

healthwatch Rochdale

Expenses, Reward and Recognition Policy

Expenses Reward and Recognition Policy

This policy provides the parameters in which Healthwatch Rochdale can reimbursements out of pocket expenses to those engaged in pursuing the work of the organisation. Different regulations and procedures apply to different categories of person and, since Healthwatch Rochdale has different roles in with the organisation it is necessary to first clarify terms.

Staff: The staff are those who have a formal contract of employment with the organisation and receive a salary for their work.

Non-Executive Director: Non-Executive Director are volunteers who have been recruited to act as Board Members. They fulfil the functions of governance and oversee the work of the organisation. They are bound by the regulations surrounding Non-Executive Directors as laid out by the current legislation together with the NOLAN principles.

Volunteers: Board members and Representatives undertake activities and support Healthwatch in a voluntary capacity, giving freely of their time, skills and energy, Healthwatch Rochdale uses the term volunteers in a very specific way to describe individuals who take on specific tasks or roles in support of the operational tasks of Healthwatch Rochdale. Volunteers sign up to specific role descriptions, undertake specified training and commit to an ongoing volunteering relationship with Healthwatch Rochdale. Volunteers undertake activities and support the overall work plan structure and are supervised and coordinated by either staff or by a Board Member, depending on their role.

Currently Healthwatch Rochdale has Volunteers in these teams/roles:

- Engagement Support
- Advisory Group
- Administration Support
- Enter & View

Payments of Travel & Subsistence (Staff & Non-Executive Director)

Allowable Expenses

Healthwatch will reimburse the following amounts of out-of-pocket expenses, provided they have been approved in advance of being incurred by the CEO, Chair or Treasurer: -

- Bed & Breakfast (maximum of £100).
- Bed & Breakfast in London (maximum of £140.00).
- Breakfast taken separately (maximum of £9.00).
- Lunch (maximum of £8.00).
- Maximum of 2 non-alcoholic drinks can be purchased at an event/outreach/Drop in, to the total cost of £7.00 per session where the event is over 4 hours in duration
- Evening Meal (maximum of £19.00, excluding alcoholic beverages).
- Travel by public transport where engagement or IAS is away from the office location a return journey or mileage will be paid see below
- Car mileage covered at the rate of current HMRC guidance
<https://www.gov.uk/government/publications/rates-and-allowances-travel-mileage-and-fuel-allowances/travel-mileage-and-fuel-rates-and-allowances>

Travel

Travel claims will be based on a consideration of the most cost effective and appropriate way. Travel expenses are not covered for traveling to and from work daily. If your first journey is not going to the office and is more miles than your usual trip, you can claim the difference in miles through your expenses, this is the same for your last journey of the day also.

No one is expected to begin a journey before 6 a.m. and end it later than 9 pm, nor will they be expected to travel longer than 7 hours a day or for more than two six hour travelling periods each day on two or more consecutive days. If traveling times does exceed the above, hotels are to be booked.

Consideration will be given to the special needs of people with disabilities or health problems that require assistance, special travel and/or accommodation arrangements.

Subsistence

Meals may be claimed when away from the usual place of work. The cost of meals will be paid up to the maximum rates only when appropriate.

Breakfast may be claimed where breakfast is not provided as part of an overnight stay or if you have to leave home before 7am.

Overnight stays must be authorised in advance by the CEO and claims will only be paid up to the maximum rate.

Procedure for claiming

At the end of each month, travel and subsistence claim forms will be completed with attached proof of expenditure and submitted for approval. They need to be completed for the last working Friday of the month to ensure prompt payment.

Claims will be reimbursed within two weeks by BACS transfer.

Payment of Expenses (Volunteers)

Allowable Expenses

Healthwatch Rochdale will reimburse the following travel & subsistence costs for volunteers.

- Travel by public transport to and from the place of volunteering or Car mileage covered at the rate of current HMRC guidance <https://www.gov.uk/government/publications/rates-and-allowances-travel-mileage-and-fuel-allowances/travel-mileage-and-fuel-rates-and-allowances>
- Lunch expenses if volunteering for a consecutive period of four hours or more, maximum rate of £8.00 including non-alcoholic beverages.

Procedure for Claiming

Volunteers need to provide tickets and receipts and fill in a volunteer expenses claim form. Whilst we appreciate that volunteers give freely of their time and may not be in a position to wait for the expenses to be reimbursed, we would appreciate if, where possible, volunteers can make their expenses claims on a monthly basis – this eases the administrative burden on the staff team.

Approved: October 2022

Review Date: October 2024

Rewards and Recognition

General Principles

Rewarding our hardworking volunteers who give freely of their time is an important aspect of our agreement with them. Reward and recognition should be viewed as part of the culture of our organisation and volunteers should feel appreciated for their contributions. This culture might be expressed in a number of ways;

- on an interpersonal level in the form of our daily interactions
- at an organisational level in the form of providing opportunities for volunteers to take part in events, training courses and social occasions organised by Healthwatch Rochdale.
- on an individual level to ensure volunteers feel that they are valued members of the Healthwatch Team
- On a personal level, to recognise specific achievements or contributions made by individuals in the course of their volunteering.

This section of the policy covers how individual Reward and Recognition is to be managed.

Any person working with the organisation in any unpaid capacity is eligible for Reward and Recognition this includes volunteers and representatives.

Allowable Expenses

Individual Reward and Recognition can be presented in any of the following forms;

- Small gift (e.g., flowers, chocolates)
- Small value vouchers (e.g., £10 Argos voucher)
- Tickets for an event (e.g., film, theatre)
- A meal out (e.g., lunch)

Reward and Recognition can never be made in the form of a cash payment.

All Reward and Recognition decisions must be made jointly by the CEO and the Chair on the principle that they are fairly applied across the organisation.

In the interests of transparency and accountability, Reward and Recognition decisions should be recorded on a Reward register with the name of the individual person, the date, details of the nature of the reward and a justification for giving it.

Approvals

Person	To be approved by:
Volunteers	Operations/CEO
Staff	Operations/CEO
Operations	CEO
Board Members	CEO
Chair	Treasurer
CEO	Chair