

SERVICE USER POLICY

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AC/XX/026/V1.2	7 December 2017	Amendment to role title. All other information still relevant and correct. Contents page included
AC/XX/026/V1.3	8 February 2018	Amendments to section 3 following Finance & Performance Committee

REVIEWERS

This document has been reviewed by:

NAME	DATE	TITLE/RESPONSIBILITY	VERSION
L Broster	May 2013	Head of Communications	D1
C&E Committee	August 2013	Delegated responsibility	D1
F&P Committee	25 September 2014	Delegated responsibility	V1
H Codd & J Smith	October 2015	Community Engagement Manager & Head of Financial Management	V1.1
H Codd	7 December 2017	Engagement Manager	V1.2
K Hodgson	8 February 2018	Engagement Officer	V1.3

APPROVALS

This document has been approved by:

NAME	DATE	VERSION
F&P Committee	25 September 2014	V1
F&P Committee	20 October 2016	V1.1
Finance, Performance & Business Intelligence Committee	21 December 2017	V1.3

NB: The version of this policy posted on the intranet must be a PDF copy of the approved version.

DOCUMENT STATUS

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RELATED DOCUMENTS

These documents will provide additional information:

REFERENCE NUMBER	DOCUMENT TITLE	VERSION

GLOSSARY OF TERMS

TERM	ACRONYM	DEFINITION

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Policy for payment to patients, carers, public and the wider community (service users)

1.0 Introduction

Dudley Clinical Commissioning Group (CCG) values the experience and expertise of service users and is committed to ensuring that people have the opportunity to be engaged in the planning and developing of the services the CCG commissions.

The CCG believes that out of pocket expenses should be reimbursed and that contributions be rewarded where agreed in advance and appropriate.

The CCG will only reimburse/pay for activities or work undertaken for the CCG. Activities or training provided by other organisations whether part of the NHS or outside the NHS, are subject to policies by the organisation providing that activity or training.

2.0 Types of expenses

Types of expenses which we will pay for include:

- Car park charges
- Mileage allowance at HMRC rates (from 2011-2012), which are:

Cars/vans	45 pence per mile
Motorcycles	24 pence per mile
Bicycles	20 pence per mile

- Standard rail fare
- Bus fare
- Taxi fares (to be agreed in advance and only used as an exception)
- Childcare costs with an approved Ofsted registered child minder (to be agreed in advance)
- Interpreters for other languages including British Sign Language to enable local people to take part effectively (to be agreed in advance)
- Personal Care Assistants – where patients need support to take part or carers need support to take part (to be agreed in advance)
- If a service user is involved in specific agreed activities that require administration, the receipted costs for stationery, postage, photocopying and telephone calls should be met.

3.0 Session fees

The CCG recognises that from time to time service users may be asked to contribute to specific activities. Session fees will be offered to individual service users involved in the following work:

- Trust Board Committees
- Strategy Development and Implementation Groups
- Policy Development and Implementation Groups
- Research and Evaluations

All activities that attract session fees under this protocol will be identified in advance and agreed with the Head of Communications and the Community Engagement Manager. This may also include activities not listed above.

Session fees are as follows:

- For 1 to 2 hours work - £10
- For 2 to 4 hours work - £15
- For over 4 hours work - £30

Meetings where out of pocket expenses can be claimed for if individuals wish to claim include;

- Patient Opportunity Panel (POP's)
- Vanguard Engagement Group (VEG)
- Healthcare Forum (HCF)
- And further CCG meeting where public representation is required

Please note that session fees will not be paid for voluntarily attending Governing Body Meetings or other CCG meetings that are held in public, such as the Primary Care Commissioning Committee.

4.0 Process for claiming

- A claim form must be completed for all claims
- Receipts/tickets must be attached for carparking charges, bus fares, taxi charges and rail fares
- All claims must be made within 1 month of the date of activity
- Mileage can only be claimed from the start point of a journey to the venue location and if appropriate will be checked against a mileage calculator on the internet
- Claim forms must be handed to a member of CCG staff responsible for organising the activity
- Payments will be raised with the finance team and paid by cheque to the individual making the claim or directly into a bank account

5.0 Role and responsibility of service users

Service users:

- Need to understand and agree to the terms and conditions upon which they get involved, be it on a paid basis or on a voluntary basis.
- With regards to expenses such as travel or stationery costs etc., are required to choose the most cost-effective means available to them while still meeting their needs.
- Are responsible for declaring any earnings to the tax and benefit offices as appropriate.

6.0 Roles and responsibilities for service users in receipt of benefits

In addition to the roles and responsibilities set out above, service users in receipt of benefits should also:

- Discuss their benefits with Dudley CCG and be aware that fee payments and expenses reimbursement can impact on their benefit conditions.
- Be aware that they are ultimately responsible for ensuring that they keep within benefit conditions, although they are entitled to expect adequate support and information from Dudley CCG.
- Keep to the benefit conditions that are required by Jobcentre Plus i.e. letting them know about voluntary work and earnings as requested.

Involvement/Out of Pocket Expenses Claim Form

Please note: Claim forms that are not submitted on the day of the involvement activity must be received by the CCG within a period of 30 days after the date of the involvement activity.

Name: _____

Address:

Post code: _____

Telephone Number: _____

E-mail address: _____

What are you claiming for?**Activity:**

Under 2 hours:	£10.00
2-4 hours:	£15.00
Over 4 hours	£30.00

Activity attended _____

Date of Activity _____

Involvement Time _____ hours

Amount claimed _____

Travel Expenses:**Payment cannot be made unless supported by ticket or receipt**

Public Transport i.e. Train, bus

Actual cost of travel _____

Private Car: _____ miles @ 45p per mile

Motorcycle: _____ miles @ 24p per mile

Bicycles: _____ miles @ 20p per mile

Actual cost of travel _____

Car Parking Costs:

_____ Actual cost _____

Payment cannot be made unless supported by ticket or receipt

Other costs (taxi, interpreters, stationary):

By prior agreement and supported by a receipt Actual cost _____

Carer Costs:

By prior agreement and supported by a receipt Actual cost _____

<u>Identified Method for Payment</u>	<u>Please Tick as Appropriate</u>
Payment received on the day	Yes <input type="checkbox"/>
Finance to raise a BACS payment (to have payment made directly to your bank account you must have completed a Bank Automated Clearing System (BACS) form – available on request)	Yes <input type="checkbox"/>
Finance to raise a cheque payment	Yes <input type="checkbox"/>
Date:	Claim Total: £ _____

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

Signature of claimant: _____

Date ____/____/____

Declaration by Service User or Carer:

I declare that the information given on this claim form is true and complete to the best of my knowledge.

Where I am claiming for mileage costs I declare that this was the most direct route available.

I have agreed costs in advance with Dudley Clinical Commissioning Group

I understand that it is my responsibility to inform the department of Work and Pensions/Inland Revenue/ Local Council of any payment I receive that may or may not affect any benefits that I receive.

I understand that action may be taken against me if I make an incorrect claim.

I consent to the disclosure of the relevant information on this form for the purposes of fraud prevention, detection and investigation.

I understand that Dudley Clinical Commissioning Group is required to give accurate details of any/all payments made if asked to do so by the Department of Work and Pensions/Inland Revenue/Local Councils.

Please return the completed form to:

Engagement Manager, Dudley CCG
Brierley Hill Health & Social Care Centre,
Venture Way,
Brierley Hill,
West Midlands
DY5 1RU

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