

NHS Grampian

Volunteer's Expenses Payment Guidance

Revised March 2024 on the basis of Scottish Government Guidance on 'Out of Pocket' Expenses for volunteers DL (2023) 29

[Healthcare, Planning and Quality Division \(scot.nhs.uk\)](https://www.scot.nhs.uk/healthcare-planning-and-quality-division)

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This policy is also available in large print, other formats or different languages. Please contact the Public Engagement Team to request another format

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NHS Grampian - Volunteer's Expenses Payment Guidance

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More detailed guidance is included in the Scottish Government Guidance to 'Out of Pocket' Expenses DL (2023) 29

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NHS Grampian - Volunteer's Expenses Payment Guidance

1. Who this guidance is for

1.1. Volunteers

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 support and 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 out of pocket 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.

From: Scottish Government Guidance on Out of Pocket Expenses for Volunteers within NHS Scotland DL (2023) 29

[Healthcare, Planning and Quality Division \(scot.nhs.uk\)](https://www.scot.nhs.uk/healthcare-planning-and-quality-division)

1.2 NHS Grampian staff

This policy is to also inform NHS staff so that they have clarity on what volunteers can expect as expenses. It is particularly important that the named contact person for volunteers is familiar with this policy in order to provide accurate information regarding claims and expenses.

2. Named Contact Person

Every patient or member of the public involved in the work of NHS Grampian should have a **named contact person** who will be the first person to go to with any questions about this policy. If not, please contact the Public Engagement Team on gram.involve@nhs.scot or 01224 558098

3. Why this expenses payment policy exists

NHS Grampian is committed to involving patients and the public in its work and supports the principle that people should not be out-of-pocket when working with the organisation

4 What expenses are covered?

4.1 **Travel tickets, bus, taxi, car parking, toll charges etc.**

Please refer to Section 1, point 2 (page 5) of:

[Healthcare, Planning and Quality Division \(scot.nhs.uk\)](https://www.scot.nhs.uk/healthcare-planning-and-quality-division)

4.2 Travel by Private Motor Car, Motor Cycle or Bicycle

Please refer to Section 1, point 3 (page 5) of:

[Healthcare, Planning and Quality Division \(scot.nhs.uk\)](http://scot.nhs.uk)

4.3 Subsistence Allowances

Please refer to Section 1, point 4 (page 7) of:

[Healthcare, Planning and Quality Division \(scot.nhs.uk\)](http://scot.nhs.uk)

4.4 Other Expenses – Includes childcare or carer costs and additional expenses of disabled people

Please refer to section 3 (page 8) of:

[Healthcare, Planning and Quality Division \(scot.nhs.uk\)](http://scot.nhs.uk)

5. What expenses are not covered?

- First class travel (but people can pay the difference between second and first class fares themselves).
- Any parking fines incurred (including any fines issued on hospital sites) while working with NHS Grampian.

6. Advance booking of fares and accommodation

Travel to events or conferences outside the border of NHS Grampian must be discussed and agreed with the volunteer's named contact person. Once agreed, travel arrangements and accommodation should be booked, whenever possible, in advance by NHS Grampian staff on behalf of the volunteer. This will ensure NHS discounts will apply. If a volunteer has to book their own travel, their expenses **must** be agreed in advance. Standard fares and discounted rates should be used whenever possible.

If a volunteer is entitled to concessionary fares or free travel, advance booking by NHS Grampian staff may not be necessary. A volunteer may make their own booking in agreement with the named contact person. NHS Grampian will provide assistance with this if required.

7. Timescales for claiming expenses

Claims should normally be submitted within a month and no later than three months after the volunteering activity to which it relates.

8. Expenses relating to membership of an ongoing group or committee

These should be discussed and negotiated with the named contact person at NHS Grampian

9. Approaches from organisations outside NHS Grampian for public involvement

Other organisations should make it clear what involvement they are asking volunteers for. They should also be clear what expenses or payments are available.

If the request is coming from another organisation, it is expected that they will pay for a volunteer's travel and out-of-pocket expenses. If they are requesting a volunteer from NHS Grampian then this must be discussed with the named contact person or management.

If the organisation does not have its own expenses policy, or no clarity has been agreed on expenses, no assumption should be made that NHS Grampian will be able to refund these. It will be the responsibility of the volunteer to accept or decline the offer to be involved.

10. Can expenses be claimed while receiving benefits?

Yes (details)

All volunteers should notify the benefits office where they make a claim before they offer their time to be involved with NHS Grampian.

For Scottish Government Guidance see:

[Volunteering and claiming benefits - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

Volunteers are responsible for telling their benefits office if they are paid for anything other than a refund of travel costs or other out-of-pocket expenses.

11. NHS Grampian - Internal responsibilities for funding volunteer expenses

- Each department, service or project group within NHS Grampian is responsible for funding expenses payments.
- Health & Social Care Partnerships (HSCPs) are responsible for funding their own expenses payments.
- GP practices that instigate projects involving patients need to seek clarity from their HSCP as to who funds any volunteers' expenses.
- The Public Engagement Team holds a small budget for reimbursement of expenses associated with the team's public involvement activities i.e. NHS Grampian Public Involvement Network (PIN), NHS Grampian's Annual Review and other activities.
- Postal Survey returns - Members of the public returning survey forms can do so by using the address: **FREEPOST, NHS Grampian**. Each department, service or project team is responsible for providing self-addressed envelopes to participants. The cost of postage is free to the participant. However, NHS Grampian incurs the cost.

12. How are expenses paid

- Expense Claim forms are available at: <https://rebrand.ly/NHSG-PI-Volunteers-Expense-Claim-Form> or by contacting gram.involve@nhs.scot
- We can assist people in completing the expenses claim form.
- Volunteers who are involved in long term projects may wish to consider receiving payments direct into their bank account. To do this, volunteers need to supply their bank details for payment via BACS (Banker's Automated Clearing Services). Your named contact person will advise how to do this.
- For one off events, payment will be by cheque. This may take up to 4 weeks to process.
- If expenses have not been reimbursed by 4 weeks, volunteers are asked to contact their named contact person.
- Expenses will be reimbursed on receipt of a validated and signed expenses claim form.
- Cheques will normally be issued by post.
- If a volunteer does not have a bank account, or where a delay in payment could cause financial difficulty, the volunteer should notify their contact person. Cash can be provided at the time of attendance at a meeting or event. However, this must be agreed in advance. A completed claim form and receipts will still be required.
- The current rate of 45p per mile is the maximum amount volunteers can receive without paying tax on this rate. NHS Grampian will review this rate in line with any future changes made by HM Revenue and Customs.

13. Reviewing this policy

Future national policy may influence this policy and, as a result, rates may change together with what expenses will be covered. Volunteers will be notified of any changes and this policy will be updated as appropriate.

This policy was updated in September 2024 based on Scottish Government Guidance [Healthcare, Planning and Quality Division \(scot.nhs.uk\)](https://www.scot.nhs.uk/healthcare-planning-and-quality-division)

