

Policy Number	13.5
Policy Name	Travel Claims
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Recommending Committee	N/A
Approving Committee	N/A
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This document is a valid document, however due to organisation change some references to organisations, organisational structures and roles have now been superseded. The table below provides a list of the terminology used in this document and what it has been replaced with. When reading this document please take account of the terminology changes on this front cover

Terminology used in this Document	New terminology when reading this Document
Calderstones Partnership NHS Foundation Trust	Mersey Care NHS Foundation Trust

SUPPORTING STATEMENTS – this document should be read in conjunction with the following statements:

SAFEGUARDING IS EVERYBODY'S BUSINESS

All Mersey Care NHS Foundation Trust employees have a statutory duty to safeguard and promote the welfare of children and vulnerable adults, including:

- being alert to the possibility of child/vulnerable adult abuse and neglect through their observation of abuse, or by professional judgement made as a result of information gathered about the child/vulnerable adult;
- knowing how to deal with a disclosure or allegation of child/adult abuse;
- undertaking training as appropriate for their role and keeping themselves updated;
- being aware of and following the local policies and procedures they need to follow if they have a child/vulnerable adult concern;
- ensuring appropriate advice and support is accessed either from managers, *Safeguarding Ambassadors* or the trust's safeguarding team;
- participating in multi-agency working to safeguard the child or vulnerable adult (if appropriate to your role);
- ensuring contemporaneous records are kept at all times and record keeping is in strict adherence to Mersey Care NHS Foundation Trust policy and procedures and professional guidelines. Roles, responsibilities and accountabilities, will differ depending on the post you hold within the organisation;
- ensuring that all staff and their managers discuss and record any safeguarding issues that arise at each supervision session

EQUALITY AND HUMAN RIGHTS

Mersey Care NHS Foundation Trust recognises that some sections of society experience prejudice and discrimination. The Equality Act 2010 specifically recognises the *protected characteristics* of age, disability, gender, race, religion or belief, sexual orientation and transgender. The Equality Act also requires regard to socio-economic factors including pregnancy /maternity and marriage/civil partnership.

The trust is committed to equality of opportunity and anti-discriminatory practice both in the provision of services and in our role as a major employer. The trust believes that all people have the right to be treated with dignity and respect and is committed to the elimination of unfair and unlawful discriminatory practices.

Mersey Care NHS Foundation Trust also is aware of its legal duties under the Human Rights Act 1998. Section 6 of the Human Rights Act requires all public authorities to uphold and promote Human Rights in everything they do. It is unlawful for a public authority to perform any act which contravenes the Human Rights Act.

Mersey Care NHS Foundation Trust is committed to carrying out its functions and service delivery in line with a Human Rights based approach and the FREDA principles of **F**airness, **R**espect, **E**quality **D**ignity, and **A**utonomy

TRUST POLICY/PROCEDURE
COMMITTEE

PROCEDURE NO:

13.5 v2.1

DATE OF ISSUE: 1 July 2015

This procedure replaces No. 13.5 dated 01.6.12

MEMORANDUM

SUBJECT: **Travel Claims**
 (Trust Wide)

DISTRIBUTION: **Procedure Manual Holders/Trust Intranet**

1. This memorandum introduces the procedure to follow for the submission of travel claims by Trust employees.
2. Procedures 3.2 Course and Conference, 13.1 Transporting Service Users/Patients – Self Financing Trips, General Terms and Conditions *(Trust or Agenda for Change)*.
3. The procedure should be filed in numerical order in the Yellow Procedure Manual with the following entry in the index under “T” – “Travel Claims- 13.5”.

Version:	2.1
Ratified by:	Policy and Procedure Committee
Date Ratified:	26/6/15
Name of Originator/Author:	P.Hoyle, Head of Finance & Information J Thackrah, Community Service Accountant
Name of Responsible Committee:	Policy and Procedure Committee
Date Issued:	1/7/15
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Target Audience:	Trust Wide

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SUMMARY OF AMENDMENTS

- 4.1 - If you are making a claim for the first time or have not yet received your log in details, please [print and complete this form](#) and return it to the Staff Expenses Department at ELFS Shared Services. Telephone: 01254 732014
5. Receipts for expenditure must be attached to the travel claim (*where available*). Failure to provide receipts (if approved by the manager) may result in the reimbursement being subject to PAYE.

Appendix A – amended in line with afc section 17 regarding Standard and Regular Users.
Public transport rate replaced with Reserve rate.

TRUST
POLICY/PROCEDURE

PROCEDURE NO:

13.5_{v2.1}

DATE OF ISSUE: 1 July 2015

**SUBJECT: Travel Claims
(Trust Wide)**

1. The travel claim system enables staff to be reimbursed for expenses incurred as part of their employment when they are on:-

1.1 Trust Business

- Grocery shopping for self catering flats and houses (*applies to Forensic Services*).
- Officers of the Trust, Managers and Clinicians, work which is in line with their job.

1.2 Training

- Attendance at training event organised by the Trust
- Attendance at external training events (*see Appendix C*)

1.3 Outings with Service Users/Patients (*applies to On Site only*)

Service users/patients self-financing trips (*Procedure 13.1- Transport of Service Users/Patients*)

1.4 Other

Staff on secondment/redeployment (*see Note [f] – Appendix A*).

2. STAFF CLAIM FOR TRAVEL EXPENSES

Staff making a claim for travel expenses who have used their own vehicle for the journey, must be personally insured for business use (*see Procedure 13.4 Authorised Drivers*). Failure to have adequate insurance cover may result in the insurer declining a claim.

3. COMPLETION OF CLAIM FOR TRAVEL EXPENSES

Following a journey staff must immediately complete a claim for travel expenses, following the guidance notes incorporated in this policy and embedded in the hyperlinks in this document. Travel expenses must all be claimed via the Automated Expenses System. New Users of the system please refer to point 4.1.

3.1 Claim Form

An Electronic Travel Expenses Claim Form must be used to claim business, training or other travel expenses. Access to the Automated Expenses System is via the Trust Intranet – select the Systems drop down menu and then select Automated Expenses (*first option*). The system should then load immediately and the log in icon can be found on the right hand side of the screen.

3.2 Lease Car Mileage Return

Staff using a lease car will fill in an on-line mileage return – on which they will log their business miles per month plus the end of month reading on the mileometer. Knowles Associates (*Trust lease car management company*) will prompt staff to do this by sending an email – which will come from fueladmin@knowles-associates.co.uk. Staff will receive reminder emails from Knowles to complete the return for up to four months – if the return is still not completed by the end of this period then a NIL return will be calculated. This will result in an increased charge to the lease car driver as the charge is based on the amount of business miles done per year.

3.3 On Site, Gisburn, Lancaster and Scott House Only – Service User/Patient Self Finance Trips

Service user/patient self finance trips using a staff owned vehicle are claimed in a similar way to other business expenses. There is a mandatory tick box on the electronic expenses system which requires staff to indicate whether the cost of the journey should be re-charged to a service user/patient. ELFS generate a report from the system which is then sent to finance to raise the service user/patient invoice.

4. AUTOMATED EXPENSES SYSTEM

4.1 New Users

If you are making a claim for the first time or have not yet received your log in details, please [print and complete this form](#) and return it to the Staff Expenses Department at ELFS Shared Services.

For new users and approvers on the system, the following guides and tutorials should be referred to.

Guides

- Quick Start Users Guide
- Claimants Guide to Dealing with Receipts
- Quick Start Approval Guide
- Authorisers Guide to Dealing with Receipts

Tutorials

- Making a Claim
- Authorising an Expenses Claim

Support

A dedicated helpdesk facility is provided by East Lancs Financial Services and Software Europe (*responsible for expenses software*): http://www.elfsnhs.co.uk/more_info.asp?current_id=101

Email: elfs_helpdesk@elht.nhs.uk

Telephone: 01254 732014

4.2 Claims Detail

Claimants should log on to the Automated Expenses system using the log on details supplied by ELFS. All new users should refer to the Quick Start User Guide (*see: Guides above*).

Claimants must fully complete all details of their expense items. Expense item options are listed on the left hand side of the screen with a tick box next to each. Claimants should select the relevant option box for each expense item.

Claimants should enter the postcodes of their start and finish destinations, and tick the return journey option box if appropriate. The system will then calculate number of business miles to be reimbursed. If a claimant has taken any passengers on the journey then this should also be indicated in the box provided.

4.3 Travel by Public Transport

Public Transport rate is one of the options that can be selected from the tick boxes at the side of the screen. Refer to Appendix A for guidance of when to claim Public Transport rate.

4.4 Subsistence Allowance

Select the Meal Allowance option from the tick box list.

4.5 Sundry Expenses

Select the Parking, Personnel Incidentals etc option from the tick box list.

5 RECEIPTS

Receipts for expenditure must be attached to the travel claim (*where available*). Failure to provide receipts (if approved by the manager) may result in the reimbursement being subject to PAYE. Claimants should state if receipts are missing or not issued and managers need to authorise the expenditure. Expenses will be subject to taxation. Receipts should be scanned and attached as a pdf file to the electronic claim form. All Trust photocopiers are now equipped with a scanner whereby you can scan receipts through to your email address.

6 PROCESSING

6.1 Submission of Claims

Once the travel claim is completed, select Submit Claim from the left hand menu and then click OK. Your expense claim will then be submitted for approval. You will be able to check the approval progress of your claim by selecting Submitted Claims from the My Claims menu.

6.2 Course/Conference Claims

Mileage claims for the above should be submitted via the electronic expenses system claimed at public transport rate. For course and conference fees please see Procedure 3.2.

7. PROMPTNESS

Staff should submit travel forms on a monthly basis, failure to do so may result in payment being withheld

GUIDANCE NOTES

- a) Applies to On Site and Scott House staff **only** who are authorised drivers (*Procedure No. 13.1 Transport of Service Users/Patients – Self Financing Trips*) and use their vehicles for the purpose of grocery shopping for self-catering flats or houses.
- **Paid at standard user mileage rate**
- b) Applies to employees (*Managers, Clinicians, and Specialists etc.*) who claim expenses for mileage accrued as part of their work, i.e. visiting community houses, attending meetings etc.
- **Following the guidelines at Appendix B, expenses will be paid at the agreed transport level – either reserve rate or standard user. Where it is felt that employees should be paid at standard user then a Car Allowance Authorisation Form (Appendix D) must be completed by the Line Manager.**

Lease Cars

The new scheme is where an all inclusive allowance (*inclusive of fuel*) is made in calculating the lease. In this instance employees must submit the mileage record accessed via the Knowles website and submit this to Knowles. It is important that the employee records the business mileage on a lease car as it forms the basis for charges.

- c) Applies to staff who have been nominated or applied to attend a training event organised by Calderstones and where the course or event is not conducted at their normal place of employment. Approval must have been given by a Senior Manager prior to attendance at the event.
- **Paid at reserve transport rate**
- d) Applies to staff who have applied to attend an external training course or event (*Procedure 3.2*) and where an external course application form has been submitted (*external course [pink] or conference [green] forms*) (*see Appendices Procedure 3.2 Course/Conference Applications*) and approval has been given.
- **Paid at reserve transport rate**
 - **Rail or other transport costs – attach receipts**
- e) Applies to On Site and Scott House **only** self-financing trips for service users/patients. Where possible agreement must be given by the service user/patient prior to the outing or activity. In circumstances where service users/patients are unable to consent a discussion must take place with the Team Leader/Deputy.
- **Paid at standard user mileage.**

f) Applies to staff on secondment/redeployment. The mileage payment will be calculated on the mileage difference between the staff's home and Calderstones, and staff's home and their secondment/redeployed address.

- **Paid at reserve transport rate**

Excess mileage is payable only in the case where the Trust requires a member to undertake secondment. Furthermore the period of any payment is subject to Agenda for Change terms and conditions.

CRITERIA FOR STANDARD USER STATUS

A member of staff who uses their own vehicle and meets the following criteria will be entitled to regular user status.

- a) Travels more than 3,500 miles per year on official mileage.
- b) **For Part Time Staff** - travels a minimum of 1,250 miles per year using the vehicle 3 days per week.

or

Spends at least 50% of working time on such travel including duties during visits.
- c) Travels a minimum of 1,000 miles per year and spends an average of 4 days per week on official mileage including duties during visits.
- d) New employees or employees changing jobs who qualify for regular user under paragraphs [b] and [c] above who travel less than 2,500 miles per year may retain the use of their own vehicle and be entitled to regular user allowance.
- e) However should lease cars prove beneficial to the organisation and/or the individual a lease can be applied for.
- f) A new employee or an employee changing jobs who qualify for regular user may be offered a lease car if the business miles travelled will be more than 2,500 business miles per year. Should they wish to use their own transport all official mileage will be paid at public transport rate. This should be discussed at interview as prospective employees should be aware of this before they accept the post.
- g) As a post develops, in terms of business miles, the classification may change. Existing staff who may fit the criteria for regular user status, may be changed on confirmation from their manager. Equally the process works the other way and may be changed from regular user to the status applicable to the criteria fulfilled.
- h) Any employee who qualifies for regular user allowance may apply for a lease car. Official mileage is then paid at the lease car rate.
- i) Other employees who are **authorised** to use their car for official mileage who do not meet the regular user criteria shown will be paid at standard users' rate.

EAST LANCASHIRE FINANCIAL SERVICES
GUIDELINES ON COMPLETION OF TRAVEL CLAIM FORMS

COURSES AND CONFERENCES

1. Claims for courses and conference fees **should not** be entered onto a travel claim form they should be entered onto a separate course and conference claim form. Refer to **Policy 3.2 Course – Conference Applications**, Appendix A (*Application for External Course*), Appendix B (*Application for External Conference*), Appendix I (*Attendance/Funding Approval*), Appendix L (*Deduction from Salary Authorisation Form*). Appendix L refers to any element of course funding not paid for by the Trust.
2. All courses, conferences and study leave **MUST** be approved by the Department Head. You will be officially notified of any such approval and a copy of the approval form should be attached to the claim form.
3. Taxi fares can only be claimed when it is not possible to use any normal public transport, e.g. very late at night or very early morning.
4. Parking fees are payable if they are incurred whilst attending the Course Centre. They do not include parking fines. Receipt must be attached.
5. Incidental expenses are normally payable at the appropriate rate to any person attending a residential course where the normal subsistence is not payable. These expenses are payable for every complete 24 hours away from home.
6. Subsistence allowance for meals is not payable where the Centre attended is another Health Service establishment which provides subsidised meals.
7. Train and bus must be the cheapest return ticket available.
8. Travel by air should not exceed the cost of travel by alternative means plus the appropriate subsistence which would have been payable if that means of travel had not been used.
9. Mileage allowance is payable at the public transport rate for all Course/Conference/Study Leave and Seminars unless the individual has a Contract Hire Vehicle, in which case the Contract Hire rate will be paid.
10. Mileage allowance will be paid for mileage travelled in excess of the usual daily return home to base mileage.
11. Claims can only be submitted for approved expenditure.
12. If the employee is expected to make a contribution towards the cost then East Lancashire Financial Services need to be notified.

VERSION CONTROL SHEET

Version	Date	Author	Status	Comment
1.0	27.4.12	J Thackrah	Final Draft	Policy/Procedure Committee approval – issued at Team Brief/Intranet updated
2.0	22/6/15	P Hoyle	Draft	Reviewed
2.1	1/7/15		Approved	Policy/Procedure Committee approval – issued at core Brief/Intranet updated