

6D Charging

SUMMARY OF PRINCIPLES:

- *As a not-for-profit company SEWBRc's charging policy must be transparent to its users*
- *SEWBRc is a service provider and all charges are set to meet the costs of providing data services*
- *SEWBRc charges are set on a sliding scale to benefit charities and those who have a long-standing involvement with SEWBRc and those who provide financial security through Service Level Agreements (SLAs).*

1. POLICY STATEMENT

- 1.1. South East Wales Biodiversity Records Centre (SEWBRc) is a not-for-profit company which provides biodiversity information products and services to a range of users. There is clearly a cost to running such a service and, for SEWBRc to remain a financially sustainable proposition, these costs must be met by its users.
- 1.2. SEWBRc charges are set to recover the costs of time spent accessing, collating, processing and managing data, as well as supplying data to end users. These costs include staff time and the overheads associated with running SEWBRc. No charge is made for the actual data or information which is passed on to users, as SEWBRc is neither the owner of the data, nor did it bear the cost of data collection.
- 1.3. The charges (for 2016/17) which are set out in the table below have been set to take into account the following considerations:
- Whether the user has a long-standing relationship with SEWBRc.
 - Whether the user has an SLA with SEWBRc.
 - Whether the user has charitable status.

Band	Rate (exc. VAT)	Who
A1	£110.00 (first hour) £85.00 (subsequent hrs)	Commercial users
A2	£85.00	Commercial users (with SLA)
A3	£82.50	Bat and Roof-nesting Bird+ search (BARB+)
A4	£55.00	Bat and Roof-nesting Bird search (BARB)
B	£67.50	New non-commercial users (no SLA)
C	£65.00	New non-commercial users (with SLA)
D	£62.50	Non-commercial users with long-standing relationship with SEWBRc (no SLA)
E	£60.00	Non-commercial users with long-standing relationship with SEWBRc (with SLA)
F	£33.75	New charitable users (no SLA)
G	£32.50	New charitable users (with SLA)
H	£31.25	Charitable users with long-standing relationship with SEWBRc (no SLA)
I	£30.00	Charitable users with long-standing relationship with SEWBRc (with SLA)

- 1.4. For organisations who do not hold an SLA, a minimum charge equivalent to one hour of work will apply. This is to cover the administrative costs of logging and responding to enquiries. A

one hour charge will normally be applied in the event of an enquiry yielding no data, although a discount may be applied at the discretion of the SEWBRcC Manager.

- 1.5. SEWBRcC will review its charges on an annual basis. If any changes are made they will be publicised via the SEWBRcC website and will be added to emails to current customers for a minimum period of one month before the increase comes into effect.
- 1.6. The following users will normally be exempt from charges (although SEWBRcC reserves the right to make charges in the event of requests that would take a large amount of staff time):
 - School and University Students.
 - Local natural history societies or groups.
 - Members of the public (unless representing a commercial interest).
- 1.7. This policy is implemented through the following 'statement of procedure'.

2. STATEMENT OF PROCEDURE

- 2.1. SEWBRcC will operate its charging policy in a transparent manner. All users should be informed of charging rates and estimates of cost prior to confirming data requests. Information on charges will be made widely available including via the website.
- 2.2. Upon receiving a request for data, SEWBRcC staff will follow the procedures laid out in *Policy 6B: Controlling Access to Data*. This includes reference to providing estimates of cost prior to commencing data searches and invoicing at the time of data supply. In certain cases, especially with large data requests, estimates may need to provide a 'ballpark' figure. Users should be informed if final charges are likely to exceed an estimated figure.
- 2.3. SEWBRcC will operate a system of numbered invoices. Payment terms will be 30 days. Payment of overdue invoices may be sought through telephone or written contact immediately after the expiration of this 30 day period.
- 2.4. All time spent by SEWBRcC staff in servicing data requests will be recorded, regardless of whether work is being undertaken on behalf of the holder of an SLA or a non-SLA holder. Time spent on specific enquiries will be recorded to the nearest 15 minutes. This time recording system will be used to determine precise charges that should be made. If an estimated figure is exceeded, but the user has not been informed (see 2.2), the original estimated figure should be used for invoicing purposes.
- 2.5. The time recording system will allow staff to provide fast reports on the remaining credit of partners with SLAs. Printed statements of use will be sent to SLA holders as required (covering the period up to the end of the preceding full month).