

Volunteer Expense Policy

We recognise the enormous contribution that NHS and Care Volunteer Responders are making through the gift of their time. Therefore, we would like to provide you with the opportunity to be reimbursed for any reasonable expenses which you incur whilst you undertake your volunteering role.

1. Policy Principles

Depending on which role you were undertaking when you incurred the expense, you can claim for different expense types.

NHS and Care Volunteer Responders may make an expense claim for the following expense types:

- Mileage
- Public Transport
- Phone Calls
- Congestion Charge*
- ULEZ Charge*
- Toll charge Bridge/Road
- Parking
- Subsistence (Community Response - Connect and Steward Volunteers only)
- Activities (Community Response - Connect Volunteers only)

*We ask you to consider using a mode of transport that does not incur a congestion charge and/or ULEZ charge, where this is not possible you can claim for this charge via expenses. This will be subject to review.

The following policy limits apply per person, not per role (NHS and Care Volunteer Responder or Steward Volunteer). For example, if you undertake both roles on the same day and incur parking expenses for both, the maximum parking expense you can claim is £10 for that day:

1. **Mileage:** This will be calculated using Google Maps shortest route in the Expenses System at 45p per mile. If this exceeds £100 per calendar week it will be sent for an additional level of approval.
2. **Public Transport:** Up to a maximum claim of £30 per calendar week. This includes Bus, Train, Tube, Ferry and Bike Hire fares only.
3. **Phone Calls:** Up to a maximum claim of £5 per calendar week.
4. **Congestion Charge:** Up to a maximum claim of £15 per calendar day.
5. **ULEZ Charge:** £12.50 daily charge rate.
6. **Toll charge Bridge/Road:** Up to a maximum claim of £8 per calendar day.
7. **Parking:** Up to a maximum claim of £10 per calendar day.
8. **Subsistence:** Up to a maximum claim of £3.50 per calendar day for food/non-alcoholic drinks. Only Steward and Connect Volunteers can claim this expense type. For Stewards, only when two shifts are completed consecutively in any one day, exceeding a minimum of 6 hours. For Community Response - Connect volunteers, this covers meals at lunch clubs/classes when supporting an individual who is attending and/or food/drinks when accompanying the individual out in the community.
9. **Activities:** Community Response - Connect volunteers can claim up to a maximum of £5 per calendar day to cover the cost of attending any classes/activities with the individual you are supporting.

Points to note:

- Royal Voluntary Service will not make payments over and above those actually incurred as this could be regarded as a payment in kind and could affect your personal tax and state benefits.
- Royal Voluntary Service will maintain a simple and efficient system so that expenses are quickly reimbursed.
- Receipts must be provided for the following expense types; Public Transport, Congestion Charge, Toll charge Bridge/Road, Parking, Activities (Connect) and Subsistence.

2. Donation of expenses

Some Volunteers have expressed a wish not to be reimbursed for their expenses. The Expenses system provides the opportunity for the volunteers to choose to donate their expense claim through the donate check box.

These donations are for services that support the NHS and Care and are delivered by Royal Voluntary Service.

3. Payment of expenses

In order to help Royal Voluntary Service review and process NHS and Care Volunteer Responders expenses in the most efficient manner, you will need to adhere to the following:

- Where possible, you should submit your expense claims once per calendar week.
- Separate expense claims should be submitted for expenses incurred for NHS and Care Volunteer Responder and Steward Volunteer roles.
- Each expense claim should contain all of your expenses incurred for that calendar week for that role. Therefore, if you have incurred expenses for both (Volunteer and Steward) roles in a week, you will need to submit two expense claims.
- Authorised expense claims will be paid once per calendar week via BACs (directly into your bank account).
- You must submit your weekly expense claim prior to 5pm on a Friday for it to be paid to you on the following Wednesday. If you submit your expenses after 5pm on a Friday evening, they will not be processed until the following Friday and then, if approved, paid the Wednesday after that. (On occasions there may be a delay with approving claims due to volumes being received)
- All expenses must be submitted within 1 month of the expenditure occurring.

4. Guide to making an expense claim

The Training page for the NHS and Care Volunteer Responders Expenses System will provide step-by-step guidance documentation, 'how-to' videos and a comprehensive set of Frequently Asked Questions. The Training page can be found here:

<https://www.concur.co.uk/rvs>

The following points must be adhered to when making a claim:

- You must select your unique NHS and Care Volunteer Responder Job ID for each expense that you add. If your expense covers multiple jobs, select one Job ID and make a note of the others in the Comments field of that expense. However, the Job IDs must all be for the same role type i.e. either all NHS and Care Volunteer Responder jobs or all Steward Volunteer jobs – you cannot have expenses for an NHS and Care Volunteer Responder role and a Steward Volunteer role on the same expense claim.

- When claiming expenses for the first time, you will need log in to the Expenses System (via a computer not mobile device) and then enter your personal bank details. If you do not do this, you will not be able to submit a claim and therefore, will not be reimbursed.
- If your personal bank details change you must log in to the Expenses System (via a computer not a mobile device) and change them before submitting any further claims.
- Failing to enter your personal bank details correctly could result in loss of payment. It is your responsibility to enter this correctly and keep it up to date.
- Royal Voluntary Service will not be responsible for a loss of payment due to bank details being maintained or entered incorrectly.
- Claims which are not completed correctly will cause a delay in you being reimbursed.

5. Tax

All taxation matters are your responsibility. If you are claiming mileage reimbursement:

- You must hold a valid driving license, which is in date and appropriate for the vehicle you are using.
- You must only use a vehicle which is roadworthy as outlined by UK law and has a valid Tax and MOT.
- You will not be reimbursed for any speeding and parking fines.
- Volunteers using their own car for voluntary purposes to support others should check the information on the [Association of British Insurers Website](#) before undertaking any driving activity as you may not be insured, the information includes a list of insurers who do not charge extra for volunteer driving.
- You are required, by law, to declare your expenses to HMRC, if you are claiming over 10,000 miles in any tax year. If you reach 10,000 miles in cumulative claims in a tax year, then the mileage rate reduces to 25p per mile in accordance with the AA/RAC guidance and the taxation rules.