



## Involvement and volunteering expenses guidelines 2020

We appreciate you give your time, your experience, your ideas and skills. We don't expect you to be out of pocket in the process! The aim of this guidance is to support you to get involved and to take up volunteering opportunities and to set out the expenses we will reimburse. You can find out more about involvement opportunities on our [website](#)

Please note that different procedures apply for people getting involved with Home Group Board and Home Scotland Board.

Out of pocket expenses which are reimbursed against receipts are not generally liable for taxation and should not affect your benefits if you are claiming them. For more information please visit the NCVO website [here](#) or contact your local Citizen's Advice Bureau.

### Areas for reimbursement

These are the areas where we will reimburse your expenses against receipts.

Activity	Permitted amount to be claimed
1. Registered carer	Actual Costs
2. Travel <ul style="list-style-type: none"><li>• Mileage</li><li>• Mileage with car share</li><li>• Motorcycle</li><li>• Parking, road toll and tunnel charges</li><li>• Taxi</li><li>• Bus</li></ul>	45p per mile (car/van) 50p per mile 24p per mile Actual costs Actual cost Actual cost
3. Overnight Accommodation (we will book this for you)	Hotel - £125 per night maximum. London-£180 per night maximum
4. Meal Allowances <ul style="list-style-type: none"><li>• Breakfast</li><li>• Lunch</li><li>• Dinner</li><li>• Snacks</li></ul> <b>We do not reimburse for alcoholic drinks</b>	Maximum £10 Maximum £10 Maximum £20 Maximum £4
5. Loss of Earnings	Actual costs

## **Child Care**

For customer engagement and volunteering events we will cover the cost of a registered carer. If you are using a non-registered carer please discuss **and agree** this with a relevant colleague (Engagement team or your Volunteer manager) in advance. When becoming involved or volunteering, please discuss your childcare needs in advance so that we can agree arrangements.

You will need to complete the Personal Circumstances Form attached (Appendix 1) and we will reimburse you for the actual costs. You will also need to provide a receipt.

Claiming care costs could affect your benefits if you are claiming, or your tax status if you are a tax payer. For more information about this, please visit the NCVO website [here](#) or contact your local Citizen's Advice

## **Care arrangements for elderly or dependent relative(s)**

We will reimburse costs in similar circumstances to childcare. If the adult you care for prefers to be cared for by a non-registered carer please discuss this with a relevant colleague.

Your involvement or volunteering should not affect your Carer's Allowance, however, we strongly recommend that you check this with your Benefits Advisor in advance to make sure that you will still meet the requirements.

## **Care arrangements for pets**

We will reimburse costs in similar circumstances to childcare if you need to pay for dog day care in order to be involved or volunteer. When becoming involved or volunteering please discuss your pet care needs in advance so that we can agree arrangements

## **Customers with specific requirements**

If you have specific needs, we will do our best to support you to become involved or volunteer where possible for example interpreters, audio, Braille, etc. When becoming involved or volunteering please discuss your needs in advance so that we can agree arrangements

## **Travel**

We will cover travel costs directly related to your involvement or volunteering. As we are committed to being environmentally friendly and delivering best value for money, we will expect you to use the most cost effective and efficient way of travelling.

## **Train**

We use a travel agent for train tickets which need to be booked by a member of the Engagement team or your volunteer manager in advance. Please give as much notice as possible, with full details of the meeting, so we can get the right tickets. All train travel will be standard class.

We will reimburse the cost of a railcard if you provide a receipt. We can use the railcard to get a discount with our travel agent, so please let us know if you have one or qualify. You can get a railcard if you are aged 16-25, over 60 or meet the requirements for a disabled person's card. More information can be found [here](#)

In cases of long-distance travel, going by train is our preferred method of transport – not only will this be more cost effective and environmentally friendly but it is significantly safer for customers than driving long distances.

### **Use of your own vehicle**

We will cover the expense of using your own vehicle based on the cost of the cheapest available public transport fare available, or the mileage if it is lower, unless:

- You have a medical condition or disability which means you are unable to travel on public transport and you have signed the Personal Circumstances Form (Appendix 1)
- There is no suitable public transport in the area (e.g. you live in a rural area).
- The timing of your meeting or activity does not allow you to get there at a reasonable time for example early morning/late evening.

It is your responsibility to ensure that your insurance policy covers you whilst you are involved. We will reimburse any additional premiums you may incur for this. We will need to see a copy of your insurance documents and driving licence before we can authorise expenses for using your own vehicle.

If you are over 70 you will need to renew your driving licence via the DVLA you can find guidance on the [AgeUK](#) website

NB: For customers who receive any income support or incapacity benefits and who own a Motability car, the Department of Works and Pension advise that claiming the full mileage allowance could affect your benefits. Please seek clarification with your Benefits Advisor and tell us if you need to claim less for your mileage.

When using your own vehicle we will reimburse the cost of parking and road, tunnel and bridge tolls incurred during the journey.

We **do not reimburse** for parking fines, speeding fines or clamping fines.

### **Taxi**

For urgent, safety or mobility reasons or where no public or private transport is reasonably or conveniently available, we will reimburse the costs of a taxi if a receipt is provided. This needs to be agreed in advance where possible.

**Air travel** will only be used, and booked by a member of the Engagement team or volunteer manager when:

- There is no practical alternative.
- It is cheaper.
- The urgency of the journey justifies the extra cost and cost to the environment e.g. an emergency at home.

**Bus/Tube** – we will cover the actual cost of your bus, tube (or similar form of transport) fares in your involvement. Expenses relating to travel must directly relate to your involvement or volunteer role and must be reasonable and planned.

We cannot reimburse you for extra journeys which are not related to your involvement or volunteering activity.

### **Overnight Accommodation**

Where an overnight stay is necessary, (for example you live over three hours away, the meeting or activity has an early start or you have a medical condition or disability) we will arrange for suitable overnight accommodation and subsistence (breakfast and evening meal if appropriate). We aim to book clean and well maintained accommodation at a reasonable cost.

Overnight accommodation will always be booked by a member of the Engagement team or volunteer manager through our travel agent. Customers need to give colleagues as much information (about disabilities etc.) and notice as possible in order for them to book the right accommodation.

### **Meal Allowance**

If you are volunteering or at an engagement activity for a full day you may be entitled to claim a meal allowance for your lunch if lunch is not provided. Please discuss this with your volunteer manager or member of the Involvement team beforehand to agree the processes for claiming. Receipts must be provided to claim meal expenses.

We will reimburse you at the agreed rates. If there is nothing available at these rates, we will reimburse the actual costs of a meal and one soft drink. **We do not reimburse for any alcoholic drinks.** Receipts must be attached to your petty cash slip or uploaded to your Oracle claim.

If you are staying overnight at a hotel, we will arrange for breakfast and evening meal as appropriate, and this will be billed direct to Home Group

### **Loss of Earnings**

We want to ensure that people who are working have the opportunity to get involved and volunteer so we will plan our activities at different times and days. In cases where this is not possible, we will arrange to reimburse loss of earnings if you have taken unpaid leave – however, this has to be agreed by

your volunteer manager or a member of the Involvement team **before the event.**

In those cases:

- You will need to complete the Personal Circumstances Form (Appendix 1) which sets out your employer's details and your gross hourly rate of pay.
- You will need to provide a letter from your employer confirming you have taken unpaid leave.
- We will reimburse you for the hours lost

### **Conference and Awards costs**

When hosting or accompanying customers and volunteers to conferences/award ceremonies, the company host should ensure there is budget provided to pay for small substances cost e.g. raffle input etc. It should not be an expectation for customers to make such payments.

### **Claiming back your expenses**

#### **Completing your claim**

We will reimburse your expenses as quickly as possible, please bring receipts so we can reimburse you on the day where possible. We can reimburse up to £100 through petty cash.

You can also claim your expenses via our Oracle system but will need to register, please talk to your volunteer supervisor or a member of the Involvement team who will help sign you up to Oracle.

Expenses will be checked for accuracy. Fraudulent claims will be taken very seriously.

### **Engagement and volunteering locally**

If you are participating in a local volunteering or activity speak to local staff about arrangements to claim back out of pocket expenses for that day, against receipts up to the agreed limit.

If you have any queries, please speak to a member of the Engagement team.

## **APPENDIX 1**

### **Involvement and volunteering personal circumstances form**

Please complete the relevant sections, sign and return to your relevant staff member if you are claiming any of the following expenses. It is a requirement of Home Group that this form is completed on an annual basis or as and when your circumstances change.

#### **Child Care/Carer Responsibilities**

I confirm that I employ (name of registered carer/registered organisation) to provide care responsibility for my dependents on an hourly rate of £

#### **Mileage**

I confirm that either due to a disability or medical condition or because there is no suitable public transport, I need to use my own vehicle for official travel for my activities with Home Group.

- Loss of Earnings (unpaid leave only)
- I confirm my employer is (name and address of employer)
- My gross hourly rate of pay is £

Signed

Name (please print)

Address (including post code)

Date