



## Service User Panel

### Payment and Expenses Policy

National Voices is committed to making user involvement an integral part of its everyday work.

The policy acknowledges that people may be affected by issues that will need to be taken into account when attending events e.g. disability issues.

It is recognised that the policy should be subjected to periodic review to reflect developments in National Voices' user involvement work.

All claims for expenses must be supported by a receipt or bill. National Voices is audited annually, and is legally obliged to demonstrate that its accounts are in order; this includes producing legitimate receipts for all expenses.

User Panel members can claim for all reasonable expenses incurred in the course of their involvement work with National Voices. Usually, this will fall into one of the following categories:

#### 1. Travel

User Panel members can claim for costs of travelling to take part in user involvement opportunities including meetings, workshops, panels.

This may be travel by public transport (bus or train), travel by car (mileage) or where appropriate by taxi (to be agreed with National Voices in advance). They must ensure that they retain all tickets and receipts to submit with their expenses claim.

National Voices will reimburse mileage claims at the rate of 40 pence per mile. Mileage claims do not need to be supported by receipts. However, please note that if there is a feasible, safe, cheaper alternative by public transport, National Voices will reimburse mileage to the value of that fare.

Where Panel members need to take public transport on non standard fares we ask them to contact the National Voices staff team in advance for approval.

#### 2. Meals

If Panel members are taking part in a user involvement opportunity with National Voices, meals and refreshments will be provided.

#### 3. Additional Expenses

If you will incur any other costs please contact National Voices staff team in advance to discuss on 0203 176 0738.

#### 4. Can User Panel members claim money in advance?

Expenses are usually paid in arrears (ie after the event) and are generally reimbursed by BACS directly into the Panel member's bank account. If the cost is significant and is likely to cause the participant difficulty the National Voices staff team may be able to make other arrangements.

**5. External training courses and conferences**

National Voices does not pay for User Panel members to attend external training courses. We will not reimburse User Panel members for attending conferences or seminars unless this has been agreed in advance.

Revised July 2011