

Policy and Procedure for the Reimbursement of Expenses for Volunteers and Citizens

Governing Body meeting

5 November 2015

Author	Helen Mulholland, Senior Account Officer (YHCS)
Sponsors	Mark Gamsu, Lay Member Tim Furness, Director of Business Planning and Partnerships
Is your report for Approval / Consideration / Noting	
Approval	
Are there any Resource Implications (including Financial, Staffing etc)?	
Yes. Staff time in terms of training and implementation of the procedure. Financial implications as part of the patient, carer and public engagement budget (currently around £500 annually).	
Audit Requirement	
<u>CCG Objectives</u>	
<i>Which of the CCG's objectives does this paper support?</i>	
Objective 1: To improve patient experience and access to care	
Principal Risk 1.1: Insufficient communication and engagement with patients and the public on CCG priorities and service developments, leading to loss of confidence in CCG decisions	
<u>Equality impact assessment</u>	
<i>Have you carried out an Equality Impact Assessment and is it attached?</i> Yes.	
<u>PPE Activity</u>	
<i>How does your paper support involving patients, carers and the public?</i>	
This policy and procedure was developed in conjunction with patient and public representatives from NHS Trusts in Sheffield, Sheffield City Council, Voluntary Action Sheffield and Healthwatch Sheffield	
Public consultation period of five weeks undertaken in July and August 2015. CCG volunteers were contacted individually and asked to comment. The opportunity to 'have your say' was promoted to the 700 Involve Me members, as well as a public audience via Twitter and Facebook. The draft policy was available on the CCG website and in paper format. 50 individual comments were received from 15 people.	

Recommendations

The Governing Body is asked to approve this policy.

Reimbursement of Expenses for Volunteers and Citizens

Policy and Procedure

November 2015

Version:	6.0
Date ratified:	
Name of originator/author:	Helen Mulholland, Engagement Manager
Name of Sponsor:	Tim Furness, Director of Business Planning and Partnerships
Name of responsible committee	Governance Sub-committee
Date issued:	November 2015
Review date:	November 2017
Target audience:	NHS Sheffield CCG staff

To ensure you have the most current version of this policy please access via the NHS Sheffield CCG Intranet Site by following the link below:

<http://www.intranet.sheffieldccg.nhs.uk/policies-procedure-forms-templates.htm>

Policy Audit Tool

To be completed and attached to any document which guides practice when submitted to the appropriate committee for consideration and approval.

Please give status of Policy:		Revised
1.	Details of Policy	
1.1	Policy Number:	
1.2	Title of Policy:	Reimbursement of expenses for volunteers and citizens - Policy and Procedure
1.3	Sponsor	Tim Furness, Director of Business Planning and Partnerships
1.4	Author:	Helen Mulholland, Engagement Manager
1.5	Lead Committee	Governance Sub-committee
1.5	Reason for policy:	The policy provides clarity for staff about reimbursement of out of pocket expenses for volunteers and citizens who support the work of NHS Sheffield CCG.
1.6	Who does the policy affect?	NHS Sheffield CCG staff, volunteers and local citizens.
1.7	Are the National Guidelines/Codes of Practices etc issued?	Policy based on national and local good practice guidance
1.8	Has an Equality Impact Assessment been carried out?	Yes – revised and attached in Appendix B
2.	Information Collation	
2.1	Where was Policy information obtained from?	Based on current national best practice guidance and information gathered from the other NHS Trusts in Sheffield, neighboring CCG policies, Sheffield City Council, Voluntary Action Sheffield, Healthwatch Sheffield and NHS England.
3.	Policy Management	
3.1	Is there a requirement for a new or revised management structure for the implementation of the Policy?	No.
3.2	If YES attach a copy to this form.	
3.3	If NO explain why.	To formalise current provision and implementation of procedure and ensure that what we do is aligned with other organisations in the city.
4.	Consultation Process	
4.1	Was there external/internal consultation?	Policy initiated following discussions internally between the Engagement Manager and Director of Business Planning and Partnerships and also externally with patient and public representatives from NHS Trusts in Sheffield, Sheffield City Council, Voluntary Action Sheffield, Healthwatch Sheffield and local people. Consultation period of 5 weeks undertaken in July and August 2015 with current volunteers being

		asked to comment as well as general opportunities through the CCG website for citizen feedback. It was also circulated to staff as part of the Weekly Bulletin and to the Governance Sub-Committee.
4.2	List groups/persons involved	Tim Furness, Mark Gamsu, Helen Mulholland, Sue Butler, Mia Bajin, Paul Harvey, Carrie McKenzie, Kate Register in the development of the first draft. 50 comments received from people about the policy from 15 people that included local citizens, CCG staff and experts in the development of expenses policies nationally and locally.
4.3	Have external/internal comments been included?	Consideration has been given to all comments received in the formulation of this policy.
4.4	If external/internal comments have not been included, state why.	Comments have been incorporated.

5.	Implementation	
5.1	How and to whom will the policy be distributed?	Once ratified, staff will be made aware of this policy via the Weekly Bulletin. It will then be available on the intranet and will be brought to the attention of staff who support volunteers and citizens. It will be available to volunteers and citizens on the CCG website.
5.2	If there are implementation requirements such as training please detail.	This will form part of generic engagement support and mentoring for staff when involving volunteers and citizens in the work of the CCG.
5.3	What is the cost of implementation and how will this be funded	The budget for reimbursement of expenses is allocated to and managed by the Director of Planning and Partnerships. The cost of implementation is staff time during their routine support of volunteers and citizens.
6.	Monitoring	
6.2	How will this be monitored	Via feedback from staff who are implementing the policy and local people who are offered expenses as part of their involvement with the CCG.
6.3	Frequency of Monitoring	Quarterly at the Patient Engagement and Experience Group.

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1. Introduction and Purpose

‘Participation is not only about legal requirements. It underpins everything that the NHS in England does. Our relationship will be conducted with dignity and respect.’¹

NHS Sheffield Clinical Commissioning Group (CCG) is committed to the full participation of local people when reviewing, developing and implementing services. This commitment acknowledges the skills and experience volunteers and citizens bring to the planning and development of services and the value their full participation adds to the richness of decision-making.

2. Definitions

A **‘Volunteer’** is defined as someone who commits time and energy for the benefit of others, who does so freely, through personal choice and without expectation of financial reward, except for the payment of actual out of pocket expenses. In NHS Sheffield CCG, a volunteer is a person who makes a commitment to support the work of staff in order to enhance the commissioning of services. A specific role description is created to outline the parameters of the role which highlights training, support and skills required.

‘Citizens’ are people who give their time and expertise to support a particular piece of work, not on an ‘on-going’ basis.

3. What is this Policy about?

This policy applies to out-of-pocket expenses paid to people who are invited by NHS Sheffield CCG to contribute to health and social care planning and the development of services, and who are not paid for their time from any other source.

The policy supports the delivery of the organisation’s statutory obligations to involve and consult and provides clarity regarding the type of involvement activities for which citizen representatives are entitled to be reimbursed for expenses incurred in carrying out their role on behalf of the CCG.

This policy only covers costs wholly, exclusively and necessarily incurred for a person’s involvement.

This policy also provides a process for staff to apply when considering the involvement of volunteers and citizens.

This policy takes into consideration the protected characteristics outlined in the Equality Act 2010 and an EIA screening is attached in appendix B.

4. **Why do we involve local people?**

There are many benefits to the CCG in involving volunteers and citizens in our work. These include:

- Local people can bring a different perspective to our work, often one that reflects the views of the local community
- They bring credibility to the CCG – giving time suggests that the work we do is of value to the local population
- Local people bring specific skills and knowledge that enhance the dialogue and widen the debate, that enables the CCG to develop commissioning responses based upon a clear understanding and appreciation of local need
- Involvement increases accountability of commissioners in respect to improving patient outcomes
- Involvement of local people creates good quality, effective, cost effective services
- The CCG has a statutory responsibility to involve, as outlined in the Health and Social Care Act 2012¹

The CCG values the contribution that local people make and will work to ensure that this contribution is recognised in specific pieces of work and through the information that it produces.

There are also proven benefits for volunteers and citizens:

- Volunteer opportunities can provide new challenges and enable people to learn new skills
- Volunteering can be a stepping stone into employment or training opportunities
- By donating their time, citizens can 'give something back' to healthcare in Sheffield
- Volunteering can provide opportunities to meet like-minded people and decrease social isolation
- Volunteering can provide an opportunity to be involved with something interesting and rewarding

5. **What are the benefits of paying expenses to volunteers and citizens?**

- It removes financial barriers that might inhibit people taking part
- It supports a broader range of volunteers and citizens to be involved
- It is a tangible way to acknowledge the contribution to the development of services from volunteers and citizens

6. **Examples of roles for volunteers in NHS Sheffield CCG**

Individuals have been recruited to the following roles and have made a commitment to support our work on an ongoing basis:

- Clinical Reference Group volunteer role

¹ <http://www.legislation.gov.uk/ukpga/2012/7/section/26/enacted>

- Area Prescribing Committee volunteer role
- Mental Health Partnership Board volunteer role
- Interview Panel volunteer role
- MSK Ambassador volunteer role
- Readers Panel volunteer role

In addition, citizens are invited to contribute to individual pieces of work.

7. Circumstances when a role becomes more than volunteering

There may be times when a paid role will need to be created to ensure that an individual's specific skills, experience or knowledge enhances our work. This decision will be made by the Patient Engagement and Experience Group and will be for an enhanced level of:

- (1) Intensity of time e.g. if someone is co-chairing a national conference and therefore required specific skills, experience and time commitment to prepare and attend
- (2) Expertise / experience e.g. if a project requires someone with very specific experience such as receiving care from paediatric neurosurgery and whilst living with a rare condition
- (3) Accountability e.g. if someone is required to be accountable for decisions that were highly controversial and are likely to receive national press interest.

In those circumstances we will recruit to such a role openly, with a clear statement of the contribution required, the time involved, and the remuneration offered in line with Human Resource policies and procedures.

8. Eligibility for reimbursement of expenses

Inclusion criteria

This policy relates to the payment of expenses for volunteers and citizens who:

- a. Have been recruited to a specific volunteer role
- b. Have become involved in a specific meeting, activity or event held by, or on behalf of NHS Sheffield CCG e.g. Focus Groups
- c. Invited by a general invitation to our Annual General Meeting or other open meetings held by the CCG

IMPORTANT NOTE: For those people who receive benefits, claiming expenses for costs incurred whilst volunteering should not have a negative impact on benefit entitlement. If people are concerned about how volunteering activity might impact on their benefits, they should seek appropriate advice from the benefits agency or the Citizens Advice Bureau.

If required, a letter which details volunteering activity undertaken and out of pocket expenses incurred, will be issued by the CCG which can be shared with benefits agencies, with the consent of the person concerned.

Exclusion criteria

- a. The policy does not cover meetings that are held in public, e.g. CCG monthly Governing Body meetings where individuals are attending without specific invitations
- b. It also does not cover payment of expenses for people who are representing an external organisation and can therefore claim expenses through another source
- c. It does not cover meetings convened by other organisations, except in the circumstances described overleaf
- d. The CCG will not refund expenses such as computer, telephone or stationery costs unless this has been requested and agreed as part of the individuals support needs (see EIA screening in appendix B)

9. What will be paid?

Out of pocket expenses

All volunteers and citizens invited to participate and be involved in the business of the CCG will be entitled to claim out of pocket expenses in accordance with the eligibility criteria set out above. All claims will need proof of purchase or some form of evidence of expenditure. Where possible, people will need to provide receipts (including parking costs) to attach to the expense claim form (see Appendix A). All sections of the form must be completed and signed.

The following expenses will be offered to volunteers and citizens during the course of agreed involvement and participation:

Rail and Underground

The cost of a standard class ticket and underground travel will be organised by the CCG to best meet individual needs.

Bus

The cost of the fare can be claimed. The ticket should be kept and attached to the expense claim form unless the person requires their ticket for the return journey, in which instance a photocopy should be taken.

If a 'City Wide Week Ticket'² is being used, the daily portion of the cost can be claimed e.g. Ticket costs £17.00, claim for use for one day of CCG activity = £2.43.

Taxi

Taxis will only be booked for those who are unable to use other forms of transport. There will be no reimbursement of taxis or private hire vehicles unless prior agreement has

² <http://www.travelsouthyorkshire.com/citywide/>

been sought. In these circumstances, the standard CCG procedure will be followed.

If the CCGs taxi provider is not able to accommodate the needs of the person e.g. due to their impairment or disability, then the person can arrange their own transport, and will be reimbursed, following prior agreement.

Private cars, motorcycles and bicycles

Volunteers and citizens using their own transport can make mileage claims using the appropriate expense claim form (Appendix A) for journeys in the area covered by NHS Sheffield CCG. The mileage rate will be paid according to current rates consistent with those suggested by HM Revenue and Customs³.

The rates of payment for reimbursement of travel expenses have been agreed as follows:

Car: **45p** per mile
Motorcycle: **24p** per mile
Bicycle: **20p** per mile

If a private car or motorcycle is used, the person will be asked to confirm the following on their expenses claim form:

- That the motor insurance covers such activity;
- That the driver has a valid driving licence;
- That the car / motorcycle has valid road tax and;
- That the car or motorcycle has an MOT certificate.

Any loss or damage caused to a private car or motorcycle should be covered by the person's insurance and breakdown cover, and it is their responsibility to ensure this.

The cost of car parking can be claimed by attaching the car parking ticket to the expenses claim form.

Subsistence Costs – food and overnight accommodation

Food and refreshment costs will be reimbursed in the following circumstances:

- Volunteers and citizens are involved for more than 4 consecutive hours
- Receipts are provided and attached to the claim form
- Meetings take place outside of Sheffield where food and refreshments are not provided.

The maximum subsistence allowance is £7.50.

When an overnight stay is required this will be arranged and paid for beforehand by the

³ <https://www.gov.uk/government/publications/rates-and-allowances-travel-mileage-and-fuel-allowances/travel-mileage-and-fuel-rates-and-allowances>

CCG. This will be organised using the standard procedure and will take into account the specific requirements the person might have e.g. fully accessible room.

Carers' costs

In the case of informal carers attending meetings where a 'sitting service' is needed, that is not already being paid for via Self Directed Support or Personal Health Budget payments, then the full cost of the 'sitter' will be reimbursed. Please note that it may be possible for a 'sitter' to be arranged through Sheffield City Council services. The need for this service should be made in advance so the CCG is aware of potential costs.

If a volunteer or citizen needs a paid personal assistant at the meeting, the cost of the personal assistant's hours while at the meeting and their travel time to get to and from the meeting can be claimed (travel time will be calculated as from service user's home to venue and back). We would expect personal assistants to travel with the service users and it is noted that time needs to be allowed at the start and end of journeys for the personal assistant to support the service user to and from vehicles. We cannot pay additional mileage where the personal assistant travels independently of the service user.

10. Authorisation process

Volunteers and citizens can make a claim for out of pocket expenses using the appropriate claim form in Appendix A. The process for staff to follow is described in Appendix C.

If the person is not able to supply receipts during the meeting e.g. due to requiring a car park receipt, the receipt should be returned as soon as possible in a pre-paid envelope, along with the completed expenses claim form. Payment will then be made by cheque within one month.

11. Responsibilities

- During the induction process, it is the responsibility of the CCG Engagement Team to advise volunteers about the out-of-pocket expenses they can claim. Specific support requirements that will enable the person to participate should also be established at this stage and communicated with staff, on a need-to-know basis.
- It is the responsibility of staff members to establish support requirements for citizens who are involved with one-off pieces of work.
- It is the responsibility of staff members to arrange a petty cash float, pre-paid envelopes and expenses claim forms prior to the volunteer / citizen involvement (see Appendix C)
- It is the responsibility of the management accountant to monitor all costs associated with this policy and report back to the Director of Planning and Partnerships on a quarterly basis.

- It is the responsibility of the Engagement Team to report quarterly to the Patient Engagement and Experience Group about the implementation of this policy and any feedback that has been received.

This policy is to be reviewed every 2 years.

DRAFT

Appendix A - Expenses Claim Form

Name

Address

Phone number

Email address

What are you claiming for? e.g. travel to and from CCG engagement meeting on 20/11/15, care of a dependent (please give contact details of the carer) etc

- My motor insurance includes cover for business use
- I have a valid driving licence;
- the car / motorcycle has valid road tax and;
- the car or motorcycle has an MOT certificate

How much are you owed? (e.g. 45p per mile by car, bus fare etc.)

Is a receipt attached? (e.g. parking ticket/ bus fare) Yes No

I declare that the information I have given on this form is correct and complete and that I have not claimed elsewhere for the expenses detailed:

Signed: _____

Date: _____

For office use only

Date received:

Date paid:

Financial code:

Payment authorised by:

Appendix B - Updated Equality Impact Assessment

Title of policy or service:	Reimbursement of Expenses for Volunteers and Citizens - Policy and Procedure	
Name and role of officer/s completing the assessment:	Helen Mulholland, Engagement Manager	
Date of assessment:	12 October 2015	
Type of EIA completed:	Initial EIA 'Screening' <input checked="" type="checkbox"/> or 'Full' EIA process <input type="checkbox"/>	<i>(select one option - see page 4 for guidance)</i>

1. Outline	
<p>Give a brief summary of your policy or service</p> <ul style="list-style-type: none"> • Aims • Objectives • Links to other policies, including partners, national or regional 	<p>Aim is to provide a consistent approach to payment of expenses for people who choose to support the work of the CCG, with particular emphasis on those who aren't able to engage without support.</p> <p>This links to the implementation of the Engagement and Communications Strategy and Engagement Plan and is consistent with reimbursement of expenses policies in the Local Authority, Sheffield Teaching Hospitals Foundation Trust, Voluntary Action Sheffield, Health Watch Sheffield and the policies of other CCGs in the region.</p>

Identifying impact:

- **Positive Impact:** will actively promote or improve equality of opportunity;
- **Neutral Impact:** where there are no notable consequences for any group;
- **Negative Impact:** negative or adverse impact causes disadvantage or exclusion. If such an impact is identified, the EIA should ensure, that as far as possible, it is either justified, eliminated, minimised or counter balanced by other measures. This may result in a 'full' EIA process.

2. Gathering of Information

This is the core of the analysis; what information do you have that might *impact on protected groups, with consideration of the General Equality Duty*.

(Please complete each area)	What key impact have you identified?			For impact identified (either positive and or negative) give details below:	
	Positive Impact	Neutral impact	Negative impact	How does this impact and what action, if any, do you need to take to address these issues?	What difference will this make?
Human rights	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>The policy will have a positive impact across all the protected characteristics.</p> <p>It has been developed, shared and shaped by local people – those with professional knowledge and experience in this area as well as people who currently donate their time and skills to the CCG in a volunteering capacity.</p> <p>In order to support people appropriately and to ensure that individuals are not discriminated against, staff resource needs to be allocated to build relationships so barriers to inclusion can be identified and overcome. Examples of this include people who require arrangements to be put in place to enable them to participate e.g. replacement carer or adapted taxi – see section 8 and 9.</p> <p>The CCG will have due regards to individual needs.</p>	
Age	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Carers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Sex	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Race	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Religion or belief	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Sexual orientation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Gender reassignment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Pregnancy and maternity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Marriage and civil partnership (only eliminating discrimination)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Other relevant groups	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
HR Policies only: Part or Fixed term staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

IMPORTANT NOTE: If any of the above results in ‘**negative**’ impact, a ‘full’ EIA which covers a more in depth analysis on areas/groups impacted must be considered and may need to be carried out.

Having detailed the actions you need to take please transfer them to onto the action plan below.

3. Action plan				
Issues/impact identified	Actions required	How will you measure impact/progress	Timescale	Officer responsible
Actions from previous EIA completed	N/A	N/A	Review October 2017	Director of Planning and Partnerships

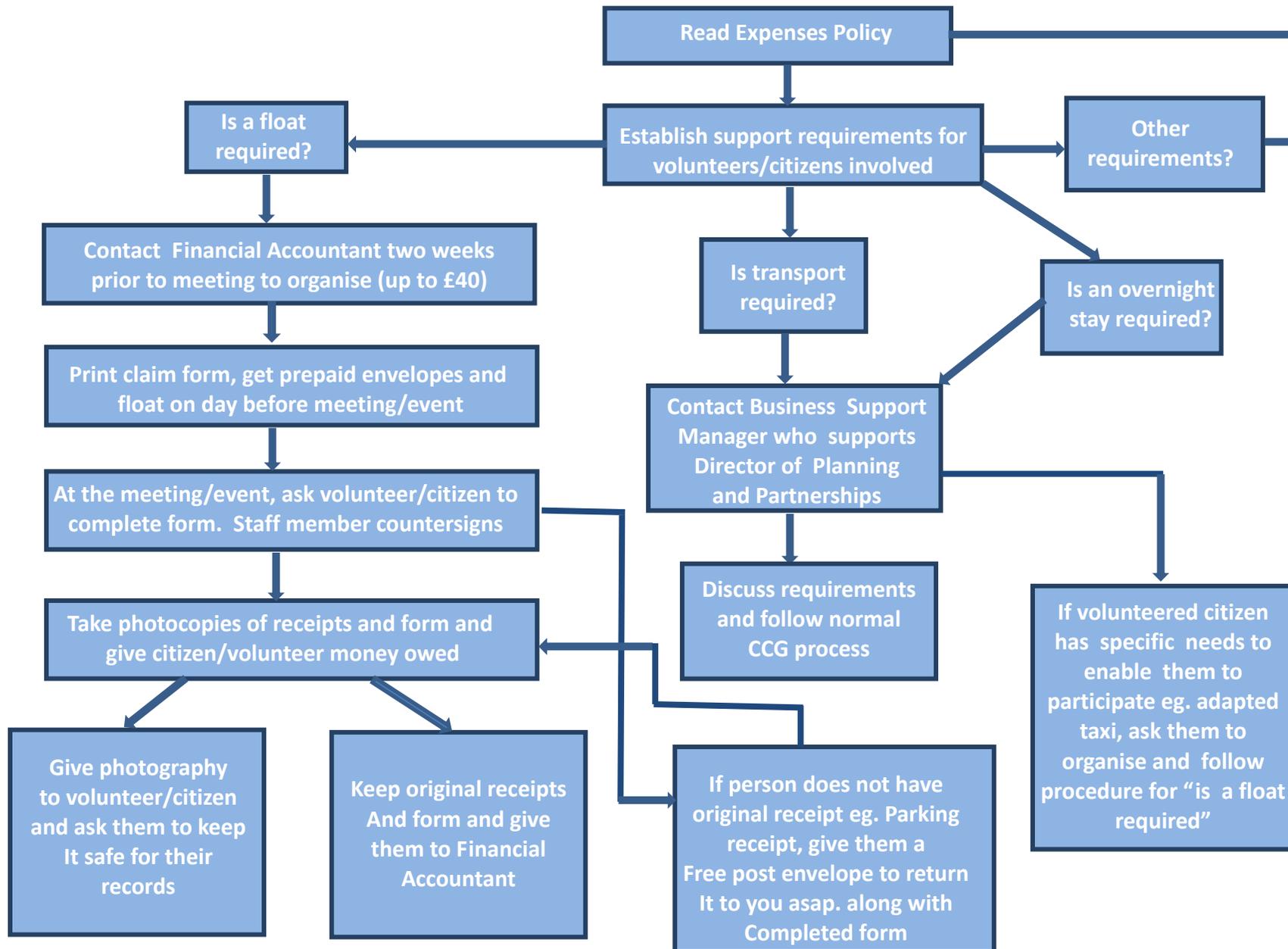
4. Monitoring, Review and Publication				
When will the proposal be reviewed and by whom?	Lead / Reviewing Officer:	To be reviewed by the Patient Engagement and Experience Group.	Date of next Review:	October 2017

Once completed, this form **must** be emailed to Elaine Barnes, Equality Manager for sign off:

elaine.barnes3@nhs.net.

Elaine Barnes signature:	Elaine Barnes 13/10/15
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Appendix C – Process for staff when supporting volunteers and citizens to claim out of pocket expenses



CONTACT ENGAGEMENT TEAM FOR SUPPORT /GUIDANCE