

# GSS – Fees and charging Policy

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## Introduction

Charging is an important and appropriate way to finance services. As a private organisation GSS reserves the right to charge fees for a variety of services for the sustainability, development and growth of the organisation. However GSS also has a moral duty and obligation to ensure our fees and charges for any services provided are in line with market rates and are fair and open at the outset and take into account equity of access for GSS customers whilst still allowing GSS to work strategically to meet its core priorities and business objectives.

Our Fees and charging policy will facilitate a holistic approach to setting fees and charges as detailed below and GSS will ensure that services are provided efficiently and effectively and that costs are scrutinised and adjusted where necessary to reflect the services provided. When new charges are being considered or current charges reviewed GSS Directors must be confident that all steps have been taken to minimise the net cost of the service and that it is fair, practical and in the spirit of GSS's desire to provide an accessible service for all.

The fees and charging policy will constitute a new policy for GSS and in line with all other policies and procedures will be subject to annual renewal

## Key Points

1. GSS will set charges for services in a holistic manner in line with its priorities and corporate responsibilities and will review the impact of charges to the provision of services in terms of their effect on its customers as well as its financial position.
2. GSS Directors propose that the charging principles adopted by any of its services should be reviewed at least every four years to ensure they are fair and are in line with strategic market growth. However actual charges for individual chargeable activities may be renewed annually in line with many of GSS's contracts.
3. There are a variety of charging arrangements for different contractual services including services where no charges are set, charges set by Central or local governments, others set by GSS based on market rates, value of services and economic viability.
4. Other organisations that work with GSS outside of GSS's set contractual statuses are set based on economic bids and business negotiations.
5. Where GSS work on Government funded contracts we will ensure that any Fees charged do not constitute any double-funding with projects funded via other means. Also, GSS will ensure that there is clear differentiation of provision according to funding allocated or fees generated, so that there is no duplication of provision, which could constitute double-funding or breach any funding rules and regulations as stipulated by those contracts.

## Key Principles

1. When charges are reviewed GSS Directors and or Management Team must carry out an analysis of charges for activities against the principles of charging as set out in this policy. The information must be scrutinised so that informed decisions about the level of charging can be set and is appropriate and fair as agreed by all GSS Directors

2. Where charges are set for pieces of 'Business' as dictated by Central or local government contracts GSS has the right to accept or decline based on business priorities and strategic propositions and will do so with the best interests of GSS's overall business position at the time.
3. GSS have the right to seek to make charges for services where it feels raising revenue against such activities will increase and raise GSS's profile as well as development of business opportunities and development and growth and charges for separate or adhoc pieces of business can also be considered on an individual basis.

## Concessions

1. Where GSS may make charges for services or adhoc pieces of business it reserves the right to make discretionary concessions where it feels appropriate.
2. When setting new charges GSS will make regard for :
  - a. Market conditions and prices charged by competitors and or other local authorities
  - b. The need to avoid any potential distortion of the market which might occur from pricing services severely below or above market value
  - c. The moral requirement for charges to be reasonable
  - d. The need to avoid any exploitation of customers who have no option, but to use the service provided by GSS
  - e. The need to ensure reasonable growth and sustainability of the organisation and its services.

## Governance

Responsibility for the production, maintenance and communication of this policy document and all sub-policy documents that may be attached with this will be the responsibility of GSS Directors.

All documents constituting to and or related to this policy will be reviewed annually. It is the responsibility GSS Directors to ensure that these reviews take place. It is also the responsibility of GSS's Directors to ensure that the policy set is and remains internally consistent.

Changes or additions to this Policy may be proposed by any member of staff, via GSS's Head Office, Square Root Business Centre, 102-116 Windmill Road, Croydon, Surrey, CR0 2XQ or by emailing in to [info@gss-ukltd.co.uk](mailto:info@gss-ukltd.co.uk)

Any substantive changes made to any of the documents in the set will be communicated to all relevant personnel.



Signed by Sonia Benjamin-Leach  
Director  
07.10.2019