**Charging Policy**

**Leicester, Leicestershire and Rutland (LLR)**

**Safeguarding Children Partnerships**

The Safeguarding Partnerships of Leicester City and Leicestershire & Rutland (LLR) are committed to supporting the provision of quality multi-agency safeguarding training to partner agencies. Historically this programme has been delivered for free, through the Multi-Agency Learning and Development Group by partner agencies offering resources and training. However, this is financially unsustainable. The programme will continue to be free to those partner agencies that contribute to the Multi-Agency Safeguarding Programme.

This charging policy has been developed to support the budgetary requirements to provide training across the whole workforce and is outlined below. It is intended that this will support the resourcing of the programme, enabling wider reach of learning, and sustainability.

1. **Charges for attendance on the LLR LSCP(B) Multi-Agency Training Programme**

Training is free of charge to organisations that contribute to the LLR LSCP(B) training Programme as outlined in 2 below or who contribute to the running costs of either LSCP(B). Organisations which do not contribute will be charged a nominal fee for attending.

The charging rate as of April 2021 is:

£50 per person for a half day course

£100 per person for a full day course

£150 per person for a 2-day course

**‘For Profit’** organisations or those external to Leicester, Leicestershire or Rutland (i.e. out of County and not commissioned to deliver a local service), and **large ‘not for profit’** organisations, with over 30 employees, including **schools** will pay 100%.

Other **‘not for profit’** organisations, with 30 employees or less, would have a 50% reduction on the above price.

The LSCP has considered the concerns raised by the Early Years Sector regarding access to training and has decided that the fees will also be at a 50% reduction of the prices above, for provider services in this sector.

The Boards reserve the right to levy charges at a higher level for specific training purchased from specialist training organisations. In this case the cost will be clearly stated in the course promotional material.

The Boards may not charge for some events or may charge a fixed price for all agencies due to the requirement to purchase learning materials.

All payments will be taken when the place is booked and therefore where permission is needed this is to be sought from line managers and/or budget holders prior to booking.

The responsibility for organising safeguarding learning belongs to individual organisations. However, there are a range of specialist safeguarding events and other related learning that can support multi–agency safeguarding across Leicester, Leicestershire & Rutland. Please note that when you book through these pages we might use some of the information you provide to invite you to upcoming events, and/or use this information to provide statistics for your Local Authority.

1. **Contributions to the training programme**

Contributions made to the training programme which allow for free attendance at events include:

* Providing a minimum of 6 free days training delivery as part of the LLR LSCP(B) multi-agency training programme
* Providing 6 free training venues and facilities for delivery of training on the multi-agency training programme
* Providing a financial contribution to the delivery programme, this would need to be negotiated considering the size of the organisation.
* Providing a combination of the above

Agencies may also offer to pay a standard amount per year to access all training available or could negotiate to receive 12 training days for the cost of 10.

1. **Cancellation or non-attendance charges**

Individuals, who have paid to attend a course and are then unable to attend, will not be refunded. They can send a substitute person from the same organisation to take their place.

Booking and Cancellation Policy from 1st April 2021 for all training and events, this includes both free training and events, and those with a booking charge:

• Places can still be cancelled, with refunds offered, up to 7 days prior to the training/event taking place if you know that you are unable to attend, you do this on Eventbrite. If you need to cancel your place on ANY training and you inform us at least 7 days in advance of the training, we may be able to offer you an alternative date within the same term. The name of the delegate (the name on the event ticket) can be changed at any time by logging into your Eventbrite account and navigating to ‘Tickets’ which can be found by hovering over your avatar.

Unfortunately, we are unable to offer any refund of booking fees made if you cancel a place after the 7 days cancellation offer has ended.

• If a delegate from an organisation did Not Attend (NA) and we have not been informed this will be noted as NA. To ensure the service is able to continue to offer subsidised training and this cost isn’t passed on to everybody, we have made the difficult decision to freeze those places to providers who continue to not attend preventing others to access the training.

Any organisation which has a record of 2 NA’s within a period of 2 months, will not be able to book onto any LSCPB training or event advertised on Eventbrite for a period of 3 months from the last NA. This freeze on access to training can be lifted immediately by the organisation paying the cost of the event missed, in most occasions this cost will be considerably higher than the amount paid at the point of booking. Up to the maximum of £40.00.

**Please note the freeze applies to the organisation and not just the named staff, therefore any staff from the organisation will not be able to book any training/events during the freeze period.**

We know that sometimes delegates find it difficult to access virtual training. We will do our best to support you to join the event. Please email lscptraining@leicester.gov.uk or call 0116 454 3951 and ask to speak to the Training Team immediately and support will be offered. Delegates who contact us in these circumstances will not be recorded as NA and if possible, an alternative event will be offered.

If support is unable to be offered due to the session taking place out of normal office hours or a continuation of technical difficulties, you must still email or call and leave a message at the time that you cannot access the live event so it will not be recorded as NA.

Remember you can log into your Eventbrite account and change the details of each delegate (ticket holder) at any time prior to the training taking place by logging into your Eventbrite account and navigating to ‘Tickets’ which can be found by hovering over your avatar.

If LLR SCP’s cancel a training for any reason we will offer an alternative training or date, or refund of fees paid.

1. **Booking places on training events**

To book a place on a course go to the programme by clicking on the link below you will come to our Eventbrite organizer page : [LLR Safeguarding Children Partnerships Events | Eventbrite](https://www.eventbrite.co.uk/o/llr-safeguarding-children-partnerships-8043549452)

If you are from an agency that pays a fee (see sections 1 & 2 above) you will be asked to pay through Eventbrite at the time of booking, therefore you will need to seek the permission of your manager and/or budget holder before booking a place.

Likewise, if you are from an agency who contributes to the multi-agency training programme, you will need to have permission from your manager prior to booking.

A confirmation will be sent out via e-mail once the place is booked. It is vital that correct and current e-mail information is entered.

Training Bookings on Eventbrite ‘Top Tips’:

• Create an account on Eventbrite and remember your login details

• To speed up future bookings you ‘can’ save a debit card and/or PayPal account to your Eventbrite account, so you don’t have to enter your payment details each time you make a booking

• You can log into your account and change the delegate name on your tickets at any time

• You can see what training sessions/events you have booked at any time

• Click ‘FOLLOW’ on the LLR Safeguarding Children Partnerships so you can easily find our training sessions in future

• You can typically book more than one places on each training

• It is the responsibility of the organisation to ensure that staff members are aware of the training sessions they are booked onto and sufficient cover has been arranged

• Training queries should be directed to lscptraining@leicester.gov.uk

• You can add events to your ‘calendar’ (outlook etc)

• ‘Your Information’ is the person making the booking

• Ticket is the Delegate/Person who will be attending the training, the name entered here will be displayed on the training register (please ensure this is correct)

• Correctly enter the name of your LA, agency, organisation, charity, school, or setting etc. Again, this will be shown on the register and tells us which provisions are being represented on the training/event

• Correctly enter the relevant email address and telephone number; by creating an account this information will be saved and you will not need to enter it each time you make a booking.

1. **Cancellation of courses by the LSCP(B)s**

The LSCP(B)s of LLR reserve the right to cancel or amend the date/time of any sessions within the training programme. Where a cancellation or amendment is made, delegates will be given as much notice as possible. Delegates will be informed by the e-mail address given on the registration form. Any charges made will be refunded should a course be cancelled.