

Dear Colleague

Guidance on Reimbursement of 'Out of Pocket' Expenses for Volunteers within NHS Scotland

Summary

1. [CEL 10 \(2008\)](#) issued in February 2008 provided a 3 year strategy and action plan (2008-2011) for refreshing volunteering within the NHS in Scotland and advised that guidance on 'Out of Pocket' expenses for volunteers would be provided to ensure consistency across the NHS in Scotland.

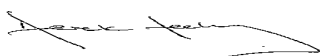
2. The Annex to this letter now provides guidance, which has been developed following a review, by Volunteer Development Scotland, of the current arrangements within NHS Boards across Scotland. The guidance has, as far as possible, been developed in line with the expense rates payable to NHS staff and should be reviewed annually against these rates. The standard rate for mileage is based on the HM Revenue and Customs guidelines for the appropriate non taxable rate. This should be reviewed annually in line with any changes to the HMRC guidelines.

Action

3. Chief Executives must ensure that this letter and the attached guidance are brought to the attention of, and implemented by, all appropriate staff and in particular are asked to ensure that:

- a written policy/document on the payment of 'Out of Pocket' expenses for volunteers based on the attached guidance is developed by 1 April 2009 and reviewed annually;
- by 1 April 2009 the travel, subsistence and other expense rates detailed in the attached guidance are used in the reimbursement of expenses for volunteers.

Yours sincerely



Derek Feeley

CEL 8 (2009)

17 February 2009

Addresses

For action

Chief Executives, NHS Boards
Chief Executives, Special Health
Boards

For information

Chief Executive, National Services
Division
Executive Director,
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SWAG
MSG
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**Guidance on
Reimbursement of 'Out of Pocket' Expenses for Volunteers in
NHS Scotland**

Healthcare Policy and Strategy Directorate
Scottish Government

Guidance on Reimbursement of ‘Out of Pocket’ Expenses for Volunteers in NHS Scotland

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(Includes: Childcare or carer costs; and
Additional expenses of people with disabilities)

Annex A

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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 staff as part of a range of managed voluntary services/activities. The guidance also applies to volunteers who participate in patient focus or public involvement activities. This includes individuals who incur expenses as a result of participating in relevant activities to which they have been invited by the NHS Board 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

Each NHS Board is required to have a written policy for the payment of ‘out of pocket’ expenses for volunteers. The policy, which should be reviewed and updated on an annual basis, must be available in the induction pack for volunteers. The policy must provide clear advice on the reimbursement process, which should be consistent across the NHS Board area and ensure that payments are made promptly to ensure 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 work; and
- reimbursement is not appropriate unless actual expense is incurred in the course of the volunteering.

A sample claim form and a proforma for recording bank details which NHS Boards may wish to use are included 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 Board 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 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

The review undertaken by Volunteer Development Scotland indicated that all Boards are already providing regular breaks and meal allowances or vouchers where appropriate.

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 Boards should 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 Boards may also wish to make provision for payment of expenses in cash where small amounts are involved.

Section 2. Communication/consumable expenses

Volunteers should, where appropriate, be reimbursed the costs of ink cartridges, paper, labels, envelopes, telephone calls and stamps specifically incurred in the course of their volunteering work on production of appropriate receipts.

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 local authority) 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.

ANNEX A (i)

CLAIM FOR VOLUNTEERING EXPENSES

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: _____ Address: _____

Postcode: _____ Telephone No: _____

NHS Contact Person: _____ Telephone No. for NHS Contact: _____

Date	Details of Volunteering activity	Car Mileage	Travel Fares	Other Expenses (please list)	Cost of Other Expenses	
			£		£	
			£		£	
			£		£	TOTAL
	For NHS Board Use Sub-totals	£	£		£	£

I declare that the above travelling and subsistence 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: _____

Please send this completed form to:

FOR OFFICIAL USE ONLY

By NHS Board Contact: Verified by: _____ Payment agreed by (budget holder): _____ Budget code: _____ Form copied to PFPI Team ☐

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 Subsistence¹	
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 night¹	£ 25.00
4. Personal Incidental Expenses Allowance¹	£ 5.00
5. Overnight by Train or Boat (per night)	£ 24.10

Motor Mileage Rates

1. Public Transport (or commuting rate)	24p
Standard Motor Vehicle Mileage	40p per mile for the first 10,000 miles and 25p thereafter ²
Passenger Allowance	Up to 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.

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.

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]

Name

Address

Date

To (Insurance Company)

Re (Policy Number)

Dear Sir/Madam

I intend to undertake voluntary work for NHS XXX 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 XXX 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)

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 XXX with which you are a volunteer against third party claims arising from the use of the vehicle on such voluntary work.

Official Stamp

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