



**Leeds**  
Clinical Commissioning Group

## **CCG Volunteer Expenses Procedure**

Process for reimbursing out-of-pocket expenses for service users,  
carers and volunteers.

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## **1.0 Introduction**

This procedure sets out the principles and practice for reimbursing out-of-pocket expenses for service users, carers and volunteers who are involved in the delivery, commissioning and planning of services. NHS Leeds CCG is committed to involving service users, carers and volunteers in delivering, commissioning and planning services.

The purpose of involvement is to improve services and the public's experiences of services and to make services more responsive and accountable to local need.

The NHS is required to consult and involve service users under the following:

- National Health Service Act 2006 (as amended by the Health and Social Care Act 2012), (under sections 14Z2 and 13Q respectively).
- Patient Participation Policy April 2017 (NHS England)
- Patient and public participation in commissioning health and care: statutory guidance for clinical commissioning groups and NHS England
- NHS Leeds CCG Constitution

For effective contribution people need to feel supported and that their contribution is valued. To support this NHS Leeds CCG is committed to providing out of pocket expenses to service users, carers and volunteers.

The term involvement expenses refers to refunding specific expenses or costs that service users and carers have incurred during their involvement. The term service user refers to people who use health and/or social care services.

## **2.0 Purpose**

The purpose of this procedure is to provide overall procedure and direction to staff, management and CCG volunteers. It does not constitute a contractual or personnel agreement. NHS Leeds CCG reserves the right to change any aspect of the procedure at any time and to expect adherence to the changed guidance. Any new procedure versions will be promoted to staff through internal communications mechanisms and posted on the website for members of the public.

## **3.0 Scope**

### **3.1 Who should be reimbursed involvement expenses?**

The procedure applies to service users, carers and volunteers who have made an agreement with NHS Leeds CCG to take part in an involvement activity e.g. meeting, interview panel or defined task or work programme within Leeds.

Expenses will not be routinely reimbursed where a volunteer chooses to attend an open meeting, where they are there as an individual in their own right expressing their views of their experience.

Expenses will not be routinely reimbursed where a volunteer takes part in a large consultation. However, this will be at the discretion of the manager and should be agreed in advance between the volunteer and service provider.

The costs that a volunteer is likely to incur in the course of the involvement should be discussed before involvement starts.

### **3.2 When should involvement fees or expenses be offered?**

People should be offered expenses when they participate as a member of the CCG's volunteer programme or as a service user or carer in the role of 'expert by experience'. This includes developing, delivering and/or evaluating services.

The following are examples where involvement expenses should be offered:

- participating in meetings, committees, working groups or focus groups;
- delivering training;
- delivering a presentation;
- involvement in a recruitment and selection process; and
- participating in research.

Involvement expenses will not usually be offered for attendance at open public events (e.g. information events or Board Meetings that are held in public).

### **3.3 What out-of-pocket involvement expenses should be offered?**

All reasonable out-of-pocket expenses will be reimbursed. These include:

- travel costs (public transport, taxi fares, agreed car mileage);
- child care/care relief/personal assistant; and
- telephone calls

It is recommended that any invitations or publicity material should include a standard agreed phrase stating that any special requests for assistance to facilitate someone's attendance at a meeting or event will be considered on a case by case basis along with the contact details of the person who will be considering these requests.

Recommended process for involvement expenses:

- **Car mileage** is paid at the current staff rate for non-regular user. The maximum of 50 miles per return journey will be paid unless an extension is agreed between the individual concerned and the member of staff authorising the expenses.
- **Car parking expenses** will be paid if the car parking ticket /receipt is provided.
- **Taxi fares** – taxi fares will only usually be covered if there is a mobility or access issue. Wherever possible and appropriate, individuals should be encouraged to share taxis or use public transport to minimise costs. No taxi journeys outside Leeds should be booked unless an agreement has been made between the individual concerned and the member of staff authorising the expenses. Taxi journeys need to be booked via NHS Leeds CCG.
- **Other public transport** – trains outside the local area should be booked by the CCG. Bus / train fares inside the Leeds area will be reimbursed on production of the original ticket or receipt.

- **Childcare/care relief** – childcare costs will only be met where there is no alternative solution. The person responsible for the involvement must advise the Head of Communications and Engagement if the service user, carer or volunteer is seeking childcare costs. If approval is given, terms of reimbursement must be agreed before any costs are incurred for childcare. This will not exceed £20 per session and will be based on average hourly childcare costs for Leeds (£5.54 July 2018).
- **Telephone calls** – calls made in relation to service user, carer and/or volunteer involvement work can be reimbursed if an itemised telephone bill is provided or mobile phone receipt is provided.
- **Alternative care** (where “alternative care” relates to professional care workers), for service users, carers or volunteers who have a caring role (where “caring role” denotes unpaid care provided by family members and/or friends) this will be paid in line with the Direct Payments scheme or current care rates charged by an agency. This will depend upon which method of alternative care the carer is currently using. Information about the Direct Payments scheme can be found here <https://www.gov.uk/apply-direct-payments>

Alternative care costs will only be met where there is no alternative solution. Wherever possible, volunteers/ service users should make every effort to organise their commitment to fit around their existing responsibilities. They must inform the NHS Leeds CCG person responsible for them that they are claiming these costs and agree terms of reimbursement, before any costs are incurred for alternative care. This will require providing the CCG with an invoice.

- **Personal assistants**  
A personal assistant is someone who provides care in order that a service user is able to participate in an involvement activity. Costs should be paid in line with the Direct Payments scheme or current care rates charged by an agency. An agency should only be used where there is no other provision and an invoice will be required.
- **Costs for interpreters.** Interpretation may include language (where English is not the volunteer /service users first language), British Sign Language (for deaf volunteers), information translated into Braille (for blind volunteers) etc. This should be organised by the CCG person responsible for the volunteer/ service user/carer involvement. This will support the CCG to meet the statutory Accessible Information Standards
- **Light lunch or other refreshments** can be provided for volunteers /service users. The cost of lunch (i.e. sandwich at a town café or hospital canteen), up to the value of £5.00, will be reimbursed upon production of a valid receipt. This is necessary for those engaging in a session of more than four and a half hours, or when attending more than one meeting, where lunch is not provided.
- **Stationery items** will be supplied to volunteers /service users, as appropriate, particularly where they receive agendas and other papers for meetings via e-mail. This may include paper, postage, ink cartridges etc. These items will be supplied direct – receipts not accepted, unless by prior agreement.

- **Parking fines or loss of belongings** – the CCG will not reimburse any parking fines incurred, or be responsible for any theft or loss of belongings, while the volunteer / service user is engaged on CCG business.

### **3.4 Payment involvement fees and expenses**

Expenses will be paid directly to service users, carers or volunteers by cheque which will be posted to their home address.

If someone does not have a bank account, the involvement fee or expenses should be made via petty cash.

If the volunteer / service user / volunteer requires instant payment this should be provided via the petty cash system **only on an exceptional basis**. The volunteer / service user should make the request to the person responsible for the involvement work prior to the work taking place.

All volunteers / service users should be given a brief guide to involvement expenses. The guide will summarise the information in this procedure and will be consistent with it.

Claim forms should be completed by service users, carers and volunteers and all necessary receipts attached, before being checked and authorised by the engagement or commissioning lead who is directly responsible for the individual within their service area / project.

Once forms and receipts have been checked by the engagement or commissioning lead, they should be handed to the finance team for processing.

Where a claim is likely to be for more than £25 in any given month, the service user, carer or volunteer should agree this with the lead CCG staff member to whom (s)he is responsible, prior to incurring the expenses.

Forms should be submitted as soon as possible and only correctly completed forms, with all necessary receipts attached, will be eligible for claiming. They should be returned within three months of the involvement activity occurring.

Methods of payment will need to be agreed in advance.

In any instance where people are to be reimbursed via the petty cash system, at least two weeks' notice must be given to finance in order for petty cash to be made available.

### **3.5 Paying expenses**

By exception, if the volunteer / service user requires expenses to be paid on the day (e.g. because (s)he is on a low/limited income), payment should be made using the petty cash within their service area / project.

Wherever possible (i.e. for alternative care, childcare, personal facilitator/advocate, interpreter, taxi, stationery), expenses should be paid direct to the supplier of the service/goods who should submit an invoice to the CCG.

With the exception of mileage, all other items will only be paid when supported by a valid receipt/ticket.

### **3.6 Budget responsibility**

Any project or department wishing to engage volunteers /service users must ensure that they have allocated a suitable budget for the payment of expenses and any other support, which individuals may require from time to time (e.g. training).

This may be a ring-fenced amount within an existing budget, or could be sourced from elsewhere (e.g. other CCG funds or external funding bodies). All risks associated with that budget are the responsibility of the project / departmental manager.

### **3.7 Claim form**

- Claims must be submitted on the approved NHS Leeds CCG expenses claim form. Guidelines for completing the form are included on the claim form.
- It is acceptable to make additions and/or formatting changes to this basic form, where this is necessary to tailor the claim form to the needs of a specific service area or project, provided that all information included on the NHS Leeds CCG expenses claim form is still included on the revised form.
- A copy of this form must be made available to all service users, carers and volunteers. Further copies of the form should be supplied by the person responsible upon request.
- Claim forms are to be completed in line with the guidelines.
- With the exception of mileage, all items must be supported by a valid receipt, ticket or invoice.
- Individuals should submit the completed claim form to the engagement or commissioning lead responsible for the involvement activity, together with any necessary receipts, tickets or invoices.
- The engagement or commissioning lead responsible for the involvement activity should then check the claim form and receipts, tickets or invoices to ensure that the form has been completed in accordance with the guidelines before signing it.
- If the claim form has not been completed correctly, or where items are not clear (or where receipts/tickets are not provided), these should be checked and clarified, as necessary, with the individual before authorisation is given.
- All completed and authorised claim forms, together with a CCG payment requisition form, should be submitted to finance by the engagement or commissioning lead responsible for the involvement activity at the earliest opportunity.
- Claims will be paid in arrears for up to a maximum of three months, unless there is a prior agreement. Any claims submitted for expenses incurred more than three months previously should not be authorised and must not be passed on to finance.
- It is the responsibility of the individual service user, carer or volunteer to ensure that all claims are submitted within the three month time limit, but responsible staff may wish to issue a verbal and/or written reminder each month.

- It is the responsibility of the service user, carer or volunteer to inform the welfare benefits agency that they claim involvement expenses.

#### **4.0 Notifying stakeholders**

All individuals will be informed about the process for reimbursing out-of-pocket expenses when they begin their involvement with the CCG. Members of the NHS Leeds CCG Volunteer programme will be given all the relevant information, and it will also be posted on the CCG website.

#### **5.0 Responsibility for document development**

It is the responsibility of the CCG's communications and engagement team to develop the document.

#### **6.0 Equality impact assessment**

The organisation aims to design and implement services, policies and measures that meet the diverse needs of our service, population and workforce, ensuring that none are placed at a disadvantage over others.

This document has been assessed to ensure that no person receives less favourable treatment on grounds of their gender, sexual orientation, marital status, race, religion, age, ethnic origin, nationality, disability or domestic circumstances.

#### **7.0 Approval process**

This procedure will be approved by NHS Leeds CCG's Executive Management Team (EMT)

#### **8.0 Process for reviewing this document**

This document will be reviewed every three years.

#### **9.0 Dissemination and implementation**

This document will be posted on NHS Leeds CCG's website.

#### **10.0 Consistency with national procedure**

This procedure has been produced with regard to, and is considered to be consistent with, NHS England's policy document: Working with our Patient and Public Voice (PPV) Partners – Reimbursing expenses and paying involvement payments.

#### **11.0 Associated documents**

An expenses claim form, with guide to involvement expenses has been developed to inform service users, carers and volunteers of the main points of the procedure.