

# **NHS FORTH VALLEY**

## **Guidance on Reimbursement of 'Out of Pocket' Expenses for Volunteers**

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## NHS Forth Valley

### Consultation and Change Record

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## Section 1. Travel and Subsistence

### 1. General Information

#### 1.1 A Volunteer - Definition

An NHS volunteer is defined as a “person who gives freely and willingly of their time to help improve the health and wellbeing of patients, carers and users of the NHS in Scotland”. This guidance is intended to provide a consistent basis for the payment of expenses for volunteers who work alongside or are under the supervision of NHS Forth Valley staff as part of a range of voluntary services and volunteering activities. The guidance also applies to volunteers who participate in patient focus or public involvement (PFPI) activities. This includes individuals who incur expenses as a result of participating in relevant activities to which they have been invited by NHS Forth Valley e.g. workshops, focus groups, committees, working groups. The payment rates quoted in [Annex A.2](#) attached supersede those given in NHS Circular No. 1986(GEN)16.

#### 1.2 Written Policy for Payment of ‘Out of Pocket’ Expenses for volunteers

The Scottish Government issued a document in February 2009 ([CEL 8 \(2009\)](#)) requiring all NHS Boards to ensure that a written policy document was developed on the payment of ‘out of pocket’ expenses for volunteers. This policy, should be reviewed and updated on an annual basis and must be available in the induction pack for volunteers.

This policy provides advice on the reimbursement process, which should ensure consistency across NHS Forth Valley and that payments are made promptly to ensure that low income volunteers are not disadvantaged. The general principles, in the payment of travel and other expenses for volunteers, are that:

- no volunteer should be out of pocket as a result of his/her volunteering tasks; and
- reimbursement is not appropriate unless actual expense is incurred in the course of the volunteering.

A sample claim form and a pro forma for recording bank details which NHS Forth Valley will use is included in this document at [Annex A](#).

### 2. Travel Tickets, Bus, Taxi, Car Parking, Toll Charges Etc: Receipts

Volunteers should be encouraged to use public transport to and from their place of volunteering where possible. Reimbursement of the costs of travel tickets, car parking charges, toll charges, bus, underground, ferry or taxi fares (where prior approval for use of a taxi has been given) should also be made. Appropriate receipts, used tickets or ticket stubs must be attached to the claim.

### 3. Travel by Private Motor Car, motor cycle or bicycle

#### 3.1 Mileage allowances

The mileage allowances for travel by private car, motor cycle and bicycle are shown in [Annex A.2](#). There are two levels of car mileage allowances and volunteers should be advised, as part of their induction, which rate will apply in reimbursement of their travel costs:

##### 3.1.1 Public Transport (or Commuting) Rate

The 'Public Transport Rate', which is intended to cover the cost of fuel only and not motoring costs, is payable where volunteers use their private motor vehicle to commute between their home and the place of volunteering but are not required to use their car for their volunteering business.

##### 3.1.2 Standard Mileage Allowance

The 'standard mileage allowance', which takes motoring costs such as insurance and road tax into account, is payable when volunteers use their private motor vehicle for volunteering business e.g. volunteer drivers; or volunteers who use their own cars in direct connection with their volunteering and therefore incur business miles. With effect from 1 April 2009 the mileage rates, which accord with the current guidelines from the HM Revenue and Customs, [shown in Annex A.2](#) should be paid to volunteers who:

- drive their own private motor vehicles (including motor cycles) as defined below in connection with their volunteering but subject to the limitations set out elsewhere in this Section; and
- meet the insurance requirements set out below.

#### 3.2 Motor Vehicle Insurance

Volunteers involved in managed volunteering activities using their private motor vehicle or a vehicle owned by a spouse or partner on volunteering business must satisfy certain insurance conditions in order to claim the motor mileage allowance. It is the responsibility of volunteers to ensure that their vehicle insurance policy covers the risks set out below. NHS Forth Valley staff are asked to remind volunteers of this responsibility.

Motor mileage allowance will be payable only if the insurance conditions are fulfilled. A standard letter for the volunteer to send to their insurance company is attached at [Annex A.4](#)

Volunteers using their private motor vehicle or a vehicle owned by a spouse or partner on volunteering work must have motor vehicle insurance without financial limits covering the following:

- bodily injury to or death of third parties;
- bodily injury to or death of any passenger; and
- damage to the property of third parties

In addition the insurance policy must specifically cover the use of the vehicle on volunteering activity 'business'. This also applies in the case of a vehicle owned by a spouse or partner.

### 3.3 Volunteers' Liability

It is strictly prohibited for a volunteer to drive any vehicle as part of their volunteering duties within the NHS unless they have a valid driving licence. It is the responsibility of the volunteer to ensure their licence is valid.

## 4. Subsistence allowances

### 4.1 Volunteers entitlement to subsistence allowances

Subsistence allowances are designed to cover out of pocket expenses spent mainly on meals, other minor personal incidental expenses and accommodation. This will include reimbursement of expenses incurred by volunteers when they attend training events in connection with their volunteering work. [Annex A.2](#) gives details of the current subsistence rates which NHS Boards are asked to pay where appropriate with effect from 1 April 2009.

### 4.2 Day Subsistence Allowance

Day subsistence allowance, which is not required to be supported by receipts, is payable only when the volunteer meets the prescribed minimum periods detailed below and the volunteer has to purchase a meal, or meals:

- day subsistence over 5 hours payable for a period of volunteering of more than 5 hours but less than or equal to 10 hours; or
- day subsistence over 10 hours for a period of volunteering of more than 10 hours.

The day subsistence rate is not payable when meals or meal vouchers are provided.

### 4.3 24 hour Subsistence Allowance

The 24 hour subsistence allowance covers a period of up to 24 hours and includes expenditure on overnight accommodation and breakfast, lunch and dinner and personal incidental expenses (e.g. personal telephone calls). Bed and breakfast costs must be supported by a receipt attached to the travel and subsistence claim.

### 4.4 Staying With Friends Allowance

If an overnight stay is necessary in the course of the volunteering and the volunteer resides overnight with and in accommodation provided by friends or relatives, irrespective of the circumstances, they can claim the Staying with Friends Allowance. This allowance is a 24 hour rate designed to cover accommodation and all meals in the 24 hour period starting when the journey commenced. Receipts are not required to be produced to support a claim for this allowance. Volunteers are also allowed to claim the personal incidental expenses allowance in addition to this allowance if expenses are incurred.

## 5. Payment methods

### 5.1 Advances

NHS Forth Valley shall make provision, where it is considered appropriate, for an advance of expenses to individual volunteers to cover anticipated travel and subsistence expenses. These advances can, if requested, be paid by Electronic Transfer into the volunteer's bank account. Volunteers should then complete and submit a travel claim form showing the actual expenses and the advance received as soon as possible following the travel.

### 5.2 Cash payments

NHS Valley shall also make provision for payment of expenses in cash, where it is considered appropriate, where small amounts are involved.



## Section 2. Communication/consumable expenses

Volunteers should, where appropriate, be reimbursed the costs of ink cartridges, paper, labels, envelopes and stamps specifically incurred in the course of their volunteering work on production of appropriate receipts. Telephone calls will be reimbursed at the rate of 50 pence per call and should be claimed by detailing telephone numbers called on the claim form.

## Section 3. "Other" Expenses

Volunteers can also claim the "other" expenses detailed in the table below.

Expenses Other	Eligibility
Reimbursement of receipted childcare expenses (subject to ceiling equivalent to the current hourly childminding rate paid by the three local authorities in the NHS Forth Valley area) or other carer expenses	all volunteers who incur such expenses while undertaking their volunteering duties.
Reimbursement of reasonable receipted additional expenses of people with disabilities.	all volunteers who have a disability and incur such additional expenses while undertaking their volunteering duties.

# NHS Forth Valley

## CLAIM FOR VOLUNTEERING EXPENSES FOR MONTH OF .....Year .....

PLEASE COMPLETE IN BLOCK CAPITALS. FOR REIMBURSEMENT ALL EXPENDITURE MUST BE AGREED IN ADVANCE. RECEIPTS MUST BE PROVIDED AND BE ATTACHED TO THIS FORM, WHERE APPLICABLE.

Name of Volunteer: \_\_\_\_\_ Address: \_\_\_\_\_

\_\_\_\_\_ Postcode: \_\_\_\_\_ Telephone No: \_\_\_\_\_

NHS Contact Person: \_\_\_\_\_ Telephone No. for NHS Contact Person: \_\_\_\_\_

Date	Details of Volunteering activity	Motor Mileage	Public Transport Fares	Other Expenses (please list)	Cost of Other Expenses	
			£		£	
			£		£	
			£		£	<b>GRAND TOTAL</b>
	<b>For NHS Forth Valley Use Sub-totals</b>	£	£		£	£

I declare that the above expenses claimed have been incurred by me. I further declare that no other claim for reimbursement from public or charitable funds has been nor will be made in respect of this claim.

Signature of volunteer: \_\_\_\_\_ Date: \_\_\_\_\_

**By NHS Board Contact:** Verified by: \_\_\_\_\_ Payment agreed by (budget holder): \_\_\_\_\_ Budget code: \_\_\_\_\_

**By Finance Department:** Claim checked by finance: \_\_\_\_\_ Date approved: \_\_\_\_\_

## Travel and Subsistence Rates payable from 1 April 2009

## Subsistence Rates

1.	Day Subsistence Allowance	
	Volunteering of more than 5 hours but not more than 10 hours where meals are purchased (not payable if meals provided)	£ 4.90
	Volunteering of more than 10 hours where meals are purchased (not payable where meals are provided)	£ 10.70
2.	24 hour Subsistence <sup>1</sup>	
	Receipted cost of bed and breakfast up to a limit of (Boards may need to apply discretion and reimburse actual cost – this will depend on costs of B&B available)	£ 55.00
	plus meals allowance	£ 20.00
	plus personal incidental expenses allowance (e.g. telephone calls etc)	£ 5.00
3.	Staying With Friends Allowance per night	
4.	Personal Incidental Expenses Allowance	
5.	Overnight by Train or Boat (per night)	
	£ 24.10	
Motor Mileage Rates		
1.	Public Transport (or commuting rate) Standard Motor Vehicle Mileage	24p 40p per mile for the first 10,000 miles, 25p thereafter <sup>2</sup>
	Passenger Allowance	5p a mile
2.	Motor Cycle Mileage	23p per mile
3.	Bicycle	10p per mile
Public Transport costs - Actual		
Other Expenses		
1.	Reimbursement of reasonable receipted childcare or other carer expenses	Eligibility: all volunteers who incur such expenses in the course of their volunteering work.
2.	Reimbursement of reasonable receipted additional expenses of people with disabilities.	Eligibility: all volunteers with a disability who incur such additional expenses in the course of their volunteering.
3.	Reimbursement of reasonable telephone usage at 50 pence per call, detailing telephone numbers called	Eligibility: all volunteers who incur such expenses in the course of their volunteering work

1 Only payable when overnight stay required.

2 Based on HM Revenue and Customs guidelines for rate which is not taxable. Amounts in excess of those listed are taxable and subject to Class 1 NIC.

ANNEX A.3

Bank details for payments via B.A.C.S.

Please complete form using BLOCK CAPITALS.

Payee name:

Title: .....  
Forename: .....  
Surname: .....

Home Address:

Address line 1: .....  
Address line 2: .....  
Town / City: .....  
Postcode: .....

Bank/Building

Society Name:

Name: .....

Bank/Building Society

Address:

Address line 1: .....  
Address line 2: .....  
Town/City: .....  
Postcode: .....

Account details:

Sort/Swift code: .....  
Account No: .....  
Roll number: .....

Communication:

Home phone number .....  
E-mail address .....

Signature: ..... Date .....

Please return completed form via:

- Fax [insert local contact details]
- By post [insert local contact details]

## ANNEX A.4

Name

Address

Date

To (Insurance Company)

Re (Policy Number)

Dear Sir/Madam

I intend to undertake voluntary work for NHS Forth Valley and I will use my vehicle to carry out voluntary duties and may carry passengers as requested. I will receive a mileage allowance for these journeys to contribute to fuel and the running costs of my vehicle. Such expenses will be in accordance with the HM Revenue & Customs tax free rate per mile. I estimate the number of miles driven under this voluntary basis will be XXXX per year.

I should be grateful if you would confirm that my existing policy covers me for such volunteer driving. Please complete the reverse side of this letter and return to me. Please also confirm that my insurance policy contains a clause indemnifying NHS Forth Valley with which I am a volunteer against third party claims arising out of the use of my vehicle for such voluntary work.

Yours faithfully

(Policy Holder)

ANNEX A.4

From (Insurance Company)-----

Re (Policy Number)-----

Policy Holder/ Driver-----

This is to confirm that your policy covers voluntary driving (for which a mileage allowance may be received). This also confirms that the above policy contains a clause indemnifying NHS Forth Valley with which you are a volunteer against third party claims arising from the use of the vehicle on such voluntary work.



ISSUED BY----- DATE-----

### **Publications in Alternative Formats**

NHS Forth Valley is happy to consider requests for publications in other language or formats such as large print.

To request another language for a patient, please contact 01786 434784.

For other formats contact 01324 590886,  
text 07990 690605,  
fax 01324 590867 or  
e-mail [fv-uhb.nhsfv-alternativeformats@nhs.net](mailto:fv-uhb.nhsfv-alternativeformats@nhs.net)