

NHS South East London Integrated Care Board

**Public out of pocket expenses policy
(CE01) v1.0**

Approved by	SEL ICB Transition Board
Date approved	22 June 2022
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Target audience	All Staff of NHS South East London (including members of the Unitary Board), Integrated Care Partnership, contractors and bidders

Version Control

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Document Review Control Information

Version	Date	Reviewer Name(s) and Job title	Change/amendment
1.0	May 2022	Simon Beard	Original Draft from CCG policy

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1. Introduction

NHS South East London Integrated Care Board (hereafter referred to as “SEL ICB”) is committed to working together with patients and the public to improve the health of people living in south east London.

We know that local people give up their time to take part in SEL ICB engagement activities and may incur costs. We value the contribution local people can make through giving their time and expertise. We want to ensure that no-one is left out of pocket through taking part in the work of SEL ICB.

This policy sets some guiding principles and practice around reimbursing out of pocket expenses for public members.

1.1 Scope

This policy applies to individuals, including patients, carers and members of the public, who are directly involved in the work of SEL ICB. It covers patients, carers and members of the public who are resident in south east London (Bexley, Bromley, Greenwich, Lambeth, Lewisham and Southwark) including those living on the borders but registered with a GP surgery in south east London.

This policy does not apply to voluntary sector organisations who we may work with to deliver patient and public engagement activity. We recognise that working with voluntary sector organisations is hugely important as they bring valuable insight and input to our work.

The policy also does not apply to people working with SEL ICB who are not members of the public, for example expert advisers such as clinicians, scientific advisors, contractors or people working in other consultancy roles. Members of the public in engagement roles are not employees, workers or agents of SEL ICB.

1.2 Purpose

SEL ICB actively seeks patient, carer and public input to inform our work. We do this through a wide range of approaches, including asking people to work in partnership with us to develop programmes of work, to inform our commissioning decisions and to be part of our governance and assurance processes.

SEL ICB wants to ensure that no-one is out of pocket for taking part in ICB engagement activities. SEL ICB recognises that many people we are seeking to engage may have low incomes and be in receipt of state benefits. We also recognise that people give up their personal time to take part in meetings and people may incur additional costs to do this.

This expenses policy exists in order to clarify and set out why and how SEL ICB reimburses out of pocket expenses for patients and members of the public.

2. When does this expenses policy apply?

This expenses payment policy applies when SEL ICB invites people to take part in specific programmes of work and includes participating in focus and reference groups, workshops, project / programme boards and committees. It does not apply for public events, such as webinars, meetings in public, or live stream events on social media.

3. What expenses are covered?

The following expenses will be reimbursed, providing receipts are attached to the claim form (unless otherwise stated):

- Mileage costs for use of a car at 56p per mile
- Mileage costs for use of a motorcycle at 28p per mile
- Passenger miles at 5p per mile per passenger when a representative takes another representative in their car to attend a meeting
- Mileage costs for use of a bicycle at 20p per mile
- Bus and tube fares
- Train fares (second class only)
- Car parking fees
- Office supplies e.g., printing cost and additional cost for taking part in the ICBs engagement activities, such as broadband usage (this is set at a fixed cost of £5).
- Carer and childcare costs

3.1 Mileage & vehicle usage

Mileage costs are in line with the [NHS Employer Agenda for Change Reimbursement of travel cost](#). SEL ICB will still reimburse travel costs incurred when a meeting has been cancelled at short notice and where the representative was not informed of the cancellation before travelling and has, therefore, incurred costs.

It is the responsibility of individuals to ensure that their vehicle insurance policy covers their journeys as a result of their involvement with SEL ICB and that their driving licence is valid. NHS staff may ask to see the vehicle insurance policy and driving licence.

3.2 Office supplies

SEL ICB recognises that some individuals will make use of home office supplies as part of their engagement with us. This might include use of a telephone or internet connection to join meetings remotely, and / or it might include printing out papers at home that have been sent via email. Therefore, where individuals support SEL ICB by participating in meetings remotely from their home we will offer a standing allowance of £5 per meeting to cover the cost of telephone calls, paper, printing ink and paper, stamps, internet

connection, stationery and other home office sundries (without the need for evidence such as receipts).

4. Pre-agreed expenses

The following expenses will be reimbursed only with the prior approval of SEL ICB and on production of a valid receipt:

4.1 Taxi fares

SEL ICB will book taxis in some special circumstances such as:

- where people cannot use public transport or need to use a taxi due to disability, for example
- where there is no alternative transport,
- to avoid numerous changes of transport,
- to avoid carrying heavy luggage or equipment.

Where SEL ICB cannot book a taxi and an individual has to book their own taxi, this must be agreed with the ICB beforehand. SEL ICB will use discretion in dealing with requests.

4.2 Childcare arrangements

If a patient or member of the public needs additional childcare support as a result of working with SEL ICB (e.g. child minder, crèche, nursery), then reasonable childminding expenses will be reimbursed on production of a receipt and agreed by SEL ICB beforehand. The amount of reimbursement is subject to the current hourly childminding rate paid by the local authority. As at November 2021, this was a rate of £9 per hour. Childcare expenses will not be paid where SEL ICB is providing crèche facilities. SEL ICB recognises that there may be special requirements for childcare and will use discretion in dealing with requests.

4.3 Carer responsibilities

If a patient or member of the public has caring responsibilities, then reasonable carer's expenses will be reimbursed to cover the cost of a temporary replacement on the production of a receipt and agreed with SEL ICB beforehand. When an individual needs to have a carer accompany them to enable them to take part in the meeting or event (including communication support) this would need to be agreed with SEL ICB in advance and each request will be considered on an individual basis.

4.4 Interpreting, British Sign Language and other communications support

In general, SEL ICB will provide communication support such as interpreters, as part of the meeting, so long as SEL ICB is notified of the request at least a week before the meeting. Where individuals have specific / complex needs, they should discuss with the ICB team leading on the meeting as it may be possible to arrange specific support. Where this is not the case and the individual has to arrange their own support, provision

should be made to reimburse these costs and these arrangements would need to be agreed in advance with SEL ICB.

4.5 Advance booking of fares and/or accommodation

Travel to events or conferences as a local person on behalf of SEL ICB must be discussed and agreed in advance.

Once agreed, travel arrangements and accommodation should be booked, whenever possible, in advance by the ICB on behalf of the individual. This will ensure NHS discounts will apply.

If an individual has to book their own travel, their expenses must be agreed in advance. Standard fares and discounted rates should be used whenever possible.

If an individual is entitled to concessionary fares or free travel, advance booking by SEL ICB may not be necessary. A representative may make their own booking in agreement with SEL ICB.

5. What is not covered by this policy?

The following expenses will not be funded for members of the public working on behalf of SEL ICB:

- First Class travel
- Travel expenses of individuals attending open public meetings or ICB meetings held in public (e.g. Annual General Meeting, ICB Board meetings) without specific invitation from the ICB to attend to assist in ICB business.
- Travel expenses for representatives of voluntary, community or faith organisations whose expenses are funded by their organisation.
- Any fines incurred while en route to or from valid SEL ICB business (eg parking or speeding)
- Loss of personal belongings.
- Damage to vehicles while en route to, in attendance at, or en route from valid SEL ICB business.
- Attendance at public meetings / webinars, meetings in public and live stream social media events.

6. Approaches from third parties for patient and/or public expenses

This policy applies to SEL ICB meetings/events only. If a person is invited to a meeting or event that is being organised by another organisation or third party, then this policy would not normally apply. If a person wishes to attend a meeting or event being organised by another organisation, they should in the first instance approach that organisation to enquire what their own expenses reimbursement policy is.

If the organisation is requesting a patient or member of public attendance from SEL ICB then this must be discussed and agreed with SEL ICB in advance of confirmation of attendance being issued.

If the organisation does not have its own expenses policy, or no clarity has been agreed on expenses, no assumption should be made that SEL ICB will be able to refund the costs incurred. It will be the responsibility of the representative to accept or decline the offer to be involved.

Circumstances that are not clear will be reviewed on a case-by-case basis.

7. Can expenses be claimed whilst receiving benefits?

Yes. Current benefit rules mean that a refund of expenses will not affect benefits.

Individuals can volunteer while receiving benefits providing they continue to meet all the conditions of their benefits. Individuals should tell their benefit office before they start claiming any expenses.

All persons should notify the benefits office where they make a claim before they offer their time to be involved with SEL ICB. If benefits are claimed from more than one office, then all offices need to be informed. The benefits advisor will vary depending on the type of benefit received. There are no limits on the amount of time people can give as long as they continue to meet the conditions of the benefit or tax credit they are receiving.

[Further information is available on the government website.](#)

8. The claims process

8.1 Completing the expenses form

Where completion of an expenses claim form is required, the claimant should direct their initial request for the form to the ICB manager leading the engagement activity they were involved in.

Once the form is provided, all sections should be completed in clear handwriting, providing as much information as possible. The form should be returned to the individuals named contact person or the manager of the department which has led the engagement activity.

All claims must be counter signed by a member of the Communications and Engagement team prior to the claim being approved. Colleagues from other departments will be asked to confirm attendance from claimants prior to a claim being submitted.

8.2 How are expenses paid?

Expenses will be paid in a timely manner wherever possible, so to cause as little disruption to an individual as possible.

All claimants will need to fill in and sign attached claim form which need to be submitted to the SEL ICB member of staff leading on the engagement activity. This form will be counter signed by a member of the SEL ICB engagement team with relevant authority (as determined in the ICBs Standing Financial Instructions) before being submitted to SEL ICB's finance department for payment.

Payment will be by a cheque.

The ICB will endeavour to make sure that payment is made as quickly as possible but this can take up to 3 – 4 weeks.

If expenses have not been reimbursed by 4 weeks, individuals should contact the member of SEL ICB staff who is leading the activity they were invited to engage with.

The current rate of 45p per mile is the maximum amount patients and members of the public can receive without paying tax on this rate.

SEL ICB will review this rate in line with any future changes made by HM Revenue and Customs.

Claims needs to be submitted to SEL ICB no later than 3 months after the event.

9. Reviewing this policy

To ensure the policy is fit for purpose, SEL ICB will undertake an annual audit survey of a small number of individuals that have submitted a claim. The purpose of this audit is to hear people's views on the claims process, from finding out the information, submitting a claim and receiving payment. This information will be used to ensure that individuals are not experiencing any barriers when seeking out of pocket expenses.

This policy will be reviewed annually, taking into account any feedback from the above audit process.

Appendix 1 - Equality & Equity Impact Assessment Checklist

This is a checklist to ensure that relevant equality and equity aspects of proposals have been addressed either in the main body of the document or in a separate Equality & Equity Impact Assessment (EEIA)/ Equality Analysis. It is not a substitute for an EEIA which is required unless it can be shown that a proposal has no capacity to influence equality. The checklist is to enable the policy lead and the relevant committee to see whether an EEIA is required and to give assurance that the proposals will be legal, fair and equitable.

The word “proposal” is a generic term for any policy, procedure or strategy that requires assessment.

Equality Analysis Screening Tool

Date of Assessment	14/06/22
Assessor Name(s) & Job Title(s)	Simon Beard, AD Corporate Operations
Organisation	NHS South East London CCG
Name of the project/decision	SEL ICB Public out of pocket expenses policy
Aim/Purpose of the project/decision	Provision of policy on payment of out of pocket expenses paid to members of the public acting on behalf of SEL ICB.

1. Do you consider the project/decision to have an *adverse workforce equality impact and/or health inequality impact* on any of the protected groups as defined by the Equality Act 2010? Write either ‘yes’ or ‘no’ next to the appropriate group(s).

Protected group	Yes/No	Protected group	Yes/No	Protected group	Yes/No
Age	No	Pregnancy/Maternity	No	Marriage/Civil Partnership (employment only)	No
Disability	No	Race	No	Socio-economic / Deprivation	No
Gender	No	Religion/Belief	No	Carers	No
Gender reassignment	No	Sexual orientation	No		

2. If you answered 'yes' to any of the above give your reasons why

n/a

3. If you answered 'no' to any of the above give your reasons why

This policy is equitably applied for all members of the public who are attending meetings on behalf of SEL ICB, providing the necessary attendance has been agreed with representatives of the ICB in advance.

4. Please indicate if a Full Equality Analysis is recommended:		NO	YES
Signature of Project Lead: Simon Beard	Date completed 14/06/22	No	
Signature of reviewing member of Equality Team:	Date reviewed:	IF YES, BEGIN TO GATHER DATA FOR COMPLETION OF A FULL EQUALITY ANALYSIS	