

THE HAVEN

Operated by the Autistic Girls Network charity — 1196655 (England and Wales), SC054837 (Scotland)

Charging and Remissions Policy

The Haven — The Haven

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1. Purpose

This policy sets out the basis on which The Haven charge for services, the categories of payer involved, and the principles by which fees may be reduced, waived or remitted. It supports transparency for families, commissioners and governors.

2. Status

The Haven is a specialist online education provision operated under a registered charity (1196655 in England and Wales; SC054837 in Scotland). It does not operate to generate profit; income from charged services supports the continued delivery of the provision and is reinvested into the charitable purpose.

3. Categories of charge

3.1 The Haven — education placements

Placements at The Haven are funded through three routes:

- Privately funded by families.
- Funded as Alternative Provision by a school where the young person is on roll.
- Funded as Education Other Than at School (EOTAS) by a Local Authority through an Education, Health and Care Plan. Fees are set on a transparent published basis and reflect the scope of the placement (Back to Balance, part-time, full-time, GCSE provision) and the inclusion of mentoring, Neurodiversity University, clubs, and Preparing for Adulthood as standard.

3.2 Examination and assessment costs

Where a learner sits public examinations through The Haven, examination entry fees, awarding-body administrative charges, and access-arrangement assessment costs (where these are not within the scope of an existing EHCP-funded package) are passed on at cost. These are itemised separately from placement fees and agreed in advance.

3.3 Optional additional services

Some services beyond the standard placement may be offered as optional and chargeable, for example additional one-to-one mentoring hours beyond those included as standard. Optional services are agreed in writing in advance and are not a precondition of the placement.

4. Remissions and reductions

The Haven recognises that fees can be a barrier. Remissions are available in the following circumstances:

- **Hardship:** Where a family demonstrates genuine financial hardship and the placement would not otherwise be possible, a reduced fee or bursary may be offered, subject to available charitable funding.
- **Looked-after children:** Where a learner is looked after, the placing authority is treated as the funder; fee waivers are not generally applicable, as the local authority holds the responsibility.
- **Sibling discount:** Where families pay privately for more than one learner, a sibling reduction is available on application.
- **Commissioned placements:** Local Authority and school commissioned placements are charged at the rate agreed in the relevant contract; ad hoc remissions do not apply.

5. Decisions

Decisions about fee reductions, bursaries or remissions are made by the Proprietor in consultation with the Head (for placement-related decisions) and reported to the Board of Governors as part of routine financial reporting. Decisions are made transparently and with reference to charitable purpose, sustainability, and equity of treatment between families.

6. Refunds

Refunds are issued in line with the terms and conditions agreed at the point of placement. Where a placement ends earlier than planned, refunds are made on a pro rata basis with reference to the notice period set out in the terms and conditions.

7. Conflicts of interest

Governors and senior staff are not eligible for fee reductions for their own family members. Conflicts of interest are managed under the charity's Conflicts of Interest Policy.

8. Related documents

- Terms and Conditions
- Statement of Purpose
- Admissions and Referrals Policy

- Conflicts of Interest Policy (governors)
- Reserves Policy

9. Review

This policy is reviewed annually by the Proprietor and approved by the Board of Governors.

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