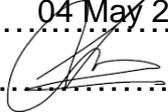


# POLICY FOR THE REIMBURSEMENT OF OUT OF POCKET EXPENSES FOR VOLUNTEERS

VERSION 5.0

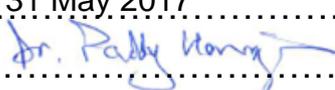
## Ratified at Cannock Chase Governing Body

Date: ..... 04 May 2017 .....  
Signature: .....  .....  
Designation: ..... Chair, Governing Body .....  
Review Date: ..... June 2018 .....

## Ratified at South East Staffordshire & Seisdon Peninsula Governing Body

Date: ..... 23 May 2017 .....  
Signature: .....  .....  
Designation: ..... Chair, Governing Body .....  
Review Date: ..... June 2018 .....

## Ratified at Stafford and Surrounds Governing Body

Date: ..... 31 May 2017 .....  
Signature: .....  .....  
Designation: ..... Chair, Governing Body .....  
Review Date: ..... June 2018 .....

# POLICY FOR THE REIMBURSEMENT OF OUT OF POCKET EXPENSES FOR VOLUNTEERS

<b>Policy number</b>	F-P-001
<b>Version number</b>	V5.0
<b>Responsible individual</b>	Penny Gibbs / Adele Edmondson, Communications & Engagement
<b>Author(s)</b>	Penny Gibbs / Adele Edmondson, Communications & Engagement
<b>Date approved at EMT</b>	5 April 2017
<b>Date approved by Communication &amp; Engagement Committee</b>	11 April 2017
<b>Date ratified by Governing Body</b>	CC - 4 May / SaS - 23 May / SESSP - 31 May 2017
<b>Date issued</b>	26 June 2017
<b>Review date</b>	June 2018
<b>Target audience</b>	Patients and public (known as volunteers) involved in CCG face to face engagement activities on a voluntary basis

<b>HISTORY OF CHANGES</b>		
<b>Old version number</b>	<b>Significant changes</b>	<b>New version number</b>
Corp 50 - 01	Policy is now consistent for all three South Staffordshire CCGs and follows the CCGs policy structure; making it clearer on peoples roles who are affected in this process. Reimbursement for miles travelled in a car, motorbike or bicycle are now in line with HM Revenue and Customs. Process for claiming out of pocket expenses has improved to ensure the process is more efficient, this includes the method of payment.	02

<b>SUMMARY</b>
This policy is to prevent any patient, carer or member of the public (known as volunteers) becoming out of pocket due to their involvement with the CCG during face to face engagement. This policy will establish a clear process of who can claim out of pocket expenses, what out of pocket expenses can be claimed, and how to claim them. This policy will also ensure a consistent approach across all three South Staffordshire CCGs when reimbursing out of pocket expenses.

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## **1.0 PURPOSE AND INTRODUCTION**

The CCGs covering Cannock Chase, South East Staffordshire and Seisdon Peninsula and Stafford and Surrounds are committed to the involvement of patients, carers and members of the public in all areas of work. This is to ensure they are at the centre of how services are planned, delivered and monitored to meet the needs of the local population.

The purpose of this policy is to prevent any patient, carer or member of the public becoming out of pocket due to their involvement with the CCG during face to face engagement. This policy will establish a clear process of what out of pocket expenses can be claimed, and how to claim them. This policy will also ensure a consistent approach across all three south Staffordshire CCGs when reimbursing out of pocket expenses.

This policy is supported by the Health and Social Care Act 2012, which introduced significant amendments to the NHS Act 2006, including the participation of patients, carers and members of the public.

## **2.0 SCOPE**

Each CCG shares the vision to make the area the healthiest place to live and work by 2025. They aim to reach this by implementing four key values:

- We are honest, accessible and we listen;
- Quality is our day job;
- We innovate and deliver, and;
- Care and respect for all.

Each of these values is strengthened by the involvement of patients, carers and members of the public for their invaluable insight and experiences. The CCGs want to ensure that during this involvement, they do not incur any out of pocket expenses. The CCG believes that all employees have a role to play in helping the CCG fulfil this responsibility. This policy, therefore, will outline who can claim expenses, what expenses can be reimbursed, as well as a clear process on how to claim for out of pocket expenses.

This policy does not cover out of pocket expenses for CCG staff, students or lay members, or for individuals being paid by another organisation to provide voluntary services. This policy does not apply where the public attend a meeting or event that is open to anyone.

## **3.0 DEFINITIONS**

### **3.1 BACS**

This is a direct payment into a volunteers bank account and the CCGs preferred payment method.

### **3.2 Out of pocket expenses**

This is when the volunteer is left worse off as a result of their face to face engagement. It can include travel expenses, parking, subsistence and carers – please see section 5.2 for examples and more details

### **3.3 Reimbursement**

This is a refund, in the form of a bank payment (BACS), directly to the volunteer claiming.

### **3.4 Volunteer**

For the purpose of this policy, the phrase 'volunteer' will cover the patients, carers and members of the public undertaking face to face engagement with the CCGs and wishing to claim out of pocket expenses. This includes nominated members of the CCGs' Commissioning Patient Council and District Groups, as well as those personally invited to

take part in targeted engagement events such as focus groups. It does not include members of practice-based Patient Participation Groups, as these are governed by GP practices.

## **4.0 ROLES AND RESPONSIBILITIES**

### **4.1 Volunteers undertaking face to face engagement and wishing to claim out of pocket expenses should:**

- make an informed choice about how and on what terms to be involved;
- not be worse off as a result of face to face engagement – including any incidental costs;
- follow the guidelines in this policy and complete the relevant forms accurately to ensure reimbursement takes place smoothly;
- not breach benefit conditions, if applicable, by being involved (out of pocket expenses do not normally affect benefit conditions, however the CCG advises all those in receipt of benefit to make their involvement known to the relevant benefit office).

### **4.2 Project lead involving a volunteer in face to face engagement, should:**

- read and follow the guidance in this policy;
- provide information to the volunteer for them to make a choice about how and on what terms they want to be involved;
- offer appropriate guidance and forms to the volunteer;
- minimise the risk of incidental costs by offering printed materials etc;
- forward the completed expenses forms to finance, in a timely manner;
- ensure that budgets are confirmed before any face to face engagement takes place by volunteers;
- ensure that the out of pocket expenses costs for the volunteer(s) are met by the budget for that particular project or area of work;
- work with the communications and engagement lead to iron out any additional queries.

### **4.3 Communications and engagement lead, should:**

- ensure this policy and the process is clear, up to date and simple to follow;
- work with finance to ensure paperwork for reimbursement is kept at a minimum;
- work with the project lead and volunteer(s) to ensure the policy is understood and followed;
- work with the project lead to iron out any additional queries.

### **4.4 Finance lead, should:**

- offer up to date information to the communications and engagement lead on mileage rates;
- work with communications and engagement lead to ensure paperwork for reimbursement is kept to a minimum;
- process out of pocket expenses in a timely manner.

## **5.0 MAIN BODY OF THE POLICY**

### **5.1 Who can claim out of pocket expenses?**

- Every volunteer is entitled to claim out of pocket expenses. In general any reasonable expense incurred as part of the face to face engagement should be reimbursed;
- Volunteers cannot claim expenses if being paid by another organisation to provide voluntary services;
- Volunteers cannot claim expenses for attending open or public engagement activities, such as Governing Body meetings, as these are open meetings which people choose to attend of their own volition. However, there may be exceptions to this, for example where a volunteer is invited to actively participate in the organisation and running of the face to face activity – if this should occur a conversation should take place prior to that activity between the project lead, the communications and engagement lead and the volunteer;

- There is currently no standard NHS tariff set for the payment of volunteers' expenses; however the payment rates outlined below have been agreed as acceptable with the CCG's Finance Department. They are also in line with Patient and Public Involvement Forum payment rates, NHS West Midlands payment rates, Volunteering England payment rates and HM Revenue and Customs (HMRC) approved mileage rates.

## 5.2 What out of pocket expenses can be reimbursed?

- Travel and parking, including alternative transport arrangements were necessary (see 5.2.1);
- Receipted costs for caring arrangements (for children and other dependants such as elderly relatives), paid at rates up to £10 per hour (should a higher rate be requested, this will need to be agreed in advance with the project lead, based on the individual's needs);
- Interpretation as required;
- Subsistence, if attendance (including travel) exceeds five hours and refreshments are not provided at the venue, expenses for refreshments;
- Incidental costs such as printing, postage and telephone calls.

Please note – due to NHS accounting rules, all expenses except mileage should be submitted with receipts and expenses claimed within three months.

### 5.2.1 Travel expenses:

Volunteers should be encouraged to use public transport or the most cost effective, environmentally friendly form of transport where practical. Where this is not the case, due to disability or caring responsibilities or remoteness of the venue, then people can claim a mileage rate.

Travel expenses to be reimbursed include travel by own car, motorbike, bicycle, bus or train. Mileage rates are:

- 45p/ mile for car travel;
- 24p/ mile for motorcycle travel;
- 20p/ mile for bicycle travel.

If using public transport wherever possible volunteers should use a bus or train (2nd class unless exceptional circumstances – see below). If this is impractical and a volunteer needs to use a taxi, for example, unable to use other forms of public transport due to disability or public transport does not operate at a suitable time, this should be discussed with the project lead. When a taxi is used for face to face engagement, where possible the taxi should be prearranged by the CCG and fares paid directly to the firm.

### 5.2.2 Other expenses:

**Parking costs** will be met for the duration of the meeting, but not parking fines. A receipt or ticket should be produced and attached to the claim form for reimbursement.

**Subsistence** covers meals and drinks costs when these are not provided during the face to face engagement. A guideline for these costs is: a maximum of £5 for lunch or breakfast and £10 for an evening meal. These will only be payable when the activity and travel time together exceed 5 hours and no provision is made at the venue/event. We would expect people to exercise sensible moderation in respect of dietary needs, and value for public money. If costs are likely to exceed the guidance please agree a sensible approach with the project lead.

**Replacement care or essential assistance costs** can be met for registered child care or support costs for other dependants from registered care providers, only where the volunteer has been required to source replacement care specifically to engage with the

CCGs. This should be discussed and agreed in advance with the project lead, as these costs may require an invoice, or alternatively a receipt.

**Agreed attendance at conferences or external meetings on behalf of the CCG:** If a patient or member of the public is to attend an event on behalf of the CCG, expenses and the cost of the event will always be reimbursed. The CCG should aim to arrange prepaid travel, accommodation and meals where possible to keep the out of pocket expenses low for the individual(s). No event or accommodation costs can be covered without prior agreement.

**If interpretation or different formats are required** then the CCG will pay invoices in the usual way.

**Incidental costs** such as for photocopying, postage, telephone calls etc. In general, the project lead should reduce to a minimum any need for volunteers involved to require external resources by providing a free post address or arranging for stamped addressed envelopes, printing copies of documents and providing photocopying facilities, etc.

**Additional payment.** Should there be any question of any other additional payment in relation to the face to face engagement, a discussion should be held between the project lead, volunteer and the communications and engagement lead, prior to the engagement activity.

### 5.3 How to claim for out of pocket expenses

- All volunteers wishing to claim out of pocket expenses should complete Appendix A;
- All expenses, except travel mileage, must be submitted with receipts;
- Expenses should be submitted within three months of the activity;
- The CCGs policy is to pay volunteers directly via BACS payment;
- Should the volunteer need an alternative method for the reimbursement of expenses, this must be agreed with the CCGs finance team prior to the face to face engagement activity.

### 5.4 Exceptional circumstances and queries

In exceptional circumstances other costs or costs in excess of the rates applied within this policy can be paid. However, these must be agreed in principle with the relevant project lead.

## 6.0 TRAINING

This policy does not require any specific training for staff or volunteers. However, guidance and support completing the forms in Appendix A maybe offered. The communications and engagement lead is available for any support with this policy.

## 7.0 INTERNAL AND EXTERNAL REFERENCES

### Internal references

This policy has links to previous or existing policies and protocol, including:

- Policy for anti-fraud, bribery and corruption

### External references

[Health and Social Care Act 2012](#)

[NHS Act 2006](#)

[NHS Employers – Pay and Conditions Circular 3/2004 \(A4C\)](#) – and [mileage allowance FAQs](#)

[NHS England – Patient and Public Voice](#)

[HM Revenue and Customs – rates and thresholds for employers](#)

## **8.0 MONITORING AND EVALUATION**

The communications and engagement lead will continue to work with the finance lead to ensure the most up to date and appropriate mileage rate is offered to volunteers.

The communications and engagement lead will monitor the effectiveness of this policy by obtaining regular contact with volunteers using the policy.

The CCG will request and review an annual financial summary of claims being made in light of this policy.

The Joint Communications and Engagement Committee will review the financial summary and feedback from volunteers to ensure the policy is effective.

## **9.0 REVIEW**

This policy will be reviewed annually to ensure any relevant changes in legislation, and update mileage costs inline with HMRC are incorporated.

## **10.0 APPENDICES**

- Appendix A: Invoice form for volunteer out of pocket expenses

**INVOICE FORM FOR VOLUNTEER OUT OF POCKET EXPENSES**

**Supplier details:**

Volunteer name:	
Address:	
Postcode:	Contact number:
Email address:	

**Bank details for volunteer:**

Bank name:	
Account number:	Sort code:
Invoice Payable to:	

<b>Invoice number:</b> (Initials & DDMMYY)	
<b>Invoice date:</b>	

**Invoice to Organisation details:**

CCG	
Organistaion code:	Payable code:
Phoenix House Topcliffe Lane Tingley Wakefield WF3 1WE	

**Descriptions of face to face engagement activity(s):**

Date	Event / Meeting	Bus, train or taxi fare, miles travelled or parking fee <i>(please attach tickets/receipts otherwise reimbursement cannot take place)</i>	Please specify journey travelled, or other in more detail	Miles travelled 45p per mile - car 24p per mile– motorbike 20p per mile - bicycle	Amount to claim
<b>Project Lead:</b>				<b>Executive Lead:</b>	
				<b>INVOICE TOTAL:</b>	