

Public & Patient Involvement Payment Procedure

1. Introduction

Rotherham CCG is committed to promoting and supporting involvement and engagement in all its forms, as set out in our engagement and communications plan, however, real, meaningful involvement of patients, the public and carers creates substantial demands on the time of those involved. In particular we want to reach out to those who may experience barriers in participating. We also want the allocation of any payments and reimbursements to be open and transparent.

We want a fair process, understood by people participating in involvement activity and staff who are inviting people to become involved.

We also want to make the best use of the money that is available to support involvement activity.

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

2. Identifying the need for engagement

Our aim is to ensure that for every decision affecting patients that we make, we have experience data to use as part of the decision-making process. The insights we gain will be used as part of the CCG annual planning cycle and will inform commissioning decisions.

We obtain experience data from a wide range of sources using a range of engagement methodologies across the engagement continuum.

Engagement plans should be demonstrably linked to our Strategic Plan, Delivery Plan or otherwise stated organisational goals and objectives.

3. Levels of payment / reimbursement

People will be offered payment and reimbursement on a sliding scale according to the type of activity they are undertaking. For example, different rates will be offered for basic involvement compared with the rate for more complex involvement, which requires a higher level of skills or training. Rotherham CCG commits to the following principals:

- Where appropriate, in line with the procedure, we will offer payment, but it remains the individual's decision whether or not to accept payment¹.
- We will work with the individual to find the most appropriate means of payment
- We will reimburse any money it costs to be involved i.e.:-
 - Reasonable travel expenses (bus fares, train fares or travel by car)²
 - costs of providing alternative care for someone they care for.³
 - other assistance as agreed in advance
- We will make every effort to hold meetings when and where public transport is reasonable, avoiding multiple bus changes and long walks
- Wherever we can, we will use venues that are easily accessible
- We will provide a taxi for someone who has mobility difficulties or is unable to travel by public transport for other medical reasons.
- Payments do not apply to young people under the age of 16 due to a lack of ability to pay minors or to people detained in prison; however it may be appropriate to offer incentives in lieu, such as vouchers.

¹ People may select this to avoid affecting benefits, however should still check with the appropriate agency, as the fact that payments are available may have an impact

² Mileage will be paid at the same rate as for staff using their own vehicle and will include the passenger rate where applicable.

³ Carer / childcare expenses must be provided by a commercial organisation and agreed in advance. Payment could be via a receipt and reimbursement; though this could potentially be arranged through a provider and direct invoice

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	In line with staff mileage rates
Taking part in research	Expenses, only if payment is requested
Attending consultation events at the request of the CCG	Expenses (if payment is requested) and provision of refreshments as appropriate
Participating in a training session which is not required for involvement activity	Expenses, only if payment is requested
Participating in training which is necessary to carry out involvement work	£ 20 per session if payment is requested
Representation and participation at designated meetings	£ 20 per session if payment is requested
Leading or co-leading Focus Groups	£ 30 per session if payment is requested
Chairing nominated/agreed groups or meetings	£ 30 per session if payment is requested
Staff recruitment and Interview Panel membership	£ 30 per session if payment is requested
Presentations (including preparation)	£ 45 overall if payment is requested
Speaking at events / conferences on behalf of the CCG as a representative of service user or carer group	£ 30 per session if payment is requested
Consultancy services	By negotiated agreement
Other engagement activity not otherwise covered	By negotiated agreement if payment is requested
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> <ul style="list-style-type: none"> • A session is up to 4 hours. Meal and refreshment breaks do not count as paid time. • An individual may request to be paid 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 • A ceiling limit of two sessions per day per individual has been agreed by the CCG. 	

4. Organiser responsibilities

The member(s) of staff organising the event or meeting will be responsible for ensuring people receive expenses and remuneration in line with these arrangements, with advice and support from the PPE Manager. These must have been agreed in advance with the appropriate budget holder – this is likely to be the PPE Manager, however, for some pieces of work may be a commissioner or other budget holder.

5. 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.

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.

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.

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.

Date: 24.04.2017

Involvement Expenses / Reimbursement Claim Form

Form to be completed by the claimant and confirmed by the CCG staff budget holder before submitting to finance.

Name of claimant:

Date/times of activity:

Details of involvement activity:

Type and amount of expenses/ reimbursement claimed with receipts attached

£

£

£

£

Bank details for payment:

I confirm that the information included in this form is correct and complete and I am aware that any payment could affect my benefit (where appropriate).

**Signature & date:
(Payee)**

I confirm that the expenses/reimbursement/payment has been agreed in advance, and subsequently carried out.

**Signature & date:
(CCG staff)**

Passed to Finance for payment on –date

Budget code

Other comments