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| Distribution: | All staff and GP members of the CCG. |
| Compliance: | Mandatory for all permanent and temporary employees of Rotherham CCG. |
| Equality & Diversity Statement: | In applying this policy, the Organisation will have due regard for the need to eliminate unlawful discrimination, promote equality of opportunity, and provide for good relations between people of diverse groups, in particular on the grounds of the following characteristics protected by the Equality Act (2010); age, disability, gender, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, and sexual orientation, in addition to offending background, trade union membership, or any other personal characteristic. |

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Supporting participation through out of pocket expenses - repayment policy and procedure

Introduction

This document has been produced in partnership by engagement leads across the SYB ICS CCGs, in order to ensure that all CCGs across SYB are working to the same principles and payment rates across SYB. In addition, it is in line with the most up to date national guidance. This will simplify and reduce inequalities as we increasingly work across the ICS footprint. It has been informed by the comprehensive engagement and co-production work completed by NHS Sheffield CCG on their volunteer and expenses policy during 2017-18.

This policy and procedure is based on national best practice and local expertise to ensure that it meets the needs of the organisation, and has been informed by the extensive engagement and collaboration carried out by NHS Sheffield CCG and partners in the Voluntary and Community Sector. It will also bring in line the CCGs across South Yorkshire and Bassetlaw.

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
- 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
- Increased accountability of commissioners in respect to improving patient outcomes
- Helping to create good quality, effective, cost effective services
- Meeting the CCG's statutory responsibility to involve, as outlined in the Health and Social Care Act 2012

NHS Rotherham CCG is committed to promoting and supporting involvement and engagement in all its forms, as set out in our relative engagement and communications plans and strategies. We use a variety of approaches and techniques to encourage the involvement of individuals and groups in our commissioning. These include targeted community engagement with seldom heard communities, regular involvement from Patient Participation Group members and extensive involvement in consultation processes.

Our aim is to make sure that every decision affecting patients will be informed by patients and the public, by their views and experiences. But the real and meaningful involvement of patients, the public and carers can create substantial demands on the time of those involved. We want to hear from all sectors of the population, and to actively ensure that the services we commission meet the needs of the diverse population we serve. We are committed to implementing our Equality and Diversity Policy and to employing, involving and working with the widest range of people.

We want to reach out to those who may experience barriers in getting involved, and want to reach people from all age groups, backgrounds and experiences. We also want any payments or repayments to be open and transparent. Our aim is to have a fair process, which is understood by the people taking part in involvement activity and the staff who are inviting people to become

involved. This will also help the organisation to make the best use of the money that is available to support involvement activity.

The arrangements outlined in this procedure cover payments and expenses for service users and carers undertaking involvement activity at the request of NHS Rotherham CCG.

Our responsibilities and yours

We will make every effort to hold meetings when and where they are easy to get to. For example, on main bus routes, and with no more than two changes of bus or train. Where venues are not easy to get to, we will work with you to find and arrange alternatives, for example a mini-bus or taxi picking up from a central venue.

In return, we ask that you make every effort to travel by the most cost effective means.

When we organise events, the member(s) of staff organising the event or meeting will make sure that people receive expenses and remuneration in line with these arrangements, with support and advice from colleagues as necessary (Engagement and Finance staff).

Where patients, the public and carers are being paid for their involvement, the manager commissioning the work has a responsibility to ensure that everyone active in involvement is aware that this may impact on benefits and that their benefits could be at risk if the activity is not declared. Anyone that may be impacted by this can seek advice from Citizens Advice as below:- <https://www.citizensadvice.org.uk/benefits/benefits-introduction/how-volunteering-affects-your-benefits/>

What can be claimed, who can claim, and when?

Out of pocket expenses will be paid to patients, carers and the public who have been invited to contribute to a meeting, activity or event held by, or on behalf of NHS Rotherham CCG. For example, this could be a focus group about a specific topic. Reimbursement of expenses does not cover:

- Meetings that are held in public e.g. CCG Governing Body meetings where individuals are attending without specific or personal invitations
- Payment of expenses for people who are representing an external organisation and can therefore claim expenses through another source
- Meetings convened by other organisations, unless the volunteer is representing the CCG
- Reimbursement of expenses such as a computer, telephone or stationery, unless this has been requested and agreed as part of the individuals support needs (see EIA screening in appendix)

The person claiming would be asked to complete and sign a short form and would be reimbursed in cash (if feasible); by cheque, or through BACS – paid directly into their bank account.

The system for payment of out of pocket expenses varies across South Yorkshire and Bassetlaw. As this work progresses, we look forward to ensuring that our systems mirror across the area, ensuring equality of access for patients and the public. Currently the situation is as follows:

| | Petty cash | Claim form | BACS | Cheque | Other/comment |
|------------------|------------|------------|------|--------|---|
| Rotherham | x | ✓ | ✓ | ✓ | |
| Barnsley | ✓ | ✓ | x | ✓ | BACS not offered currently |
| Sheffield | ✓ | ✓ | ✓ | ✓ | Petty cash for one offs, BACS for regulars. Cheque possible depending on amount as cost involved in raising |
| Doncaster | X | ✓ | ✓ | ✓ | |
| Bassetlaw | X | ✓ | ✓ | ✓ | |

Please note – this means that only Barnsley and Sheffield have access to a petty cash system; we have explored this in all areas, but the cost and restrictions make this problematic. All are aware of the implications of this, and will seek to use alternative mechanisms where petty cash would be used; e.g. working with other organisations; to ensure that no-one is out of pocket and that we seek equality across the area.

What people may be able to claim for, and how

People may be able to claim for the following:

Travel and transport

We will repay the following costs, which is in line with Volunteering England, the payments made to NHS staff and by NHSE, and in line with HM Revenue and Customs, as follows:

Car: 45p per mile - you may be asked to confirm that you have a current driving licence, insurance, road tax and MOT certificate

Motorcycle: 24p per mile

Bicycle: 20p per mile

Car parking: As per receipt

Public transport: Including bus, standard rail and underground fares.
You will need to submit your ticket or a photocopy with the expense claim form

Taxi fares: Taxis will only be booked if you are unable to use other forms of transport, and use of taxis must be agreed in advance. This should be booked through the CCG account; if there is one in place. Sometimes we may ask you to share a taxi with someone else who is attending the meeting or event. An accessible taxi should be provided and paid for if needed.

Carer Costs

If a 'sitting service' is needed, the full cost of the service will be reimbursed. Where a paid personal assistant is needed, the hours while you are at the meeting, and your travel time will be reimbursed. Care must be provided by a professional service or agency.

If you need support to attend a meeting, provided by a support worker or personal assistant, we can reimburse this cost, but would need to agree the cost and time with you first, and you would need to provide a receipt. These would also apply to child care costs.

Subsistence costs

If you are engaged with an activity for more than four hours, and no refreshments are provided,

you may be able to claim subsistence; we suggest that this is in line with the NHSE levels, which are:

- £5 breakfast
- £5 lunch
- £15 evening meal.

You will need to provide receipts and attach these to your claim form. Alcohol cannot be part of the claim.

If an overnight stay is required this will be arranged and paid for beforehand by the CCG. This will be organised using the standard procedure and will take into account the specific requirements the person might have e.g. accessible room and transport.

All requests for subsistence should be agreed beforehand.

Translation and interpretation costs

Including languages other than English, Braille, signer costs etc.

Reputable organisations should be used, in line with existing contract arrangements and providers. This service should be arranged by the meeting organiser and paid directly to the translation service provider.

Stationery and printer ink

If you have to print out large amounts of materials, you may be able to claim these; however where possible, we will try to make sure that this is not necessary, by providing printed materials if needed.

Telephone calls

The cost of telephone calls will be reimbursed when shown on a bill, and where they are a necessary part of the activity. We will try and avoid this by calling you wherever possible.

All expenses must be claimed within a three month period of the activity undertaken, unless in exceptional circumstances.

To claim out of pocket expenses you will need to complete and sign a short form, attach any receipts and have the form counter-signed by the relevant service lead who has arranged the engagement activity.

The payment will then be made in line with the CCG financial procedures.

Payment for time, and expert advisor roles

Occasionally, and by prior agreement, people may be offered payment on a sliding scale according to the type of activity they are undertaking. This is likely to apply to specialised tasks, and more detailed or involved work, such as planning, preparation and facilitation at workshops or conferences. Such tasks are likely to have clear role descriptions, and are likely to be openly recruited to.

If such circumstances arise, the PPE team or lead will work with individuals to identify the appropriate levels of remuneration to be paid. Examples may include:-

- Being part of a committee or strategic advisory group that demonstrates accountable leadership and decision-making ability
- Being a member of a group that makes recommendations to committees that have delegated authority of the CCG Governing Body

- Acting as a leader for a specific project
- Chairing a strategy level meeting
- Training others

See table 1 and 2 below for further examples.

Where a sessional payment could be appropriate, advice should be sought from the Engagement Team/Lead about the appropriate process to follow, in line with the processes outlined by NHS England¹. NHS Rotherham CCG has adopted a similar sessional payment system to that adopted by NHS England, the basic principles of the system are as follows:-

- A session is up to 4 hours
- Meal and refreshment breaks do not count as paid time
- Payments do not apply to young people under the age of 16 as we cannot pay minors or people detained in prison. Alternative incentives may be used instead (food, or vouchers can be considered)
- There is a maximum of two sessions per day per individual
- People can ask for payment in equivalent vouchers e.g. shopping vouchers
- The CCG will provide basic refreshments, such as tea, coffee and water at all relevant meetings. A light lunch (sandwiches or similar) will be offered if a meeting or event is expected to go over a normal mealtime.

| Table 1 | Patient and public voice roles Adapted from NHSE webinar slides | | | |
|-----------------|---|---|---|--|
| | 1 | 2 | 3 | 4 |
| Role | People involved in open access engagement at a local level For example choosing to attend a public meeting or event Taking part in a survey | People invited to attend events focus groups and workshops to inform pieces of work | People who are part of ongoing working groups and work with staff to inform commissioning and policy. These might be service or policy design, reviewing a service etc. | People who are part of senior decision making committees, who have a formal leadership or co-production role |
| Expenses | A No financial contribution However we may support travel and access for those experiencing barriers by prior agreement | B Out of pocket expenses | B Out of pocket expenses | C Expert - expenses and payment |
| Who | Everyone, the general public | Patients, and those with specific experience, or their representatives | Patients, and those with specific experience, or their representatives | A very small number of specifically recruited people |
| | All roles are valuable and inform our work in different ways | | | |

¹ <https://www.england.nhs.uk/wp-content/uploads/2017/08/patient-and-public-voice-partners-expenses-policy-oct-17.pdf>

| Table 2 | |
|---|---|
| Type of activity | Payment or Expenses |
| Attendance at open or public meetings / consultations and giving an individual view only e.g. AGM | No payment and no reimbursement of expenses |
| Mileage rate | 45p per mile, currently |
| Taking part in research | Expenses only |
| Attending consultation events at the request of the CCG | Expenses and provision of refreshments as appropriate |
| Participating in a training session which is not required for involvement activity | Expenses only |
| Participating in training which is necessary to carry out involvement work | £ 20 per session |
| Representation and participation at designated meetings | £ 20 per session |
| Leading or co-leading Focus Groups | £ 30 per session |
| Chairing nominated/agreed groups or meetings | £ 30 per session |
| Staff recruitment and Interview Panel membership | £ 30 per session |
| Procurement and tender process | Dependant on level of involvement, and size of exercise |
| Speaking at events / conferences on behalf of the CCG as a representative of service user or carer group | £ 30 per session |
| Presentations (including preparation) | £ 45 overall |
| Consultancy services | By negotiated agreement |
| Other engagement activity not otherwise covered | By negotiated agreement |
| Detailed work such as planning, preparation and facilitation at workshops or conferences. | Public & Patient Experience Manager will work with individuals to identify the appropriate levels of remuneration to be paid. |
| <p>Notes-</p> <p>A session is up to 4 hours. Meal and refreshment breaks do not count as paid time.</p> <p>An individual may request to be paid in equivalent vouchers (e.g. shopping vouchers).</p> <p>The CCG will provide basic refreshments, such as tea, coffee and water at all relevant meetings.</p> <p>A light lunch (sandwiches or similar) will be offered if a meeting or event is expected to go over a normal mealtime.</p> <p>A ceiling limit of two sessions per day per individual has been agreed by the CCG.</p> | |

Benefits

People being offered remuneration for involvement activity should be reminded that if they are in receipt of benefits they should declare any paid work as this may affect their eligibility to claim benefits.

It is the responsibility of the person undertaking involvement activity to ensure they discuss any payments received with their Benefits Advisor. The person will then be able to choose:

- Whether they wish to claim the expenses and payments and declare these
- Whether they wish to be involved on a purely voluntary basis
- Whether they wish not to undertake involvement activities.

The organisation has a duty to provide information on payments to individuals to the Department of Work and Pensions or treasury if asked to do so. **The CCG can accept no responsibility if service users are penalised for failure to declare income.**

Where patients, the public and carers are being paid for their involvement, the manager commissioning the work has a responsibility to ensure that everyone active in involvement is aware that this may impact on their benefits and that their benefits could be at risk if the activity is not declared. This applies whether the person accepts payment or undertakes an activity on a voluntary basis. It also applies if a partner is on benefits, even if the partner is not participating directly. If service users/carers fail to comply with this requirement to declare work done and payment received, they could be made to pay back all the payments they have received. In addition they may be investigated for fraud and all benefits could be stopped while the investigation is carried out.

Staff should not give individual advice as interpretation of the complex rules is an expert role and will depend on the specific benefit the person is receiving and their individual circumstances.

Patients and members of the public are encouraged to alert the Benefits Agency of their involvement and acceptance of payments. However, the CCG also has a duty of care to protect people from jeopardising their benefits and a duty in law to report known fraud. The types of involvement that could affect benefits are if service users or carers:

- Attend or chair a meeting, working group, steering group etc
- Interview people
- Lead a discussion group
- Take part as a member of a committee
- Sit on a recruitment panel
- Take part in staff training and receive a payment in return. This could be regarded as paid work by the Department for Work and Pensions.

Benefits Advisors can explain how much an individual can earn without affecting their benefits, depending on which benefits they are claiming, and whether payments can be spread over a period of time to minimise the impact on benefits.

If someone chooses to take part on a voluntary basis (without claiming the fee), out of pocket expenses should be reimbursed. People claiming certain benefits need to be aware that voluntary work may affect their entitlement to benefit. People involved on a voluntary basis who are on certain benefits should contact their local Jobcentre Plus office before undertaking any voluntary work.

Claim Form

| | | | |
|--|---|--------------------|---|
| Involvement Expenses | | | |
| Out of pocket expenses claim form for people taking part in engagement and involvement activity | | | |
| This form should be completed by the person making the claim. It should be signed off by a member of CCG staff, then submitted to the engagement team | | | |
| Name | | | |
| Address | | | |
| Phone number | | | |
| Email Address | | | |
| What are you claiming for? | <i>E.g. travel to and from CCG engagement meeting on 14/11/18, care of a dependent (please give contact details of the carer)</i> | | |
| | | | £ |
| | | | £ |
| | | | £ |
| Bank details | <i>Where possible, we will re-pay you directly into your bank account.</i> | | |
| Sign off | <i>The information included in this form is correct and complete and I am aware that any payment could affect my benefit (where appropriate).</i> | | |
| Name | Please print and sign | Date | |
| CCG confirmation - the expenses/reimbursement/payment has been agreed in advance, and subsequently carried out. | | | |
| Name | Please print and sign | Date | |
| Office use | | | |
| Date received | | Finance Code | |
| Date Paid | | Payment authorised | |
| Return to | Address in here | | |