



FEES, PAYMENT & CANCELLATION POLICY

Insight Assessment Services Limited (“the Company”)

Practitioner: A qualified and registered social worker appointed by the Company

This Policy sets out how the Company charges for professional social work, assessment, expert witness and consultancy services. It forms part of the Company’s documentation and should be read alongside the Terms of Engagement.

All fees are stated exclusive of VAT, unless VAT becomes applicable.

1. Hourly Rates

1.1 Standard Professional Rate

The Company charges a standard hourly rate of:

£125 per hour

This rate applies to:

- assessment work
 - interviews and direct work
 - analysis and evaluation
 - reading and reviewing documents
 - report writing
 - meetings (excluding court attendance)
 - professional communication and administration related to the assignment
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2. Travel Time and Mileage

2.1 Travel Time

Travel time is charged at a fixed rate of:

£85 per hour

2.2 Mileage

Mileage is charged at:

45p per mile

(consistent with HMRC standard mileage rates)

This covers fuel, wear and tear, insurance and vehicle costs.

3. Travel, Accommodation and Expenses

3.1 Hotels and Overnight Stays

Where an overnight stay is necessary, hotel accommodation will be:

- charged at cost,
- supported by receipts, and
- booked at a reasonably priced hotel appropriate for professional travel.

3.2 Subsistence (Meals)

To avoid excessive administration and to maintain consistency, meals are not charged at cost.

Instead, a fixed daily subsistence allowance applies:

£35 per day

No receipts are required for this allowance.

3.3 Other Expenses

Additional reasonable expenses necessarily incurred during the assignment may include:

- train fares
- taxis or public transport
- parking



- toll roads
- printing or document handling (where specifically requested)
- postage or courier costs (if required)

These will be charged at cost, supported by receipts, and will be agreed in advance where reasonably possible.

3.4 Timing of Expense Invoicing

Expenses will be invoiced:

- monthly, or
- on completion of the assignment, whichever occurs earlier.

Expenses are payable separately from professional fees.

4. Estimates of Costs

Where possible, the Company will provide an estimate of likely total costs for an instruction. All estimates are provided in good faith, based on the information available at the time.

However, due to the nature of safeguarding, assessment and expert work, it is often difficult or impossible to predict the full scope, complexity or time requirements of a case.

Accordingly:

- Estimates are not binding.
- Final fees may be higher or lower than the estimate.
- The Company will charge for the actual time spent and expenses reasonably incurred.
- If it becomes apparent that the total cost may materially exceed the estimate, the Company will notify the Client as soon as reasonably practicable.

5. Deposits, Invoicing & Payment

5.1 Deposits

Unless agreed otherwise:

- 50% of the estimated fee is payable in advance, and
- 50% is payable on completion of the work.

5.2 Invoicing

Invoices are issued either:

- monthly, or
- at key stages of the assessment, or
- upon completion of the report.

5.3 Payment Terms

Invoices are payable within:

14 days of the invoice date

Payment is by bank transfer to the account details provided on the invoice.

5.4 Non-Payment

Where invoices remain unpaid:

- Work may be paused, and
- Appointments may be postponed.

5.5 Release of Reports

Reports, assessments or written outputs will not be released until all fees and expenses due have been paid in full.



6. Court Attendance and Expert Witness Fees

6.1 Court Attendance Rates

The following fixed rates apply:

- Half-day attendance (up to 4 hours): £500
- Full-day attendance (over 4 hours, up to 7 hours): £950

6.2 Waiting Time

Waiting time in court (including delayed hearings) is chargeable and forms part of the half-day or full-day rate.

6.3 Travel Time for Court Attendance

Charged at the standard travel rate of:

£85 per hour, plus

45p per mile

Where overnight accommodation is required, the standard accommodation and subsistence terms apply.

7. Cancellation Policy

7.1 Appointments (Interviews, Home Visits, Meetings)

- Less than 48 hours' notice → Full fee for the scheduled appointment
- Between 2 and 7 days' notice → 50% fee
- More than 7 days' notice → No charge

7.2 Cancellation of Full Assessment Instructions

Where an instruction is withdrawn after work has commenced:

The Client will be invoiced for:

- all work completed to date
- all expenses incurred
- any non-refundable travel or accommodation costs

7.3 Court Attendance Cancellations

- Cancelled with less than 72 hours' notice → Half-day fee (£500)
- Cancelled with less than 24 hours' notice or on the day → Full-day fee (£950)

These charges apply to protect the Practitioner's diary, as court attendance typically prevents all other work for that day.

8. Variations

Any variation to these fees, payment terms or cancellation provisions must be confirmed in writing by the Company prior to work commencing or as soon as reasonably practicable thereafter.

9. Acceptance

The commissioning of services, instruction of work or engagement of the Practitioner constitutes acceptance of this Policy.