



## FIN008 CHALLENGERS CONCESSION POLICY

		Date	Amended by:
Date of Issue	1	Mar 2015	Head of Finance Amanda Matthews
Issue	2	Jun 2015	Head of Finance Amanda Matthews
Issue	3	Jul 2016	Head of Finance Amanda Matthews
Issue	4	Sept 2017	Amanda Matthews
Issue	5	Feb 2018	Amanda Matthews
Issue	6	August 2018	Amanda Mathews
Issue	7	February 2021	Zoe Youkee
Issue	8	September 2021	Andrew Kendall

Date of Last Review	13 September 2021
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## Contents

### 1. Scope of policy

- This policy outlines the application of Challengers Concession Policy to ensure that this policy is applied fairly and transparently.

## 2. Communications

- Information about Challengers concession is available on the web site [www.disability-challengers.org](http://www.disability-challengers.org) or from the Challengers Finance Team on 01483 230 589.

## 3. What is a concession?

- Challengers will reduce the entrance fee of its schemes by 50% for families, children and young adults who meet the conditions set out in 4 and 5 below. Challengers will specifically fundraise to cover the cost of offering a concession. In cases set out in 5 below for young adults the concession will be applied at Challengers 'family rate'.
- Concession will not apply to afterschool club food and travel bookings.
- We are unable to offer concession rates for pre-school sessions.

## 4. Play and Youth Schemes – do I qualify for concession?

- Families who receive Income Support, Job Seekers Allowance, Employment and Support Allowance, Pension Credit or Universal Credit will qualify for a Challengers concession as will those families who have a current NHS Exemption Certificate.

## 5. Young Adult Schemes – do I qualify for concession?

Young adults who have not yet confirmed their direct payments package or who receive direct payments but do not have a Challengers service represented in their budget or support plans will be granted a 50% 'transition' concession to the young adult price list for up to six months to give them time to work with the local authority in order to include Challengers in their budget. This concession will be reviewed after 3 months and at the end of six months and may be terminated.

- Young adults with an annual income of less than £23,250 who live permanently in supported residential accommodation may be awarded concession at the absolute discretion of Challengers based on Challengers full 'family rate'.
- Young adults who are not eligible to receive direct payments and require Challengers financial support may be awarded concession at the absolute discretion of Challengers based on Challengers full 'family rate'.

## 6. Applying for concession

- The parent/carer or young adult will need to complete 'FIN009 Changers Concession Application Form'. These are available from:
  - Changers website [www.disability-changers.org/HowToBook](http://www.disability-changers.org/HowToBook)
  - Calling the Changers Finance Department on 01483 230 589
  - Email [finance@disability-changers.org](mailto:finance@disability-changers.org)
- The concessions application form should be completed and returned to the Finance Team along with evidence of the eligible benefit or NHS Exemption Certificate (a scan copy or photograph of award letter or card is acceptable).
- The Finance Team will review the application form and confirm to the parent/carer or young adult that concessions have been agreed.
- If you would like help completing the application form please contact Changers finance on 01483 230589 and they will help you.
- It is the responsibility of the parent or young adult to initiate an application and apply for a concession.
- The concession form and any evidence will be destroyed once the application has been processed.

## 7. When will my concession start?

- When a concession is granted it will be applied to fees for all sessions from that date onwards.
- A concession will not be applied to historical bookings/invoices in the past.

## 8. Concession review

- To make sure concession still applies families and young adults will be asked to complete the application form and provide evidence at least once a year. Young Adult concession is subject to review after 3 months in accordance with clause 5. If a concession no longer applies the full price will be charged for all new bookings following the review date.
- If Changers does not receive a completed review application form and evidence within 1 month of the concession review date the concession rate will no longer apply and all bookings from the review date will be charged at full price. The family/young adult will need to make a new application for concession if they miss their review.

## 9. What if I am not eligible for concession?

- If you are not eligible for concession and require financial assistance please contact the Changers Finance Team on 01483 230589 for further information about other sources of funding for Changers sessions.

## 10. Challengers price list

- The full price list of all Challengers services is described in FIN004 Challengers Price List available from the Challengers Finance Team and [www.disability-challengers.org/bookings/prices-payments](http://www.disability-challengers.org/bookings/prices-payments)

Appendix 1 – FN009 Challengers Concession Application Form

## FIN009 Challengers Concession Application Form

*Challengers will reduce the entrance fee of its schemes by 50% for families and young people who are in receipt of eligible benefits or hold a current NHS Exemption certificate. Challengers will specifically fundraise to cover the cost of offering a concession. In some cases for young adults the concession will be applied at Challengers family rate.*

I would like to apply for concession for .....(name/s of child or young person)

Please tick the relevant line below:

**Play or Youth Scheme Sessions:**

- ☐ I receive Income Support, Job Seekers Allowance or Employment and Support Allowance
- ☐ I receive Universal Credit
- ☐ I receive Pension Credit
- ☐ I hold an NHS exemption certificate

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**Young Adult Scheme Sessions:**

- ☐ I/The young adult receives Income Support, Job Seekers Allowance or Employment and Support Allowance
- ☐ I/The young adult receive Universal Credit
- ☐ Challengers sessions are not factored into my Direct Payments plan
- ☐ I am not eligible for Direct Payments
- ☐ I am living in supported accommodation and my annual income is less than £23,250

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- ☐ I enclose a copy or attach a scan/photo of my benefit award letter or current NHS Exemption Card
- ☐ I attached a copy of my current Direct Payments plan confirming Challengers is not factored in (young adults only)
- ☐ I attached confirmation I am not eligible for Direct Payments (young adults only)

Signature .....

Print name ..... Relationship .....

Date .....

Please return this form to Challengers finance by email [finance@disability-challengers.org](mailto:finance@disability-challengers.org) or by post to: Challengers Finance, Stoke Park, London Road, Guildford, Surrey GU1 1TU  
This form will be destroyed once your application has been processed.

Modifications made to this document since its issue are as follows:

#### DOCUMENT CHANGE HISTORY

Summary of Change	Section no / page no	Changes made by	Release date
First policy			March 2015
Changes as suggested by Challengers legal adviser to sections 3, 4, 5 & 8	Sections 3, 4, 5 & 8	AM	1 <sup>st</sup> July 2015
Policy updated to include concession for families on low income	Section 4, 5, 6 appendix 3 and appendix 2	AM	25 <sup>th</sup> July 2016
Policy updated to reflect current practice and prices. Application form update	Section 5,6,9 Appendix 1, 2	AM	20 <sup>th</sup> Sept 2017
Added detail relating to the destruction of the application form and information contained within	Section 7 Appendix 1, 2	AM	12 <sup>th</sup> Feb 2018
Policy updated to reflect current practice and prices. Application form updated. Low income section removed, replaced with NHS exemption. Evidence is now required to support application. Appendix 2 deleted, household income and expenditure information are no longer required.	Section 4,5,6, 7,8,9 Appendix 1,2	ZY/AM	30 <sup>th</sup> Aug 2018

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