

## Worcestershire CCGs – Volunteer Expenses Policy and Procedure

### 1. Introduction

The three Worcestershire CCGs (NHS Wyre Forest, Redditch & Bromsgrove and South Worcestershire Clinical Commissioning Groups), are committed to the full participation of volunteers when reviewing, developing or implementing services. This commitment acknowledges the skills and experience they bring to the planning and development of services and the value their full participation adds to the richness of decision-making. All staff should ensure that the volunteers they intend to work with understand the contents of this policy and are clear about claiming expenses.

### 2. What is this Policy about?

This policy is about the payment of expenses available to volunteers who are actively involved with the Worcestershire CCGs in health and social care planning and decision-making.

We are unable to pay volunteers for their contribution; however, this policy ensures that they will not be 'out of pocket' after taking part in activities with the Worcestershire CCGs.

For the purpose of this policy 'volunteers' are defined as people who have used, are using, or may use services – such as patients, informal (unpaid carers) and residents of Worcestershire who have agreed to take part in activities with the CCGs.

### 3. What are the benefits of paying volunteers?

- It is a real way to acknowledge the contribution to the development of services from volunteers
- It removes barriers that stop people taking part
- It allows for a broader range of volunteers to be involved

### 4. What will be paid?

#### Travel expenses

All volunteers asked to participate in the business of the Worcestershire CCGs will be entitled to claim out of pocket expenses. The following expenses will be offered to volunteers when they have incurred costs in the course of agreed involvement and participation:

- Public transport i.e. rail or bus fare's may be claimed (standard class ticket)
- Private Cars or motorcycles. Mileage claims will be paid at 45p a mile
- Car Parking costs

If a private car or motorcycle is used on health/social care business, it must be confirmed that:

- the motor insurance covers such activity;
- you have a valid driving licence;

#### On behalf of:

NHS Redditch and Bromsgrove CCG, NHS South Worcestershire CCG and NHS Wyre Forest CCG

- you have taxed your car or motorcycle and;
- your car or motorcycle has an MOT certificate (if required).

Any loss or damage caused to your own car or motorcycle while using it on health/social care business should be covered by the volunteer's insurance and breakdown cover, and it is their responsibility to ensure this.

All claims will need proof of purchase or some form of evidence of expenditure. Where possible, volunteers will need to provide receipts (including parking costs) to attach to the **Volunteer Expenses Claim Form** (see attached). All sections of the form must be completed and signed.

Mileage claims will be checked upon receipt using an online tool e.g. google maps. If the mileage claimed varies greatly from the direct route, please discuss this with the Engagement Team.

There will be no reimbursement of taxis or private hire vehicles unless prior agreement with the Engagement Team has been sought. In these circumstances, the Team will pre-book the taxi. Taxi's will only be booked for those who are unable to use other forms of transport.

### **Carers' costs**

In the case of informal carers attending meetings where a 'sitting service' is agreed as needed, then the full cost of the 'sitter' will be reimbursed. The need for this service should be noted in advance of the meeting so that the Engagement Team are aware of the potential costs.

If a volunteer 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 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 volunteers 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 volunteer.

### **Exclusions**

The Worcestershire CCGs will not refund other expenses such as computer, telephone or stationery costs. If the costs to the volunteer are prohibitive alternative arrangements can be made in discussion with the Engagement Team (for example, documents will be printed).

Attendance at open public meetings does not qualify for reimbursement of expenses, for example, the CCG Annual General Meeting, as expenses will only be paid when an activity has been agreed and arranged by the Engagement Team.

## 5. How will payments be made?

Expenses claims must be made within three months of the activity, anything claimed for outside of this timescale may not be paid.

All volunteers must register with the Worcestershire CCGs as a member of the Worcestershire Involvement Network (WIN) on the following webpage: <http://www.worcestershire.nhs.uk/win/>.

To claim expenses they will need to register as a 'supplier' (term used by our finance system for those supplying a service to the NHS) providing their payment details. To do this please complete the **Volunteer Supplier Form**. The CCGs preferred payment method is by BACS.

If you have not received your payment within a month of submitting your claim please contact the Engagement Team.

## 6. What is the process for claiming expenses?

### Step 1 – Confirm that you are registered as a 'Supplier'

- If you have been paid by the Worcestershire CCGs after September 2018 then you have been set up as a supplier
- If you were paid before September 2018 or have never been paid please complete a **Volunteer Supplier Form** (please be aware that email communication may not always be secure, therefore you are advised to suitably encrypt any documents that you send via email that have your personal details enclosed. Alternatively, you can post your form to the address below)

### Step 2 – Making a claim

- Please complete and sign the **Volunteer Expenses Claim Form**, attaching any receipts/tickets where necessary
- Please complete and submit your expenses within three months of completing the activity
- Please post it to:  
FAO: Engagement Team  
Freepost Plus RTCU-KZKZ-EJZZ  
NHS South Worcestershire Clinical Commissioning Group  
The Coach House  
John Comyn Drive  
WORCESTER  
WR3 7NS

(please be aware that email communication may not always be secure, therefore you are advised to suitably encrypt any documents that you send via email that have your personal details enclosed. Alternatively, you can post your form to the address below)

- The Engagement Team will check Expenses Claim Form (using an online tool e.g. Google Maps) and process your claim.

**Step 3 – Keep a record**

We recommend that you keep a record of your expenses claim. If you have not received payment (this will be straight into your bank account) within a month please contact the Engagement Team. Please note that if you are registering as a supplier as well as submitting your form this could be up to two months.

Please contact the Engagement Team at: [worcs.engagement@nhs.net](mailto:worcs.engagement@nhs.net)

**This document can be made available in large print, Braille, other languages or an audio copy please contact the Engagement Team**