



# Expenses and payments policy for service users, carers and public representatives

Lead executive	Director of Nursing, Therapies and Patient Partnerships
Authors details	Communications and Engagement Manager

Type of document	Policy
Target audience	All CWP staff, service users, carers and public representatives
Document purpose	This policy sets out the process for reimbursing out of pocket expenses and providing payments to specific service users, carers and public representatives for their expertise and time when contributing to PPI activities at the specific request of CWP

Approving meeting	Quality Committee	17-Jun-2015
Implementation date	17-Jun-2015 followed by an annual compliance review	

CWP documents to be read in conjunction with	
	PPI Strategy PPI Annual report.

Document change history	
What is different?	<ol style="list-style-type: none"> <li>The term PPI has been replaced with 'involvement'</li> <li>Reference to Patient Experience Team and PPI coordinator has been replaced with Communications and Engagement Team and participation workers.</li> <li>Addresses and contact details have been updated</li> <li>Payment amount changed from £8.00 to £8.50</li> <li>Mileage amount changed from 40p to 45p</li> </ol>
Appendices / electronic forms	Have appendices been added or changed since the last issue, if so explain the reasons why?
What is the impact of change?	Will this new document change the way we do things currently

Training requirements	Yes / No - Training requirements for this policy are in accordance with the CWP Training Needs Analysis (TNA) with Learning and Development (L&D)
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Financial resource implications	Payment and Expense costs will be picked up through dedicated involvement budget.
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Equality Impact Assessment (EIA) - Initial assessment	Yes/No	Comments
Does this document affect one group less or more favourably than another on the basis of:		
- Race	No	
- Ethnic origins (including gypsies and travellers)	No	
- Nationality	No	
- Gender	No	
- Culture	No	

<b>Equality Impact Assessment (EIA) - Initial assessment</b>	<b>Yes/No</b>	<b>Comments</b>
- Religion or belief	No	
- Sexual orientation including lesbian, gay and bisexual people	No	
- Age	No	
- Disability - learning disabilities, physical disability, sensory impairment and mental health problems	No	
Is there any evidence that some groups are affected differently?	No	
If you have identified potential discrimination, are there any exceptions valid, legal and/or justifiable?		
Is the impact of the document likely to be negative?	No	
- If so can the impact be avoided?	N/A	
- What alternatives are there to achieving the document without the impact?	N/A	
- Can we reduce the impact by taking different action?	N/A	
Where an adverse or negative impact on equality group(s) has been identified during the initial screening process a full EIA assessment should be conducted.		
If you have identified a potential discriminatory impact of this procedural document, please refer it to the human resource department together with any suggestions as to the action required to avoid / reduce this impact. For advice in respect of answering the above questions, please contact the human resource department.		
Was a full impact assessment required?	No	
What is the level of impact?	Low	

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## 1. Introduction \ background

Cheshire and Wirral Partnership NHS Foundation Trust (CWP) recognises and values the contribution that service users, carers and public representatives with an interest in the work we do, make to the effective monitoring, evaluation and improvement of our services. This policy sets out the process for re-imbursing out of pocket expenses and providing payments to service users, carers and public representatives, registered on CWP's Involvement database, for their expertise and time when contributing to Involvement activities at the specific request CWP. This policy should be viewed alongside CWP's Communication and Engagement Strategy which encompasses the Trust's Involvement Strategy.

For the purpose of this policy service user means any person who receives a service from CWP either currently or within the last 12 months. A carer is defined as any person who provides care for a person experiencing mental health, learning disability or drug and alcohol problems either currently or within the past 12 months. A public representative is defined as a member of the public who is registered on CWP Involvement database. A member is defined as any person who is registered on the CWP membership database.

CWP recognises the important contribution that representation can offer as part of Patient and Public Involvement. All representatives who undertake Involvement activities as part of their membership will be entitled to claim for any out of pocket expenses that have been directly incurred as a result of their involvement. Details of the range of expenses that can be claimed are included in sections 4 and 5 of this policy.

Members of the Foundation Trust are not entitled to receive payment for their time when taking part in their membership role. However, members can at any time register themselves on CWP's Involvement database. By doing this they could then be considered for Involvement and participation activities at the specific request of the Trust and would therefore be eligible to claim payments.

The following **key principles** underpin our payments policy for service users, carers and public representatives:

- Service users, carers and public representatives should be properly compensated for contributing to any involvement and participation activities at the specific request of CWP;
- The process of claiming payments for activity and expenses should be as straightforward as possible, while following procedures that allow CWP to properly account for payments made;
- Service users, carers and public representatives will be supported when contributing to involvement activities through dedicated participation staff and resources which include training, mentoring and other practical support whenever this is required;
- CWP will be explicit about the areas of activity for which payment and expenses are made;
- CWP will provide support to service users, carers and public representatives who require help in submitting claims for payment and expenses;
- CWP will notify service users, carers and public representatives of the need to take advice in relation to how a payment or expense claim might impact on their liability for tax or for social security benefits, and will signpost to relevant advice agencies;
- Payment to any individual service users, carers and public representatives is not intended to compromise in any way their independence.

## 2. Content of policy

CWP will pay travel expenses for events where a general invitation to attend is issued by CWP. These include training events, membership activities, meetings of CWP's Involvement Taskforce meeting and any other events at the specific request of CWP. CWP will not pay expenses for attendance at events that are wholly open to the public, except where specific invitations have been issued to individuals to contribute to the event.

Expenses **and payment** for activity will be offered by CWP to individual service users, carers and public representatives who are registered as Involvement representatives on CWP's involvement database and who have been specifically invited to participate in the following areas:

- Trust meetings;
- Working groups;
- Interview panels;
- Training and development sessions;
- Public relations and promotional activities;
- Service evaluations;
- Focus groups;
- Specific consultations;
- Supporting member recruitment activities.

Any staff who requires involvement input into a specific activity is advised to seek advice from their local participation worker.

**Payments cannot be authorised from CWP's involvement budget unless the participation worker has been made aware of their involvement.** Staff must ensure they provide as much information as possible about the event activity.

CWP's Communications and Engagement Team and participation workers will maintain an up-to-date involvement database.

Service users, carers and public representatives wishing to claim payments for activity are required to register with CWP, using a payments and expenses claim form, This form can be obtained from and submitted to the Communication and Engagement Team, Tel: 01244 397393.

### **3 Payment for activity**

Subject to overall budget constraints, CWP will make payments over and above travel expenses and support costs for participation in the areas listed under section 2 as follows:

#### **Per hour £ 8.50**

Where the activity is for the duration of less than a full hour or hours, payment will be made in increments to the next nearest half hour period.

In circumstances where substantial travel is required in relation to specific involvement activities, for example, those which take place outside the Cheshire and Wirral area, additional payments for travel time may be considered and is at the discretion of the participation worker.

For some involvement requests, preparation time will be required. This may apply in situations when a presentation is being delivered or when an involvement representative is asked to facilitate a workshop or attend a complex meeting (this list is not exhaustive). Preparation time for these activities must always be discussed first of all with the participation workers.

In normal circumstances support and preparation time will be provided directly by the requesting manager so that the involvement representative can be properly prepared for the activity. This preparation time will be reimbursed in line with the existing policy. Where it is not possible for direct support to be provided in this way, then the involvement representative should agree with the participation worker the amount of time necessary to adequately prepare for the activity. Payment for this type of preparation time will be met in line with the rates set out in the policy.

Where an involvement representative has been asked to give a presentation or a talk to an independent organisation, any donations made by that organisation for this involvement will be given to the CWP's Challenging Stigma Fund.

Claims for payment for activity and expenses must be made by the service user, carer or registered public representative using the claim form. This form can be obtained from the participation workers.

A service user, carer or registered public representative may choose to:

- Not make a claim for payment;
- Make a claim for full or part payment;
- Have payments made in the form of a donation to a registered charity. We would encourage you to donate payments to the CWP Challenging Stigma Charitable Fund, which is the default charity on the payments and expenses Form. However, if you wish to make your payment in the form of a donation to another registered charity then please contact the local participation worker to give details of the registered charity.

All claim forms should be signed by the service user, carer or registered public representative, and authorised by the Local Authorised Signatory at or shortly after the involvement activity. They should then be returned to the participation worker for processing. If the requesting manager is not present then they must ensure that they delegate responsibility to an appropriate colleague who can then check and sign the form.

All expense forms received will be sent to CWP's finance department in batches once a week. CWP will aim to make payment by the Bank Automated Clearing System (BACS), or by cheque within 30 days of receipt of any form.

Where a registered involvement representative is unable to access a bank/building society account, CWP will consider making alternative arrangements for payment in cash but this is at the discretion of the participation worker, who must be notified in advance prior to the involvement activity taking place. It is the responsibility of the involvement representative to collect the cash in person from a designated cash office, and to ensure that the form has been checked and authorised by a local designated signatory.

All expenses except mileage should be submitted with receipts. Expenses should be claimed within three months. Claims submitted beyond this time may not be paid. Further information should be sought from the participation worker.

#### **4 Payment of travel expenses**

CWP will make payments to re-imburse any reasonable travel and subsistence costs incurred by service users, carers and registered public representatives for participation in the areas listed under paragraphs 2.1 and 2.2 as follows:

- Public transport (actual cost of travel, supported by ticket or receipt);
- Private car (at the current rate of 45p per mile, which is consistent with current Department of Health (DOH) guidance on the re-imburement of private mileage);
- Parking costs (actual cost, supported by ticket or receipt);
- Taxi fares will only ever be reimbursed with prior agreement by the participation worker on an individual case by case basis and should always be supported by a receipt. If a request for re-imburement for taxi fares is made without prior consent then this will not be re-imbursed;
- Bicycle rate 10p per mile;
- Passenger Allowance: each passenger 5p per mile.

Claims will only be accepted for use of private car:

- for the driver of the vehicle;
- for the most direct route available;

- if the vehicle is covered by full third party insurance, including cover against risk or injury to, or death of, passengers, and damage to property, and that the policy is maintained at the date of the claim;
- if the vehicle is maintained at all times in a roadworthy condition by terms of the insurance policy covering the vehicle.

CWP may request verification of any of the above at any time, for example by asking for a copy of an MOT certificate or valid certificate of insurance.

## 5 Payment of support costs

With the prior agreement of the participation worker, CWP will make payments to reimburse any reasonable additional support costs incurred by service users, carers and registered public representatives for participation in the areas listed under paragraph 2.2, as follows:

- Childcare costs;
- Replacement carer costs;
- Conference fees;
- Participation in training;
- Overnight accommodation for conferences or training sessions;
- Costs to enable participation (including a facilitator, an advocate, an interpreter, a translator etc). A full range of suitable providers is available by contacting Your local participation worker.

Payment of support costs will be made direct by BACS/cheque to carers, conference organisers, facilitators or other enablers, on presentation of an invoice.

## 6 Consumables

A payment of £30 per annum will be made to registered involvement representatives, who request it, to cover consumables such as printing, stationery, stamps and telephone usage. For those involvement Representatives who do not have a computer, the rate payable will be £15 per annum.

## 7 Effect of policy on state benefits and tax liability

Service users, carers and registered public representatives who receive payments or expenses under this policy may find that their state benefits are affected. Each individual service user, carer and registered public representative has a responsibility to inform the Benefits Agency of any changes in their financial circumstances. Payments may be subject to tax and national insurance, and ***it is the responsibility of the service user, carer and registered public representative to ensure they comply with any legal requirements.***

Service users, carers and registered public representatives are strongly advised to seek specialist information and advice before becoming involved in the activities of CWP or making any claims for payments or expenses. Information can be made available to service users, carers and public representatives before they make a claim, including details of advice agencies where independent advice is available.

CWP is required to give accurate details of any payments made to an individual if asked to do so by the Benefits Agency or Inland Revenue.

## 8 Support and advice

CWP will provide support to service users, carers and registered public representatives so that they can become involved in involvement activities to their full potential. CWP staff will assist service

users, carers and registered public representatives who need help in completing the forms to claim payments.

This support includes access to appropriate training, copies of any relevant documents for the specific activity as well as access to buddying. General and informal support will also be provided by the participation workers as and when required.

Service users, carers and public representatives may obtain advice and information about further support from CWP's participation workers.

## **9 References**

Further advice or assistance on the implementation or interpretation of this policy is available from your local participation worker and the Communications and Engagement Team. Please contact:

Communications and Engagement Team  
CWP NHS Foundation Trust  
Trust Headquarters, Redesmere  
Countess of Chester Health Park  
Liverpool Road  
Chester CH2 1BQ

Tel: 01244 397393



## Appendix 1 - Training needs analysis for the approved document

Please tick as appropriate

There <b>is no</b> specific training requirements- awareness for relevant staff required, disseminated via appropriate channels (Do not continue to complete this form-no formal training needs analysis required)	✓
There <b>is</b> specific training requirements for staff groups (Please complete the remainder of the form-formal training needs analysis required- link with learning and development department.	

Staff Group	✓ if appropriate	Frequency	Suggested Delivery Method (traditional/ face to face / e-learning/handout)	Is this included in Trustwide essential learning programme for this staff group (✓ if yes)
Career Grade Doctor				
Training Grade Doctors				
Locum medical staff				
Inpatient Registered Nurse				
Inpatient Non-registered Nurse / Care Assistant				
Community Registered Nurse				
Community Non Registered Nurses / Care Assistants				
Psychologists / Pharmacists				
Therapists				
Clinical bank staff regular worker				
Clinical bank staff infrequent worker				
Non-clinical patient contact				
Non-clinical non patient contact				

Please give any additional information impacting on identified staff group training needs (if applicable)

Please give the source that has informed the training requirement outlined within the policy i.e. National Confidential Inquiry/NICE guidance etc

**ADDITIONAL INFORMATION FOR CONSIDERATION:**

**NAME** .....

**DATE** .....

## Appendix 2 - Equality and diversity/human rights impact assessment

	IS IT RELEVANT?		HOW RELEVANT IS IT?	
	Does the policy include anything that ... Eliminates discrimination and/or Promotes equal opportunities (Answer yes, no or N/A for each category listed)	Is there evidence to believe that groups could be treated different- if so, which groups within each category(e.g. under 16 year olds in age category)	How much evidence do you have  1. None or a little 2. Some • Substantial	Is there public concern that the policy is discriminatory <sup>1</sup>  (Answer yes, no or N/A for each category listed)
Race	NO	NO	N/A	N/A
Gender	NO	NO	N/A	N/A
Disability	YES	NO	SOME	NO
Age	NO	NO	N/A	N/A
Sexual orientation	NO	NO	N/A	N/A
Religion or beliefs	NO	NO	N/A	N/A

Now evaluate your answers by using the criteria provided and underline which describes your policy

Relevance	Rationale	Monitoring <sup>2</sup>
High relevance	If there is substantial evidence that indicates that groups could be treated differently because of the policy	You need to start monitoring the impact of this policy within a year of it being introduced
Medium relevance	If there is some evidence that indicates that groups could be treated differently because of the policy	You need to start monitoring the impact of this policy within 2 years of it being introduced:
<u>Low relevance</u>	If there is little/no evidence that indicates that groups could be treated differently because of the policy	Impact monitored at least every 3 years

<sup>1</sup> Could be gauged from surveys, audit data, complaints etc,

<sup>2</sup> Policy Reviews Group working with Equality and Diversity/Human Rights Group must monitor the impact of policies through the following channels: results from the national service user survey, the national mental health and ethnicity census, complaints data, PALS feedback, individual systems within clinical services through which ward and community staff liaise with service users and carers i.e. ward meetings, modern matron meetings

<sup>4</sup> This assent will be reviewed by the Equality and Diversity/Human Rights group

## Human Rights

When developing any policies, policy writers should ask themselves 'does the policy engage/restrict anyone's Human Rights?'

<p><b>What is the Convention of Human Rights?</b></p>	<p>There are 16 basic rights in the Human Rights Act, all taken from the European Convention on Human Rights. There are 3 types of rights detailed as follows:</p> <table border="1" data-bbox="480 461 1457 1167"> <tr> <td data-bbox="480 461 922 745"> <p><b>Absolute- cannot opt out of these rights under any circumstance-</b> cannot be balanced against any public interest</p> </td> <td data-bbox="922 461 1457 745"> <ul style="list-style-type: none"> <li>- Right to life</li> <li>- Prohibition of torture</li> <li>- Prohibition of slavery and forced labour</li> <li>- No punishment without law</li> <li>- Right to free elections</li> <li>- Right to marry</li> <li>- Abolition of the death penalty</li> </ul> </td> </tr> <tr> <td data-bbox="480 745 922 846"> <p><b>Limited-</b> these rights are subject to predetermined exceptions</p> </td> <td data-bbox="922 745 1457 846"> <ul style="list-style-type: none"> <li>- Right to liberty and security</li> <li>- Right to a fair trial</li> </ul> </td> </tr> <tr> <td data-bbox="480 846 922 1167"> <p><b>Qualified-</b> these rights can be challenged in order to protect the rights of other people</p> </td> <td data-bbox="922 846 1457 1167"> <ul style="list-style-type: none"> <li>- Respect for private and family life</li> <li>- Right to Freedom of thought, conscience and religion</li> <li>- Freedom of expression</li> <li>- Freedom of assembly and association</li> <li>- Prohibition of discrimination</li> <li>- Protection of property</li> <li>- Right to education</li> </ul> </td> </tr> </table>	<p><b>Absolute- cannot opt out of these rights under any circumstance-</b> cannot be balanced against any public interest</p>	<ul style="list-style-type: none"> <li>- Right to life</li> <li>- Prohibition of torture</li> <li>- Prohibition of slavery and forced labour</li> <li>- No punishment without law</li> <li>- Right to free elections</li> <li>- Right to marry</li> <li>- Abolition of the death penalty</li> </ul>	<p><b>Limited-</b> these rights are subject to predetermined exceptions</p>	<ul style="list-style-type: none"> <li>- Right to liberty and security</li> <li>- Right to a fair trial</li> </ul>	<p><b>Qualified-</b> these rights can be challenged in order to protect the rights of other people</p>	<ul style="list-style-type: none"> <li>- Respect for private and family life</li> <li>- Right to Freedom of thought, conscience and religion</li> <li>- Freedom of expression</li> <li>- Freedom of assembly and association</li> <li>- Prohibition of discrimination</li> <li>- Protection of property</li> <li>- Right to education</li> </ul>
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<p><b>Where can I get more information about this?</b></p>	<p>More details can be found at the Department of Constitutional Affairs (DCA)  <a href="http://www.dca.gov.uk/peoples-rights/human-rights/publications.htm">http://www.dca.gov.uk/peoples-rights/human-rights/publications.htm</a>  <b>Publications</b>            DCA (Oct 2006) Human rights: human lives – a handbook for public authorities, crown copyright            DCA (Oct 2006) Making sense of human rights – a short introduction, crown copyright            DCA (Oct 2006) A Guide to the Human Rights Act 1998, crown copyright</p>						
<p><b>What should I do if I suspect my policy affects anyone's Human Rights?</b></p>	<p>You should forward for discussion at the Trustwide Equality and Diversity and Human Rights Group within the Trust- contact John Short, Chief Operating Officer, executive lead for Equality and Diversity and Human Rights            mailto: <a href="mailto:john.short@cwpa.nhs.uk">john.short@cwpa.nhs.uk</a></p>						

Please tick one of the following

<p>The above has been considered and to the best of my knowledge my policy <b>does not affect</b> any of the human rights listed</p>	<input checked="" type="checkbox"/>
<p>The above has been considered and my policy does affect a human right article(s) but this has been discussed and 'qualified' at Trust Equality and Diversity and Human Rights Group</p>	<input type="checkbox"/>