be collected economically.
2. Charges should be established after consideration of:
 - benchmarking comparisons with other providers
 - consultation with the public, including users
 - market conditions, including flexibility of charges
 - the cost of the service
 - service policy objectives
 - legal requirements

with the aim of ensuring that any subsidy to the service is a deliberate policy decision
3. Wherever possible, there should be provision for reduced charges for those on limited incomes.
4. Methods of income collection must make payment as easy as possible for the customer
5. Heads of Service are responsible for ensuring that these principles are adopted and all services reviewed at least annually.