

NHS Volunteer Responders

Volunteer Expense Policy

Royal Voluntary Service recognises the enormous contribution that NHS 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.

This policy will cover; what reasonable expenses are, how and when you will be reimbursed, how to make a claim and any tax implications around this.

1. Policy Principles

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

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

- Mileage
- Public Transport
- Phone Calls
- Hand Sanitiser
- Congestion Charge
- Toll charge Bridge/Road
- Parking

NHSVR Steward Volunteers may make an expense claim for the following expense types:

- Mileage
- Public Transport
- Phone Calls
- Hand Sanitiser
- Congestion Charge
- Toll charge Bridge/Road

- Parking
- Subsistence

The following policy limits apply per person, not per role (NHS Volunteer Responder or NHSVR 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. 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 and Ferry fares only.
3. **Phone Calls:** Up to a maximum claim of £5 per calendar week.
4. **Hand Sanitiser:** Up to a maximum claim of £10 per calendar month.
5. **Congestion Charge:** Up to a maximum claim of £15 per calendar day.
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 (only NHSVR Steward Volunteers can claim this expense type when completing a 6-hour shift).

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, Hand Sanitiser, Congestion Charge, Toll charge Bridge/Road, Parking, 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 are delivered by Royal Voluntary Service.

3. Payment of expenses

In order to help Royal Voluntary Service review and process NHS 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 (except for CR+, where we ask you to wait until the end of the 4-week period).
- Separate expense claims should be submitted for expenses incurred for NHS Volunteer Responder and NHSVR 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 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 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 either all NHS Volunteer Responder jobs or all NHSVR Steward Volunteer jobs – you cannot have expenses for an NHS Volunteer Responder role and an NHSVR 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 licence, 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.
- You do not need to contact your insurer to update your documents or extend your cover if you are using your own car for voluntary purposes to transport medicines or groceries to support others who are impacted by COVID-19, your cover will not be affected. This applies to all categories of NHS Volunteer Responders, including transporting patients, equipment, or other essential supplies.
- You are required, by law, to declare your expenses to HMRC, if you are claiming over 10,000 miles in any tax year.