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Approved By	QPDG
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# Volunteering Policy

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## Introduction

***“Volunteering is the giving of time and energy through a third party, which can bring measurable benefits to the volunteer, individual beneficiaries, groups/organisations, communities, environment and society at large. It is a choice undertaken of one’s own free will, and is not motivated primarily by financial gain or for wage or salary”.***

Scottish Executive Volunteering Strategy (2004)

NHS Greater Glasgow and Clyde (NHSGGC) recognises, values and supports the important part volunteers play in the life and work of the Board and the wider community.

The achievement of the goals of the organisation is best served by the active participation of members of the community. NHSGGC accepts and encourages the involvement of volunteers at all levels in the organisation and within all appropriate activities.

NHSGGC expects that each Director of an operational unit will ensure they have in place appropriate and effective arrangements to implement and monitor this policy.

This Volunteering Policy will:

- formally acknowledge and support the role of volunteers.
- set out the principles governing the involvement of volunteers and provide a set of procedures to ensure good working practice.
- define the roles, rights and responsibilities of the organisation and of its volunteers.
- encourage and enable, rather than limit, the involvement of volunteers from socially diverse backgrounds.

To implement this Policy the Board will:

- Ensure that volunteer roles complements the work of paid staff and that it will not be used as a substitute for paid work.
- Ensure that volunteers are appropriately managed and supervised.
- Ensure that staff at all levels are clear about the role of volunteers and foster good working relationships between staff and volunteers.
- Provide training and support for those working alongside and managing volunteers.
- Aim to meet the Investors in Volunteers standards as evidence of effective arrangements for volunteering.

In line with the commitment of NHSGGC to remove discrimination and promote equality, this policy recognises and accounts for the specific inequalities experienced by people because of Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Belief, Sex or Sexual Orientation. NHSGGC also recognises and accounts for the broader range of social inequalities that can impact on health outcomes such as poverty, literacy or geography.

This policy has been updated to take cognisance of the Refreshed Strategy for Volunteering in the NHS CEL10 (2008). This supersedes previous guidance issued under MEL 1998 (42) and MEL 2004 (4). The Refreshed Strategy for Volunteering in the Policy

reinforces the existing commitments and the need for robust infrastructure and management arrangements to support volunteers, along with a requirement that all boards achieve the Investors in Volunteers standard by March 2011.

NHSGGC achieved the Investors in Volunteers Award in 2011. This award is achieved against 9 indicators which are:

- Ensure there is an expressed commitment to the involvement of volunteers
- Commit appropriate resources to working with all volunteers, such as money, management, staff time and materials
- Ensure that NHSGGC is open to involving volunteers who reflect the diversity of the local community
- Oversee the development of appropriate roles for volunteers
- Protect volunteers from physical, financial and emotional harm
- Use fair, efficient and consistent recruitment procedures
- Establish clear procedures for introducing new volunteers to the organisation
- Ensure staff are aware of the need to give volunteers recognition.
- Take account of the varying support needs of volunteers

## **Scope**

The Volunteering Policy and accompanying procedures are intended primarily for use by NHSGGC employees and volunteers. A commitment to the principles contained in it would also be expected from voluntary organisations whose volunteers provide help within NHSGGC. However, the Board respects the independence of these voluntary organisations and recognises that they are responsible for the management of volunteers working on specific projects.

## **Roles and Responsibilities**

The nominated director responsible for Volunteering within NHSGGC is the Board Nurse Director.

Director's within each entity will develop, monitor and review local arrangements to support the implementation of the Policy.

## **Volunteering Procedure**

Please see appendix 1.

## **Review**

The Board is committed to an ongoing process of monitoring and evaluation of this Policy in consultation with all relevant parties every two years. The Policy will reflect and complement corporate objectives and the stated priorities in relation to improving health, tackling inequalities and social renewal.

## **References**

Active Communities, A Draft Strategy for Volunteering and Community Action, Report by the Scottish Active Communities Working Group, Scottish Executive (January 2000).

Guidance on Volunteering in the NHS, NHS MEL (1998)42. The Scottish Office Department of Health, 4 June 1998.

Guidance on Volunteering in the NHS, Scottish Executive, Health Department, NHS MEL (2000)04.

Protection of Children (Scotland) Act 2003: Guidance for Organisation December 2004.

Review of Volunteering in the NHS in Greater Glasgow, conducted by The Volunteer Centre on behalf of East Dunbartonshire VDA, West Dunbartonshire VDA, North Dunbartonshire VDA, North Lanarkshire VDA, SoLVE and East Renfrewshire CVS for Greater Glasgow Health Board, December 1999.

The Scottish Compact. The principles underpinning the relationship between government and the voluntary sector in Scotland. The Scottish Office, (October 1998).

The Scottish Compact: Good Practice Guides, Advice on the Scottish Executive's relations with the voluntary sector. Scottish Executive, (September 2000).

The Scottish Compact, Developing our Relationship with the Voluntary Sector, Scottish Executive (2004).

Volunteering by Children and Young People Under 16, Volunteer Development Scotland.

Volunteering in the NHS, Consultation Paper, Greater Glasgow Health Board, June 1999.

Volunteering Strategy, Scottish Executive 2004-2009.

Working Together for a Healthier Scotland, The Scottish Office, Department of Health, (February 1998).

Refreshed Strategy for Volunteering in NHS 2008-2011. Scottish Government (CEL (2008) 10).

National Group for Volunteering in NHS Scotland, Annual Report 2010-2011.

### **Monitoring**

Each service will develop, monitor and review local arrangements to support the implementation of the Policy.

### **Impact Assessment**

An equality and diversity impact assessment has been undertaken and will be published on the Equalities in Health website [www.equalitiesinhealth.org](http://www.equalitiesinhealth.org)

# Volunteering Procedure

## 1. Relationships with NHSGGC Employees

NHSGGC is committed to ensuring that:

- The tasks that volunteers do complement and do not replace the work of paid employees.
- Volunteers are not permitted to take on tasks formerly undertaken by paid employees or to work in ways which facilitate a decrease in paid employment.
- Volunteers are not permitted to do the work of paid staff in times of industrial action. They may continue their regular duties if adequate supervision can be provided.
- Steps are taken to ensure that staff at all levels and people who use the service are clear about the role of volunteers and to foster good working relationships between staff, patients, service users and volunteers.
- Training and support is provided for those working alongside volunteers.
- The safety and well-being of patients, users of the service and staff is paramount. The standard of care and conduct of volunteers must be of the same high quality as that of paid staff.
- All Volunteers should have clear Role Description's, which include the type of Disclosure Clearance required to undertake the role.
- The opportunity to have informal discussions with relevant members of staff is available to anyone considering applying to volunteer.
- Additional support will be available to anyone who requires support to complete the application/recruitment process.

Prior to recruiting volunteers, consultation and discussion must take place with staff from the area requesting the volunteers to ensure that there is a genuine need for volunteers and to develop a clear description and understanding of the volunteering role. All staff are encouraged to assist in the creation of appropriate, meaningful and productive roles in which volunteers might participate.

## 2. Recruitment and Selection

NHS Greater Glasgow and Clyde:

- Will market volunteering opportunities appropriately to ensure the volunteer force actively reflects the wider community.
- All potential volunteers will require to attend an initial informal interview to discuss volunteering.
- Will recruit volunteers from all sections of the community in line with the Equalities Act (2010) and take positive steps to actively raise awareness and recruit volunteers from socially diverse backgrounds.
- Will make all reasonable adjustments to support volunteers fulfil their potential roles

- Requires all volunteers to complete an Application Form, Occupational Health Clearance, by completing a questionnaire and a Disclosure check relevant to the role prior to appointment. All volunteers must provide 2 referees as requested. These references will be taken up following a successful interview  
**For volunteers who have lived outside of the UK for more than 6 months in the past 5 years.** They need to obtain a criminal record check from the country they lived in. This is commonly referred to as a ‘**Certificate of Good Conduct**’ but has many different names including Certificate of Clearance and Certificate of no Criminal Conviction. They will also need to apply for a DBS check (UK criminal records check) in addition to the Certificate of Good Conduct.  
<https://www.gov.uk/government/publications/criminal-records-checks-for-overseas-applicants>
- Will list all current opportunities on the Board’s webpage on Volunteering and signposting provided to various services. Local Volunteer Centre’s will receive regular updates on NHS Volunteering opportunities.
- Will place volunteers in accordance with rigorous volunteer recruitment and selection procedures and with due care and attention to the process of matching volunteers needs and service requirements.
- Acknowledges the importance of social inclusion and recognises that most prospective volunteers have something of value to offer. Where there is no suitable placement available, the volunteer will be informed of the reason and referred, where applicable, to another agency such as the local Volunteer Centre. (See Appendix 2).
- Volunteers making applications in specific areas of the organisation, will be matched according to their skills; experience and their general ability to undertake the role. Volunteer Role Descriptions will clarify any specific requirements for certain roles. e.g. Recovery from certain situations or health conditions, which may affect an individual’s ability to undertake certain roles at any given time. Support and advice will be offered to volunteers in these situations. Alternatively, signposting to other organisations or staff who can provide support/expertise in certain areas will be offered.

### 3. Age Limits

For all NHS Volunteering opportunities the general law of “duty of care” applies. Consideration of the capability of the individual concerned to undertake the duties must comply with NHS Policy and procedures.

Where volunteers are no longer able to conduct their duties (e.g. due to ill health or disability), consideration should be given to changing their role or redeployment elsewhere in the organisation. Where this is not possible the volunteer should be supported to step down from their role.

#### **Involvement by children and young people under the age of 16**

Children and young people under 16 years of age can and do make a responsible and active contribution to society through volunteering and community involvement. The organisation has an enhanced duty of care to ensure they involve them in a sustainable way which ensures their safety and protection from harm.

An individual risk assessment will be undertaken in advance to assess the risks to the health and safety of the young person. In addition the Protection of Children (Scotland) Act 2003: Guidance for Organisations and the Board's Child Protection Policy and Guidelines will be followed to ensure that children and young people who are involved with the organisation are protected and appropriate safeguards are in place.

There may be specific placements where we reserve the right to set a minimum age to protect the individual volunteer.

Young people under the age of 16 who are looking for experience of the NHS can access "work experience" programmes through Learning & Education. [www.nhsggc.org.uk](http://www.nhsggc.org.uk) , search for "Work Experience".

#### **4. Volunteer Driving**

Volunteers are involved in a range of driving activities from individual patient transport to minibus driving. Local procedures should be developed for the recruitment and management of volunteer drivers. (Appendix 3) offers guidance on the range of areas that local procedures should cover.

#### **5. Public Partnership Forums**

The establishment of Community Health Partnerships in 2006 created the Public Partnership Forums (PPFs); bodies which enabled local service users, carers and the public to make a contribution to the improvement of health services. This resulted in another "brand" of volunteering evolving through members of the public who participate in these forums alongside NHS Staff. Due to the completely different nature of this type of volunteering, traditional approaches to volunteer recruitment/management may not always be necessary or appropriate.

#### **6. Information and Training**

NHSGGC will:

- Ensure that volunteers receive full information about their placement and their role and responsibilities to the staff, users of the service and the Board. This will include information about conduct guidance procedures for volunteers and about their rights and responsibilities if something goes wrong.
- Provide volunteers with induction training and orientation in relation to the specific task(s) to be undertaken.
- Strive to provide on-going opportunities for learning and development.
- Ensure that volunteers are given the same opportunities as staff to contribute to the decision-making processes of the team and the Board as appropriate. Procedures will be put in place to enable the views of volunteers to be represented.

## **7. Support, Supervision and Recognition**

- Each volunteer will be assigned to an appropriate member of staff who will have the relevant skills and experience to support and develop volunteers in their role.
- The role of the volunteer will be regularly reviewed to ensure that they have the necessary support, encouragement, guidance and training, if appropriate, to undertake the assigned task.

Volunteers will be expected to conduct themselves in a reasonable manner, perform their task(s) to an acceptable standard and comply with organisational policies and procedures. When this standard is not met, appropriate support will be offered to improve the situation. If the volunteer does not then improve sufficiently, their involvement will be reviewed in line with organisational policies and procedures. e.g.

“Guidance for the management of volunteer conduct” obtainable from all Manager’s who have responsibility for volunteering. In the case of serious breach of conduct or inability to perform agreed tasks, the organisation reserves the right to request the volunteer to resign their position.

On the basis of their voluntary work, volunteers may request a reference from their named contact person. Volunteers would require to have volunteered for a minimum of six months.

The work of volunteers will be recognised and acknowledged by the Board.

## **8. Expenses and Insurance**

The Board will ensure that:

- There is a fair, consistent and transparent system for the reimbursement of out-of-pocket expenses. (ref: Guidance on Reimbursement of “Out of Pocket” Expenses for Volunteers) (See Appendix 4).
- Volunteers are adequately covered by insurance whilst they carry out their agreed duties both on the Board’s premises and in the community.
- Volunteers are given information on other legislation and policies which may affect them (e.g. Health and Safety, Infection Control).
- Volunteers are treated in the same way as paid staff for liability purposes.

## **9. Expectations of Volunteers**

Volunteers are expected to:

- Participate in induction sessions and other training specific to the assigned task(s).
- Comply with all Board policies and procedures, particularly in relation to confidentiality, accident reporting and health and safety.
- Access immunisation protocols as advised and be informed of routine control of infection procedures.
- Carry the Board identification badge at all times and wear as directed. (Badges should be returned on vacation of the Volunteer position).
- Undertake their voluntary role at agreed times.

- Inform the relevant member of staff if they are unable to attend, in advance if possible.
- Give as much notice as possible if unable to continue volunteering.
- Raise any issues of concern relating to their voluntary work with their named contact person.
- Inform their named contact of any change in contact details.
- Inform their named contact of any relevant changes in their health status.
- Inform their named contact in advance of all holidays and breaks.

## **10. Indirect Volunteers**

The Board expects that volunteer-involving organisations providing a service to the NHS (e.g. RVS, Radio Lollipop, Chest, Heart & Stroke Association, and Alzheimer's Scotland) will have volunteering policies, which adopt similar standards to those outlined in NHS Policy and Procedure.

Formal Agreements will be signed by both parties in relation to volunteers recruited by Third Sector organisations. These will reflect NHS Policy & Recruitment Procedures. This is to ensure the same "Duty of Care" principles apply to volunteers, recruited by partner organisations, who carry out their duties on NHS premises.

## **11. Funding**

NHSGGC recognises that, whilst developing volunteer involvement is an investment with significant benefits, there are many associated costs, including staff time.

Within relevant budgets, the Board will fund the costs associated with volunteering - marketing, recruitment, selection, training, education and support - and will ensure there is a fair, transparent and accessible system for reimbursing authorised out-of-pocket expenses.

Where appropriate, consideration will be given to the need to identify designated posts to manage volunteers and develop volunteering.

## **12. Relationships with the Volunteering Sector**

The work of the local Volunteer Centres in providing leadership in the Volunteering Sector is recognised. Volunteer Centres have a primary role in promoting volunteering, providing useful information and training for organisations. (See Appendix 2).

## **13. Encouraging Employer-supported Volunteering**

The Board recognises, values and supports the important part that their own staff who already volunteer play and will support where possible employees who are involved in volunteering or who may consider volunteering in the future.

### Volunteer Centres

#### **Glasgow City**

The Volunteer Centre  
Abbey House  
10 Bothwell Street  
Glasgow  
G2 6LU

Tel: 0141 226 3431

Email: [info@volunteerglasgow.org](mailto:info@volunteerglasgow.org)

Website: [www.volunteerglasgow.org](http://www.volunteerglasgow.org)

#### **East Dunbartonshire**

East Dunbartonshire Voluntary  
Uni4/ 5  
18-20 Townhead  
Kirkintilloch  
G66 1NL

Tel: 0141 578 6680

Email: [info@edva.org](mailto:info@edva.org)

Website: [www.edva.org](http://www.edva.org)

#### **West Dunbartonshire**

Volunteer Centre West Dunbartonshire  
Arcadia Business Centre  
Miller Lane  
Clydebank  
G81 1UJ

Tel: 0141 941 0886

Email: [info@wdcvs.com](mailto:info@wdcvs.com)

Website: [www.wdcvs.com](http://www.wdcvs.com)

#### **East Renfrewshire**

Voluntary Action East Renfrewshire  
Main Office  
Undercover  
56 Kelburn Street  
Barrhead  
G78 1IR

Tel: 0141 876 9555

Email: [office@voluntaryaction-er.org.uk](mailto:office@voluntaryaction-er.org.uk)

Website: [www.voluntaryaction-er.org.uk](http://www.voluntaryaction-er.org.uk)

**Renfrewshire**

Engage Renfrewshire  
10 Falcon Crescent  
Ferguslie Park  
Paisley, PA3 1NS

Tel: 0141 887 7707

Email: [\\_admin@engagerenfrewshire.com](mailto:_admin@engagerenfrewshire.com)

Website: [www.engagerenfrewshire.com](http://www.engagerenfrewshire.com)

**Inverclyde**

Volunteer Centre  
175 Dalrymple Street,  
Greenock  
PA15 1JZ

Tel: 01475 787414

Email: [Info@volunteerinverclyde.org.uk](mailto:Info@volunteerinverclyde.org.uk)

Website: [www.volunteerinverclyde.org.uk](http://www.volunteerinverclyde.org.uk)

### Volunteer Drivers

Volunteers are involved in a range of driving activities from individual patient transport to minibus driving.

Local policies and procedures will apply.

We would expect all local policies and procedures to make reference to the following:

#### 1. Vetting Volunteers:

- Volunteer drivers will be recruited, selected, trained, supervised and supported in the same way as other volunteers in accordance with NHSGGC Volunteering Policy.

#### 2. Insurance:

- Legal requirements: All Volunteer Driver's will be required to produce their Driver's Licence, annual Insurance Policies and MOT Certificates (if applicable) to the department responsible for their recruitment.
- All volunteers driver's must hold licenses which are free from any motoring convictions.

#### 3. Mileage Reimbursement – see guidance on reimbursement of volunteer expenses.

4. Volunteer driver's should report any changes to their health or any serious accidents, which may affect their ability to continue in this role.



NHS Greater Glasgow & Clyde  
Guidance on Reimbursement of 'Out of Pocket'  
Expenses for Volunteers

Lead manager	
Responsible director	
Approved by	
Date approved	
Date for review	

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## **Annexes**

- 1 Sample claim form**
- 2 Rates of subsistence, travel and other expenses**
- 3 Sample pro\_forma for recording bank details**
- 4 Sample letter to insurance company**

**1. Introduction****1.1 Scope**

NHS Circular CEL 23 (2011) provides NHS Boards with guidance on the payment of out of pocket expenses to volunteers.

This guidance is based on the circular, and is intended to provide a consistent basis for the payment of expenses for volunteers who work alongside, or are under the supervision of, NHS staff as part of a range of managed voluntary services/activities. The guidance also applies to volunteers who participate in patient focus or public involvement activities, and incur expenses as a result of participating in relevant activities to which they have been invited by the NHS Board e.g. workshops, focus groups, committees, working groups.

**The guidance should be read in conjunction with the Greater Glasgow & Clyde Volunteering Policy reviewed in 2014.**

The circular defines an NHS volunteer as a *“person who gives freely and willingly of their time to help improve the health and wellbeing of patients, carers and users of the NHS in Scotland”*.

The payment rates quoted in Annex 2 attached are specified in the circular, and supersede those given in NHS Circular No. 1986(GEN) 16.

**1.2 Scottish Government Requirement**

NHS Boards are required to have a written guidance for the payment of 'out of pocket' expenses for volunteers; this should be reviewed and updated on an annual basis; relevant information from this guidance on how to claim reimbursement must be available in the induction pack for volunteers. The purpose of this guidance is to provide clear advice on the reimbursement process, which should be consistently applied throughout NHS Greater Glasgow & Clyde, to ensure that payments are made promptly and that low income volunteers are not disadvantaged.

The general principles, in the payment of travel and other expenses for volunteers, are that:

- no volunteer should be out of pocket as a result of their volunteering work; and
- reimbursement is not appropriate unless actual expense is incurred in the course of the volunteering.

A sample claim form is included at Annex 1.

**2. Travel Expenses**

Volunteers are encouraged to use public transport to and from their place of volunteering where possible. Reimbursement of the costs of travel tickets, car parking charges, toll charges, bus, underground, ferry or taxi fares (where prior approval for use of a taxi has been given) should also be made.

Appropriate receipts, used tickets or ticket stubs must be attached to the claim.

**2.1 Travel by private motor car, motor cycle or bicycle- mileage allowances**

The mileage allowances for travel by private car, motor cycle and bicycle are shown in Annex 2. There are two levels of car mileage allowances and volunteers will be advised, as part of the induction process, which rate will apply in reimbursement of their travel costs:

**2.1.1 Public transport (or commuting) rate**

The 'public transport rate', which is intended to cover the cost of fuel only and not motoring costs, is payable where volunteers use their private motor vehicle to commute between their home and the place of volunteering but are not required to use their car for their volunteering business; this includes volunteers commuting in relation to PFPI/PPF activities.

**2.1.2 Standard mileage allowance**

The 'standard mileage allowance', which takes motoring costs such as insurance and road tax into account, is payable when volunteers use their private motor vehicle for volunteering business e.g. volunteer drivers; or volunteers who use their own cars in direct connection with their volunteering and therefore incur business miles.

With effect from 6 April 2011 the mileage rates, which accord with the current guidelines from the HM Revenue and Customs, shown in Annex 2 should be paid to volunteers who:

- drive their own private motor vehicles (including motor cycles) as defined below in connection with their volunteering but subject to the limitations set out elsewhere in this Section; and
- meet the insurance requirements set out below.

**2.1.3 Car parking**

On production of appropriate receipts, car parking costs can be reclaimed for the duration of the time spent volunteering.

**2.2 Motor vehicle insurance**

Volunteers involved in managed volunteering activities using their private motor vehicle or a vehicle owned by a spouse or partner on volunteering business must satisfy certain insurance conditions in order to claim the motor mileage allowance. It is the responsibility of volunteers to ensure that their vehicle insurance policy covers the risks set out below. NHS Greater Glasgow & Clyde staff are asked to remind volunteers of this responsibility.

**NHS Greater Glasgow & Clyde  
Reimbursement of 'Out of Pocket' Expenses for Volunteers**

Motor mileage allowance will be payable only if the insurance conditions are fulfilled. A standard letter for the volunteer to send to their insurance company is attached at Annex 4. Any costs levied by an insurer for providing this may be reclaimed by the volunteer.

Volunteers using their private motor vehicle, or a vehicle owned by a spouse or partner, on volunteering work must have motor vehicle insurance without financial limits covering the following:

- bodily injury to or death of third parties;
- bodily injury to or death of any passenger; and
- damage to the property of third parties.

In addition the insurance policy must specifically cover the use of the vehicle on volunteering business. This also applies in the case of a vehicle owned by a spouse or partner.

**2.3 Volunteers' liability**

It is strictly prohibited for a volunteer to drive any vehicle as part of their volunteering duties within NHS Greater Glasgow & Clyde unless they have a valid driving licence. It is the responsibility of the volunteer to ensure their licence is valid.

**2.4 Reimbursement Conditions**

Volunteers will be reimbursed actual expenses only. Volunteers should not be given set amounts (or flat rate payments) or additional payment that do not reflect actual costs. The payment of 'flat rates' can constitute a wage; in this situation the organisation could be liable to pay the volunteer for all the time worked. In addition, this could be regarded as a contract by a tribunal or similar body giving volunteers the same rights as employees, and could have the potential of requiring NHSGGC to comply with minimum wage legislation.

Any payment over and above out of pocket expenses would also be regarded as income by HM Revenue and Customs, and would therefore be taxable. Any potential personal tax liability arising from the payment of expenses will be the responsibility of the individual claimant. Such payments may also put volunteers' benefits at risk; volunteers concerned about reimbursement payments affecting current benefits claims should contact their Job Centre Plus for further advice.

Volunteers should be aware that 'out of pocket' expense claims should be made to one organisation only. If it becomes apparent that a volunteer is making the same claim from another organisation reimbursement through NHSGGC will be withdrawn, and repayment of expenses overpaid may be sought from the volunteer.

Asylum seekers are also affected, with strict Home Office guidelines advising that anything beyond remuneration for actual expenses will be construed as payment for illegal work.

**3. Subsistence allowances****3.1 Volunteers entitlement to subsistence allowances**

Subsistence allowances are designed to cover out of pocket expenses spent mainly on meals, other minor personal incidental expenses and accommodation. This will include reimbursement of expenses incurred by volunteers when they attend training events in connection with their volunteering work.

Annex 2 gives details of the current subsistence rates which are payable, where appropriate, with effect from 6 April 2011.

**3.2 Day subsistence allowance**

Day subsistence allowance, which is not required to be supported by receipts, is payable only when the volunteer meets the prescribed minimum periods detailed below and the volunteer has to purchase a meal, or meals:

- day subsistence over 5 hours payable for a period of volunteering of more than 5 hours but less than or equal to 10 hours; or
- day subsistence over 10 hours for a period of volunteering of more than 10 hours.

The day subsistence rate is not payable when meals or meal vouchers are provided.

**3.3 24 hour subsistence allowance**

The 24 hour subsistence allowance covers a period of up to 24 hours and includes expenditure on overnight accommodation and breakfast, lunch and dinner and personal incidental expenses (e.g. personal telephone calls). Bed and breakfast costs must be supported by a receipt attached to the travel and subsistence claim.

**3.4 Staying with friends allowance**

If an overnight stay is necessary in the course of the volunteering and the volunteer resides overnight with and in accommodation provided by friends or relatives, irrespective of the circumstances, they can claim the Staying with Friends Allowance. This allowance is a 24 hour rate designed to cover accommodation and all meals in the 24 hour period starting when the journey commenced. Receipts are not required to be produced to support a claim for this allowance.

Volunteers are also allowed to claim the personal incidental expenses allowance in addition to this allowance if expenses are incurred.

**NHS Greater Glasgow & Clyde  
Reimbursement of 'Out of Pocket' Expenses for Volunteers****4. Communication, consumable and other expenses**

Volunteers may claim reimbursement, where appropriate and on production of appropriate receipts, for:

- the costs of ink cartridges, paper, labels, envelopes, telephone calls and stamps specifically incurred in the course of their volunteering work (on production of appropriate receipts);
- childcare expenses (up to a ceiling equivalent to the current hourly childminding rate paid by the relevant local authority), or other carer expenses, incurred while undertaking their volunteering duties can be reclaimed. Volunteers in specific roles are eligible to claim these expenses. Typical placements are where the volunteer role is specifically designed to support health care initiatives.
- additional expenses incurred while undertaking volunteering duties by volunteers who have a disability may be reclaimed.

**5. Payment process**

**5.1** Claims must be made on the official expenses claim form (Annex 1).

**5.2** Formal evidence of expenses incurred i.e. receipts for travel, meals refreshments and car parking must be provided for all expense claims.

**5.3** All expense claims should be made within one month of being incurred, and should be passed to the nominated individual responsible for authorising expenses claims received from volunteers.

**5.4** Where the nominated individual is unable to approve the expense claim due to incomplete or insufficient information, or where expenses are deemed ineligible, the expense claim will be returned to the individual for amendment with the details of the reason for return. The volunteer may then resubmit the claim.

**5.5** The payment of expenses is normally made by cheque; however, if it is preferable for the volunteer, arrangements can be made for payment to be paid by BACS transfer directly into the volunteer's bank accounts. Volunteers must complete the form at Annex 3 if they wish to be paid by BACS.

**5.6** To ensure there is equal opportunity for participation in volunteering activities there may be a need, where small amounts of expenses are involved, to pay out of pocket expenses in cash on the day of the activity (usually through local Cashier's Office) and in some cases in advance. Advances may also be paid by cheque or by BACS.

**6.** The payment rates quoted in **Annex 2** attached supersede those given in CEL 8 (2009).

Please complete in BLOCK CAPITALS. All expense claims must be agreed in advance. You must provide receipts and attach them to this form.

Name	
Address	
Postcode	

Period & Placement	
From	
To	
Voluntary Placement	

Date	Details of Volunteering	Car Mileage			Travel Fares £	Other Expenses (please list)	Cost of Other Expenses
		No. of Miles	Rate	Total			
			£0.24				

I declare that the above travelling and subsistence expenses claimed have been incurred by me. I also declare that no other claim for reimbursement from public or charitable funds has been nor will be made in respect of this claim.

Name		Signature	
Verified by		Signature	
Payment Authorised by			

Date	
Date	
Date	

For Office Use: Payment made by:..... Date:.....	Form of Payment: Bacs / Cheque / Cash	Charge to Endowment Fund
-----------------------------------------------------	------------------------------------------	--------------------------

## Travel and Subsistence Rates payable from 6 April 2011

### Subsistence Rates

<b>1.</b>	<b>Day subsistence allowance</b>	
	Volunteering of more than 5 hours but not more than 10 hours where meals are purchased (not payable if meals provided)	£ 4.90
	Volunteering of more than 10 hours where meals are purchased (not payable where meals are provided)	£ 10.70
<b>2.</b>	<b>24 hour subsistence <sup>1</sup></b>	
	Receipted cost of bed and breakfast up to a limit of (Boards may need to apply discretion and reimburse actual cost – this will depend on costs of B&B available)	£ 55.00
	plus meals allowance	£ 20.00
	plus personal incidental expenses allowance (e.g. telephone calls etc)	£ 5.00
<b>3.</b>	<b>Staying with friends allowance per night <sup>1</sup></b>	£ 25.00
<b>4.</b>	<b>Personal incidental expenses allowance <sup>1</sup></b>	£ 5.00
<b>5.</b>	<b>Overnight by train or boat (per night)</b>	£ 24.10

### Motor Mileage Rates

<b>1.</b>	<b>Public transport</b> (or commuting rate)	24p per mile
	<b>Standard motor vehicle mileage</b>	45p per mile for the first 10,000 miles and 25p thereafter <sup>2</sup>
	<b>Passenger allowance</b>	Up to 5p a mile
<b>2.</b>	<b>Motor cycle mileage</b>	24p per mile
<b>3.</b>	<b>Bicycle</b>	10p per mile

**Public transport costs** – Actual cost (must be evidenced by receipts)

### Other Expenses

<b>1.</b>	Reimbursement of reasonable receipted childcare or other carer's expenses	<i>Volunteers in specific roles are eligible to claim these types of expenses. Typical placements are where the volunteer role is specifically designed to support health care initiatives</i>
<b>2.</b>	Reimbursement of reasonable receipted additional expenses for people with disabilities	Volunteers with a disability who incur additional expenses in the course of their volunteering may claim reimbursement

<sup>1</sup> Only payable when overnight stay required.

<sup>2</sup> Based on HM Revenue and Customs guidelines for rate which is not taxable. Amounts in excess of those listed are taxable and subject to Class 1 NIC.

**ANNEX 3**

**Bank details for payments via B.A.C.S.**  
Please complete form using **BLOCK CAPITALS**.

<b>Payee name:</b>	Title: ..... Forename: ..... Surname: .....
<b>Home Address:</b>	Address line 1: ..... Address line 2: ..... Town / City: .....Postcode: .....
<b>Communication:</b>	Home phone number ..... E-mail address .....
<b>Bank/Building Society:</b>	Name: ..... Address line 1: ..... Address line 2: ..... Town/City: .....Postcode: .....
<b>Account details:</b>	Sort/Swift code: ..... Account No: ..... Roll number: .....

**Signature:** .....

**Date** .....

**Please return completed form by:**

**Fax** [*insert local contact details*]

or

**Post** [*insert local contact details*]

Name

Address

Date

To (Insurance Company)

Re (Policy Number)

Dear Sirs

I intend to undertake voluntary work for NHS Greater Glasgow and Clyde and I will use my vehicle to carry out voluntary duties and may carry passengers as requested. I will receive a mileage allowance for these journeys to contribute to fuel and the running costs of my vehicle. Such expenses will be in accordance with the HM Revenue & Customs tax free rate per mile. I estimate the number of miles driven under this voluntary basis will be xxxxx per year.

I should be grateful if you would confirm that my existing policy covers me for such volunteer driving. Please complete the reverse side of this letter and return to me.

Please also confirm that my insurance policy contains a clause indemnifying NHS Greater Glasgow and Clyde, with which I am a volunteer, against third party claims arising out of the use of my vehicle for such voluntary work.

Yours faithfully

(Policy Holder)

From (Insurance Company)-----

Re (Policy Number)-----

Policy Holder/ Driver-----

This is to confirm that your policy covers voluntary driving (for which a mileage allowance may be received). This also confirms that the above policy contains a clause indemnifying NHS Greater Glasgow and Clyde with which you are a volunteer against third party claims arising from the use of the vehicle on such voluntary work.



ISSUED BY----- DATE-----