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

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

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. **Bus Fare**: Up to a maximum claim of £20 per calendar week.
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.

**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 expense types Bus Fare and Hand Sanitiser.
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.
- Each expense claim should contain all of your expenses incurred for that calendar week.
- 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.
- 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 and make a note of the others in the Comments field of that expense.
- 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 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.