



## Patient Voice

## Travel Expenses Policy

## DOCUMENT CONTROL

<b>Reference Number</b>	<b>Version</b> 8	<b>Status</b> Final	<b>Sponsor(s)/Author(s)</b> Natalie Harding Commissioning Engagement Manager	
<b>Amendments</b>			Date	By whom
V2 – Amended from comments – See Equality Impact Assessment for comments.			21.11.17	Natalie Harding
V3 – “			4.12.17	Natalie Harding
V4 – “			6.12.17	Natalie Harding
V5 – “			15.12.17	Natalie Harding
V6 – “			19.12.17	Natalie Harding
V7 – “			5.1.18	Natalie Harding
V8 – “			26.1.18	Natalie Harding
<b>Intended Recipients:</b>  CCG staff  Members of the public who attend CCG meetings.  This Policy excludes the Patient and Partnership Advisory Group (PPAG)			<b>Group/Persons Consulted:</b>  <ul style="list-style-type: none"> <li>• Jayne Salter-Scott, Head of Communications and Engagement</li> <li>• Phillip Lydon, Senior Engagement Manager</li> <li>• Matthew West, Financial Controller</li> <li>• Terence Read, Head of Equality and Inclusion</li> <li>• Saba Rai, Senior Commissioner Partnerships</li> <li>• Patient and Partnership Advisory Group – 13.12.17</li> <li>• Quality and Safety Committee – 18.12.17</li> <li>• Alice McGee, Head of HR &amp; OD – 5.1.18</li> <li>• Patient and Partnership Advisory Group – January 2018</li> <li>• Black Country Patient Network 16.1.18</li> <li>• Equality &amp; Diversity Committee</li> <li>• Finance &amp; Performance Committee – 22.1.18</li> <li>• SHA Patient Network – 7.2.18</li> <li>• Pioneers for Health Patient Network – 22.2.18</li> <li>• Quality &amp; Safety Committee – 19.3.18</li> </ul>	
<b>Monitoring Arrangements and Indicators:</b>				
<b>Training/Resource Implications:</b>				
<b>CCG Value:</b>			Accountability, Integrity	
<b>Approving Body: Quality &amp; Safety Committee</b>			<b>Date Approved: 18.3.18</b>	
<b>Date of Issue – March 2019</b>				
<b>Review Date – March 2019</b>				
<b>Contact for Review:</b>			<b>Engagement Team</b>	
<b>Policy Location:</b>			Intranet, Get Involved section of SWB CCG website, Engagement Team	
<b>Summary</b>				

## Contents

<b>Number</b>	<b>Section</b>	<b>Page No.</b>
1	Introduction	4
2	Purpose of this Policy	4
3	Scope	4-5
4	Roles and Responsibilities	5
4.1	<ul style="list-style-type: none"> <li>• Engagement Team</li> </ul>	5
4.2	<ul style="list-style-type: none"> <li>• Finance Team</li> </ul>	5
4.3	<ul style="list-style-type: none"> <li>• Equality and Inclusion Team</li> </ul>	5
4.4	<ul style="list-style-type: none"> <li>• All CCG staff</li> </ul>	5
4.5	<ul style="list-style-type: none"> <li>• Members of the Public</li> </ul>	5
5	Definition of Meetings	6
5.1	<ul style="list-style-type: none"> <li>• Category A - Public meetings</li> </ul>	6
5.2	<ul style="list-style-type: none"> <li>• Category B - Invitation targeted audience meetings</li> </ul>	6
6	Travel Expenses that can be claimed	7
6.1	Taxi Fares	7
7	How expenses will be reimbursed	7
8	Equality and Diversity	7
9	References	8
10	Appendices	9 - 11
	<i>Appendix 1 - Expenses Claim Form</i>	9 - 10
	<i>Appendix 2 – Policy Implementation</i>	11

## **1. Introduction**

Sandwell and West Birmingham Clinical Commissioning Group (CCG) is a membership organisation set up in April 2013 and purchases (commissions) health services for the patients living in the Sandwell and West Birmingham area.

The CCG is committed to involving members of the public in the design, delivery and review of health services commissioned by the CCG in the Sandwell and West Birmingham area.

As detailed under Section 242 of the Health and Social Care Act (2006), all NHS organisations are committed to make arrangements to involve service users or their representatives in planning services, developing proposals for service change and decisions on changes made to services.

This Policy also reflects the CCG's Public Sector Equality Duty to ensure all engagement and involvement with members of the public, is equal and fair in its management and delivery.

The CCG also has a duty to act responsibly when dealing with public funds.

## **2. Purpose**

A structured payment Policy is required to ensure all that travel expenses incurred by members of the public in attending invite only targeted meetings are consistent, equal and fair across the organisation.

This Policy describes the principles and practices for reimbursing members of the public for their travel expenses incurred in assisting in the work of the CCG.

## **3. Scope**

This policy only covers the travel expenses only incurred by members of the public attending non-public meetings to assist the CCG in their work.

It should also be noted that CCG meetings are one of the mechanisms used for public engagement. The CCG staff also go out into the community to existing meetings for feedback, have on-line surveys, use the CCG website and also have staff answering telephones to respond to questions and receive feedback from members of the public.

This travel expenses policy does not apply where members of the public attend a voluntary public CCG event or meeting which is open to everyone such as the Governing Body, Annual General Meeting or Patient Network Meeting.

Reimbursement is only made for adult members of the public, aged over 16 years of age and over, who have been specifically invited by the CCG to attend targeted meetings relating to a specific project or work-stream being delivered by the CCG. Should children under the age of 16 years need to be engaged, we will use other alternative and appropriate methods to do so.

This includes work relating to the commissioning cycle; planning, considering service changes or providing input to the procurement processes. Where reimbursement is available, the entitlement will be made clear to people participating in advance of the event.

This Policy is to be implemented by members of staff employed by Sandwell and West Birmingham CCG or third party bodies acting on behalf of the CCG.

This policy does not apply to paid staff of other organisations who are attending in their capacity as representatives of their respective organisations.

This Policy is also to be used in conjunction with the CCG's communications and engagement strategy (currently being reviewed), and the Equality Strategy.

#### **4. Roles & Responsibilities**

4.1 The Engagement Team will:

- Be responsible for implementing this Policy for any invite only targeted meetings.
- Communicating and advising all CCG staff about the Policy and its use.
- Communicating the new Policy to the "Get Involved" membership database.
- Ensuring that the Policy is available on the CCG website
- Reviewing the policy and its links to relevant documents.

4.2 Finance Team will:

- Be responsible for working with the Engagement Team to ensure the implementation and use of the Policy.
- Be responsible for payment to the Claimant in speedily manner (30 calendar days) to ensure that no hardship is suffered as a result of insufficient funds.

4.3 Equality and Inclusion Team:

- Will reflect this Policy in any future Equality and Inclusion Policies or Strategies in future.

4.4 All CCG Staff including Commissioning Managers will:

- Ensure that they adhere to the Policy when inviting members of the public to specific targeted meetings.
- Ensuring the Expense Claim Forms are completed correctly before sending to the Finance team for payment.

4.5 Members of the public attending targeted meetings will::

- Ensure that when claiming travel expenses for attending a targeted meeting, the Expenses Claim Form is completed correctly and travel receipts are attached to the form (or a photograph taken of the receipt by the staff member to attached to the form later on behalf of the claimant)

## **5. Definition and Category of meetings**

### **5.1 Category A meetings - Public Meetings**

Public meetings are when members of the public or anyone with an interest in the work of the CCG attends an open public meeting to which everyone is invited to attend.

Examples of public meetings include but are not limited to:

- Annual General Meeting
- CCG Governing Body meetings
- Patient Network Meetings
- Public Consultation meetings
- Primary Care Co-commissioning Meetings

No travel expenses can be claimed for attending these public meetings as attendance at these meetings is voluntary.

### **5.2 Category B - Invitation only targeted audience meetings**

CCG staff will from time-to-time seek the expertise of local patients and service users in a specific piece of work

Invitation only targeted meetings will be:

- By invitation only (email / letter) and be topic specific
- Have a clear aim and purpose
- Inform the CCGs decision making
- Be organised by the CCG or a third party acting on the CCGs behalf
- Will stipulate whether travel expenses can be claimed.
- Travel expenses and an Expense Form will be sent out to participants prior to the meeting.

Invitation only targeted meetings can include but are not limited to:

- Using market researchers to find local members of the public meeting certain criteria.

Travel Expenses only can be claimed for attending these targeted meetings.  
(See Section 6 and Appendix 1 – Expense Claim Form)

## **6. Travel Expenses that can be claimed:**

Travel expenses that can be claimed include:

- Public Transport - Bus / Train / Metro fare
- Car Mileage allowance (Payable at HMRC rates 2017)
- Car Parking charges

### **6.1 NOTE: TAXI FARES**

Taxis can only be used in exceptional circumstances only and with prior approval from the Head of Engagement or relevant Head of the Department organising the event. Evidence of the disability or impairment that restricts the person using public transport or from driving may be required.

## **7. How expenses will be reimbursed**

Expenses will be paid via cheque or BACS payment within 30 calendar days. Cash will not be carried by CCG staff due to security and monitoring purposes of expenses.

To facilitate the fast payment of expenses, participants of specific targeted meetings will be sent an Expenses Payment Form (Appendix 1) prior to attending the targeted meetings which can be handed to the member of staff at the meeting.

- Receipts and tickets must be attached for car parking charges, bus fares, and rail fares.
- All claims must be made within one month of the date of activity
- An authorised member of CCG staff will then sign the form to approve attendance at the targeted and the expenses claimed.

Should a Claimant require assistance to complete the Expense Claim Form (Appendix 1) a member of staff will assist the person.

Note: Should the participant need the ticket to return home, the staff member will take a photograph of the ticket and attach a copy to the Expense form.

Expenses will then be paid by Cheque or BACS direct to the person requesting the payment. Only in exceptional circumstances where the recipient does not have a bank account, will funds be paid into an alternative bank account.

Claims will not be paid if they are submitted more than three months after the meeting or event.

## 8. Equality and Diversity

The CCG has a duty to ensure reasonable adjustments are made to involve and engage people with disabilities in its decision making. This policy should be read in conjunction with the CCG's Equality and Diversity Strategy (2014).

The CCG has given due regard to the three aims of the Public Sector Equality Duty by encouraging participation in public meetings and invite only meetings. This includes making these accessible to everyone and having meeting papers available in accessible formats. Every effort will be made to accommodate people with a protected characteristic in all CCG meetings and events arranged.

This policy relates to the travel expenses only for members of the public attending invitation only targeted meetings. The CCG will ensure that when inviting people to targeted meetings, venues will be booked to ensure that accessibility and mobility is considered to accommodate the specific needs of the invited participants.

This will include ensuring that:

- All venues booked will have disabled access and disabled facilities available.
- Venues are considered for noise / visual suitability
- All meeting papers / information are available in accessible format.
- Interpreters for language or BSL are organised for participants where these are required. Car Parking (including disabled car parking) is easily accessible and pre-booked as required.
- Personal assistance requirements are accommodated. For example a dedicated person to guide a partially sighted or blind person at the meeting.
- Individual dietary requirements are also catered for should food be provided.

The CCG recognises that engagement activity is not restricted to meetings. The CCG's Communications and Engagement Strategy (currently being reviewed) sets out the various mechanisms the CCG uses to engage members of the public.

There are various alternative ways to keep involved in the CCG's work and take part by giving your views. For example the CCG's website, receiving paper copies of documents or papers in alternative format.

## 9. References

- [Health and Social Care Act 2012](#), *Legislation Gov.UK*

Under the *National Health Service Act 2006* (as amended by the Health and Social Care Act 2012), CCGs and NHS England have duties to involve the public in commissioning, (under sections [14Z2](#) and [13Q](#) respectively).

- [Gov.UK Mileage Rates – updated April 2017](#)
- *Public Sector Equality Duty 2011* (created under the Equality Duty Act 2010) detailed on the [Equality and Human Rights](#) website
- [Equality and Diversity Strategy 2013-17](#)
- Communications and Engagement Strategy (currently being updated)

Appendix 1

**Expenses Claim Form**

Name:	
Address:	
Postcode:	
Telephone Number:	Email Address

**Attendance at Invited Targeted Meeting:**

<b>Date of Meeting:</b>	
<b>Title of meeting:</b>	

**Travel Expenses:**

(all travel expenses must be supported by a receipt)

<b>Transport: Train / Metro / Bus (please circle as applicable)</b>	<b>Amount :</b>
<b>Detail of Journey: (from your home to the venue and return)</b>	From: _____ To: _____
<b>Private Car</b>	_____ miles 45p per mile

**Car Parking Costs: (payment cannot be made without a ticket or receipt)**

Car Parking Amount	£
--------------------	---

**Other Expenses:**

(To be agreed with Manager prior to meeting)

<b>Details:</b>	
Actual Cost:	£

**Payment details:**

<b>Method of Payment:</b>	
<b>Cheque</b>	<input type="checkbox"/>
<b>BACS payment:</b>	<input type="checkbox"/> Is this your bank account? Yes / No
Bank Account Name:	
Bank Account:	Sort Code:

Signed by Claimant: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Payments - expenses will be paid in 30 calendar days by Cheque or BACS.

Please return completed form to the CCG Manager at the event or:

Engagement Team  
Sandwell & West Birmingham CCG  
Kingston House  
438 – 450 High Street  
West Bromwich  
B70 9LD

Office Use Only:	
Approved by Engagement Manager: _____	Date: ____/____/____
Authorised by (Budget Signatory): _____	Date: ____/____/____

## Appendix 2 - Policy Implementation Plan

To be completed and attached to policy when submitted to the appropriate committee for consideration and approval.

<b>Title of document:</b>	<b>Patient Voice – Travel Expenses Policy</b>		
<b>Date finalised:</b>	<b>March 2018</b>	<b>Dissemination lead: Print name and contact details</b>	
<b>Previous document already being used?</b>	<b>/ No (Please delete as appropriate)</b>		
<b>If yes, in what format and where?</b>			
<b>Proposed action to retrieve out-of-date copies of the document:</b>			
<b>Training - are there any specific training issues which need to be addressed?</b>	<b>Yes or No</b>	<b>If Yes state how:</b>	<b>Timescale</b>
<b>To be disseminated to:</b>	<b>How will it be disseminated, who will do it and when?</b>	<b>Paper or Electronic</b>	<b>Comments</b>
<b>CCG Website</b>	<b>March</b>	<b>Electronic</b>	
<b>Staff News</b>	<b>March</b>	<b>Electronic</b>	
<b>Members of the public</b>	<b>Ongoing</b>	<b>Both</b>	<b>Ongoing implementation of the policy</b>
<b>Are there any financial implications for implementing this policy?</b>	If yes, please state how much and why?		
<b>What are the risks for not implementing this policy?</b>	<b>There is no formal Policy in place to pay travel expenses equally and fairly across the CCG for participation at invite only meetings.</b>		

### Dissemination Record - to be used once document is approved by Lead

<b>Date put on register by Lead</b>		<b>Date due to be reviewed</b>	
-------------------------------------	--	--------------------------------	--

<b>Disseminated to: (either directly or via meetings, etc)</b>	<b>Format (i.e. paper or electronic)</b>	<b>Date Disseminated</b>	<b>No. of Copies Sent</b>	<b>Contact Details / Comments</b>
--	--	--------------------------	---------------------------	-----------------------------------
