



Befriending Networks Fees Policy 2026–2031

Section 1 Purpose of the Policy

This policy sets out Befriending Networks' approach to setting, reviewing and increasing fees for core services over a five-year period. It aims to balance:

- Fairness and affordability for members and services
- Transparency and predictability in charging
- The long-term financial sustainability of the charity
- Alignment with our values of being **supportive, collaborative and sector-leading**

The policy applies to:

1. [Membership Fees](#)
2. [Quality in Befriending Award fees](#)
3. [Bespoke Service](#)

Principles Underpinning Fees and Charges

Across all services, Befriending Networks' approach to fees is guided by the following principles:

- **Affordability:** Fees are set at levels intended to be accessible to organisations of different sizes, recognising financial pressures across the befriending sector.
- **Fairness:** Charging structures are transparent, consistent and based on meaningful indicators (e.g. organisational turnover).
- **Value for money:** Fees reflect the benefits, support and expertise provided.
- **Predictability:** Increases are planned, modest and communicated in advance wherever possible.
- **Financial sustainability:** Fees contribute towards the core costs of operating Befriending Networks, reducing reliance on grant funding alone.



- **Compassion:** We retain mechanisms to support organisations experiencing financial hardship through fee reductions and flexible arrangements, whilst still maintain fairness.

Governance and Review

Overall responsibility for fees lies with the Board of Trustees. This policy will be reviewed at least once within the five-year period, or sooner if there are material changes in costs, demand, or the external operating environment. The Board reserve the right to amend or pause this policy, including to increase fees to a higher level should economic circumstances require.

Befriending Networks is committed to being open and transparent about how and why fees are set and the frequency at which they will change.

Fees for services reflect the cost of delivery and are not intended to generate a profit. Some services will be subsidised by income received from grants and other sources. Membership discounts apply to bespoke training service.

Policy Approved: 25 June 2026

Policy Review Date: June 2028



Section 2 Annual Membership Fees

Approach to Setting Membership Fees

Befriending Networks' membership fees:

- Are graded according to an organisation's total annual income, not the budget of an individual befriending project.
- Apply to not-for-profit, public sector, international and for-profit organisations.
- Are informed by publicly available financial information (e.g. Charity Commission, OSCR, Companies House), or by annual accounts where required.

This approach ensures proportionality, equity and clarity across the membership base. The full [Membership Fees Policy and Fee Reduction Policy](#) is available at all times on our website.

Fee Increases (2026–2031)

To maintain affordability while keeping pace with rising costs:

- Membership Fees were increased in April 2026 by 10%, the first increase since c.2018. This was communicated to members 1 year in advance.
- Membership fees will increase by **3% per year**, applied annually commencing 1 April 2027. The board retains the right to apply an increase greater than 3% if economic conditions require.
- Increases are deliberately small and incremental, avoiding sudden or significant changes for members.
- This reflects the organisation's intention to avoid long periods of fee freezes followed by sharp increases.

Indicative practice:

- Increases will normally take effect from **1 April** each year.
- Updated fee tables will be published on the Befriending Networks website for transparency.

Membership Fee Reductions

The existing [Membership Fee and Reduction Policy](#) remains in force and is integral to this policy.

Key principles retained include:

- Fee reductions are available to organisations experiencing genuine financial hardship.
- Decisions are made on a case-by-case basis, applying consistent criteria as set out in the Fee Reduction Policy.
- The policy aims to be supportive while ensuring fairness and organisational sustainability.

Table 1: Annual Membership Fees with 3% increase year on year from 1 April.

Category	2026/27	2027/28	2028/29	2029/30*	2030/31
Small (Not for Profit)	£82.50	£85	£87	£90	£93
Medium 1 (Not for Profit)	£121	£125	£128	£132	£136
Medium 2 (Not for Profit)	£165	£170	£175	£180	£186
Large (Not for Profit) or Public Sector	£209	£215	£222	£228	£235
International (For Profit or Not For Profit)	£165	£170	£175	£180	£186
For Profit	£247.50	£255	£263	£270	£279

Section 3 Quality Award Fees

Context

Fees for the Quality in Befriending Award have not changed since 2018, despite inflationary pressures, increased staff, assessment and digital platform costs, the inclusion of Excellence standards, and the need for ongoing revision and development of quality standards and processes. A planned, phased approach to fee increases is therefore required.

An Award is valid for 3 years, and the applicant pays the full fee amount prior to commencing the Award assessment. For an Award to remain valid the holder must also remain a member of Befriending Networks.

Fee Increase Schedule

Befriending Networks will adopt the following approach:

- 2026: A one-off 10% increase to Quality Award fees, effective from the 1 September 2026, the first increase since 2018.
- Fees will increase by 3% every three years.
- Fee structure reflects the principles of the membership policy to categorise the amount paid by organisational income level.

This approach:

- Reflects the long period during which fees were frozen
- Provides clarity and predictability for services planning accreditation.

Excellence Indicators

Excellence that is assessed as part of your initial or other full Award has no extra fee. Those wishing to upgrade to excellence be required to pay an additional fee to have an assessment undertaken of the Excellence indicators:

- Upgrade at reaccreditation (years 3 or 6) the cost will be reaccreditation fee plus £100.
- Upgrade at any other time the fee is £250.

Table 2: Quality Award – Full Award fees, effective 1 September of each year



Category	2018-31 August 2026	Effective from 1 September 2026	Effective from 1 September 2027	Effective from 1 September 2028	Effective from 1 September 2029
Small Full Award	£500	£550	£566	£583	£600
Medium 1 Full Award	£750	£825	£849	£875	£901
Medium 2 Full Award	£850	£935	£963	£992	£1022
Large Full Award	£950	£1045	£1076	£1108	£1142

Table 2 Quality Award – Reaccreditation fees (all award types), effective 1 September of each year

Category	2018-31 August 2026	Effective from 1 September 2026	Effective from 1 September 2027	Effective from 1 September 2028	Effective from 1 September 2029
Small Reaccreditation	£250	£275	£283	£291	£300
Medium 1 Reaccreditation	£375	£412.50	£425	£438	£451
Medium Reaccreditation	£425	£467.50	£482	£496	£511
Large Reaccreditation	£475	£522.50	£538	£554	£571

Table 3 Quality Award – Age UK Local Partners CQS Passporting initial/full award fee, effective 1 September of each year

Category (Age UK Local Partner)	Current	Effective from 1 September 2026	Effective from 1 September 2027	Effective from 1 September 2028	Effective from 1 September 2029
Small Full Award	£300	£310	£319	£329	£339
Medium 1 Full Award	£550	£605	£623	£641	£661
Medium Full Award	£650	£715	£736	£759	£781
Large Full Award	£750	£825	£850	£875	£901

Section 4 Bespoke Services

Guest Speaking

Befriending Networks can present at events, as a keynote or [guest speaker](#), on a wide range of topics for members and non-members. Guest Speaking is not training or facilitation. All content will be Befriending Networks branded, the fees charged reflect time take for planning, design, preparation, delivery and post-delivery follow up by experienced and knowledgeable staff.

Any request for input of a duration more than 90 minutes will be charged as Bespoke Training.

Guest Speaking which takes place 'out of hours' at weekends, evening, early mornings will incur an additional £50 fee.

Fees apply at date of booking/invoicing, not the date of delivery.

Fees will increase by 5% every year.

	1 July 2026	1 July 2027	1 July 2028	1 July 2029	1 July 2030
Online					
30 minutes	£125	£131	£138	£145	£152
60 minutes	£175	£184	£193	£203	£213
90 minutes	£275	£289	£303	£318	£334
In Person*					
30 minutes	£175	£184	£193	£203	£213
60 minutes	£350	£367.50	£386	£405	£426
90 minutes	£525	£551	£579	£608	£638

* subject to additional charges for travel, accommodation, and subsistence for in person delivery.



Bespoke Packages

All bespoke materials will be tailored to the customers needs and designed to match their organisation's brand. Befriending Networks members receive a 25% discount on all packages.

- Our Bronze Package provides you with the content you need for your organisation to deliver training on up to 4 different topics. Purchase once and you can reuse the materials with your team as often as you like.
- Our Silver Package takes the stress out of delivering online training. Let us design and deliver the training for your team.
- Our Gold Package is our most comprehensive package. Let us design, deliver online or in person, and upskill your staff with Train the Trainers support so that you can reuse the materials with your team as often as you like.

Fees for online Bespoke Service will increase by 5% every year.

Fees for in-person Bespoke Services will increase by 10%.

Bespoke Service (Member Rate)

	1 July 2026	1 July 2027	1 July 2028	1 July 2029	1 July 2030
Online					
Bronze Package	£578	£606	£636	£668	£701
Silver Package	£735	£772	£810	£850	£893
Gold Package (Online)	£1208	£1268	£1331	£1398	£1467
In Person*					
Gold Package (In Person)	£1265	£1391	£1531	£1684	£1852

Subject to additional charges for travel, accommodation, and subsistence for in-person delivery.



Bespoke Services (Non-Member Rate)

	1 July 2026	1 July 2027	1 July 2028	1 July 2029	1 July 2030
Online					
Bronze Package	£771	£808	£848	£890	£935
Silver Package	£980	£1029	£1080	£1134	£1191
Gold Package (Online)	£1610	£1691	£1775	£1864	£1956
In Person*					
Gold Package (In Person)	£1687	£1856	£2041	£2245	£2470

Subject to additional charges for travel, accommodation, and subsistence for in-person delivery.