

Purpose of this procedure:

This procedure outlines the process through which volunteers can be reimbursed for agreed “out of pocket” expenses incurred during the course of their volunteering.

The Procedure:

The two key principles of the procedure are:

- No volunteer should be out of pocket as a result of their volunteering
- Reimbursement is only appropriate where expense has been agreed, has occurred and can be evidenced

Rates and allowances

Rates and allowances are linked to Government Guidance DL (2023) 29.

Travel expenses

Volunteers are encouraged to use public transport to and from their volunteering.

Volunteers can be reimbursed for travel from their home (within Lothian) to their volunteer placement. Travel outwith Lothian will only be reimbursed with prior agreement of the journey to be undertaken. The cost of bus, train, ferry, taxi fares (with prior agreement) can be reimbursed, as can car parking and the cost of travelling by car.

Motor Mileage is paid at several different rates:

- Public transport rate – Is payable where volunteers use their car to commute from their home to their volunteer placement. This is currently 28p per mile.
- Standard mileage rate – To claim this rate the volunteer must be using their car in their volunteer role e.g., driving patients to appointments, and be able to evidence appropriate insurance cover (see appendix 1). Standard mileage rate takes motoring costs such as insurance and tax into account. This is currently 45p per mile for the first 10,000 miles and 28p thereafter.
- Passenger mileage rate – if a volunteer gives another volunteer a lift to a placement or to a meeting as they are both attending at the same time then an additional 5p per mile can be claimed by the driving volunteer. Passenger allowance can only be claimed once not per passenger.
- Motorcycle mileage – Is payable where volunteers use their motor bike to commute from their home to their volunteer placement. This is currently 24p per mile.
- Bicycle – is payable where volunteers use their bicycle to commute from their home to their volunteer placement. This is currently 20p per mile.

Subsistence Allowance

In the unlikely event that a volunteer is engaged in volunteering activity for 5 or more hours continuously they may claim subsistence allowance at the appropriate rate.

- Volunteering for 5 - 10 hours, up to £5 for a meal (if not provided)
- Volunteering for more than 10 hours, up to £15 for meals (if not provided)
- Volunteering for 24 hours and upwards, up to £80 on meals and accommodation

Other expenses

Other expenses can be reimbursed by prior agreement if budget allows. These include reimbursement of activities undertaken with patients, receipted childcare or other carer expenses and the reimbursement of reasonable receipted additional expenses for people with disabilities.

Submitting a claim

Claims must be submitted on the volunteer expense form claim form (appendix 2) copies are available from the Voluntary Services Team.

It is the volunteer's responsibility to submit claims for reimbursement timeously. It is recommended that claims are made on a monthly basis and claims should not be made more than 3 months after the volunteering activity. Volunteers should note that claims made after 3 months will be reimbursed only at the discretion of the Deputy Director of Finance.

The appropriate receipts, used tickets and ticket stubs must be attached to the claim form.

If you are an NHS Lothian Employee who is also undertaking a volunteering role, please request a regular expenses form which can be obtained from Payroll [PayrollTeam6@nhslothian.scot.nhs.uk].

Receiving payment

Payment is usually made directly by BACs transfer into the volunteers chosen bank account (details must be submitted on the claim form). At some of the larger hospital sites it is possible to receive a cash payment during standard working hours by taking the form authorised by the Voluntary Services Team to the Cashiers Office. Volunteers should note that not all locations have a Cashiers Office.

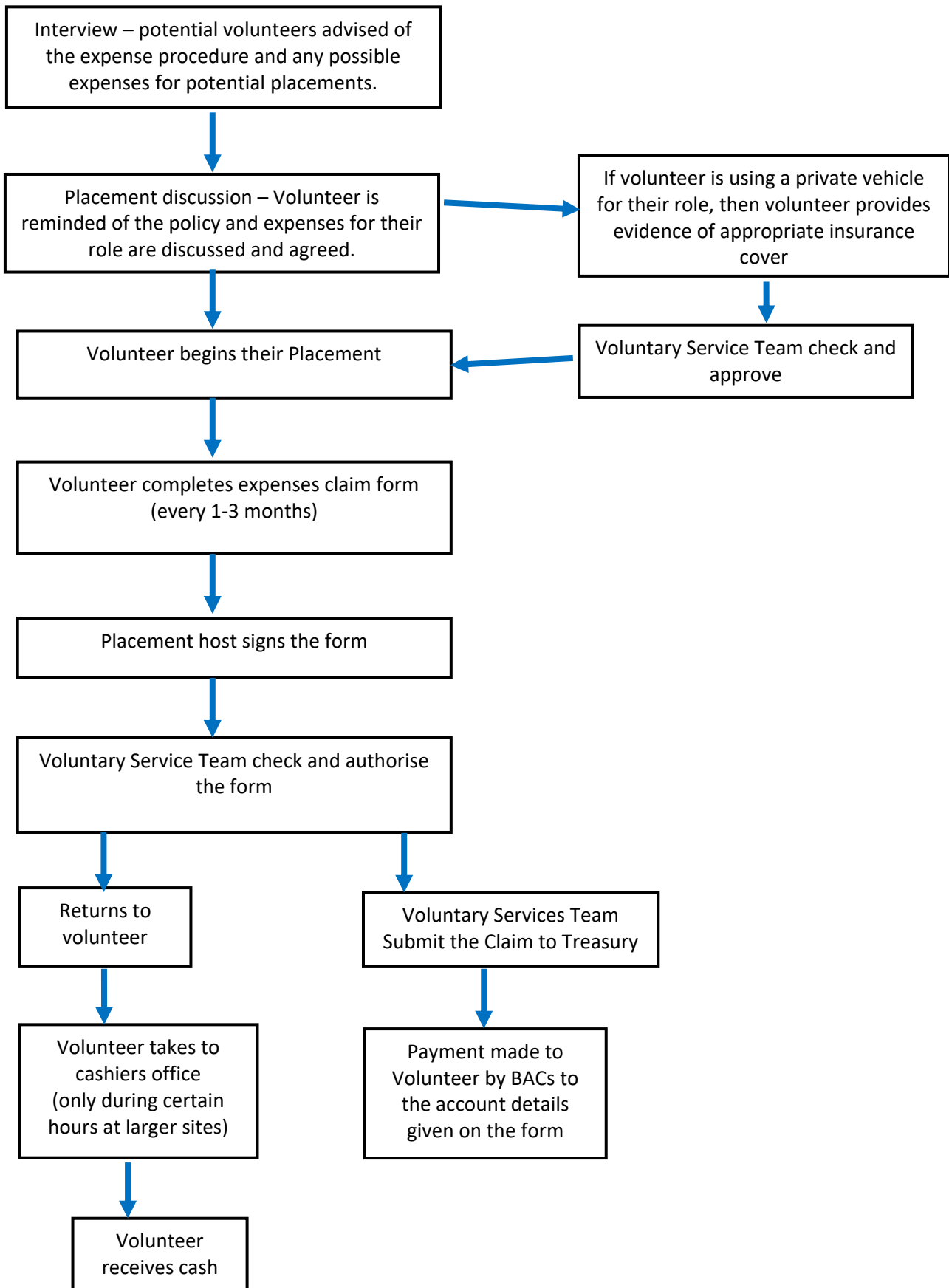
Other arrangements

NHS Lothian recognises that the process of initially paying for and then being reimbursed for "out of pocket expenses" could potentially prohibit some potential volunteers from joining our team. We are keen that our expenses procedures do not disadvantage anyone and would be happy to explore alternative arrangements such as prepaid tickets on a case-by-case basis. Volunteers should speak to their Voluntary Services Manager if they wish to explore this.

Associated materials/references:

- [Volunteering in NHS Lothian Policy](#)
- Volunteer role creation procedure
- Volunteer recruitment procedure

- Volunteer performance management procedure
- Volunteer role description template
- Fit for the Future – NHS Lothian Volunteering Strategy 2023-2028
- Volunteer Induction Training Materials



Appendix 1 – 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 the volunteers to ensure that their vehicle insurance policy covers the risks set out below.

The Voluntary Services Manager is responsible for verifying that volunteers are covered by the appropriate vehicle insurance at induction and on an annual basis thereafter.

Standard Mileage rates will be payable only if the insurance conditions are fulfilled.

A standard letter for the volunteer to send to their insurance company is available from the Voluntary Services Manager.

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
- 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 a partner.

Volunteers' Liability

It is strictly prohibited for a volunteer to drive any vehicles as part of their volunteering duties for NHS Lothian unless they have a valid driving licence. It is the responsibility of the volunteer to ensure the licence is valid.

Appendix 2 - NHS Lothian - Claim Form – Volunteer Expenses

Volunteering



PLEASE COMPLETE IN BLOCK CAPITALS.

ALL EXPENSES MUST BE AGREED IN ADVANCE OF PURCHASE/EXPENDITURE.

Volunteer Name:			Make of Vehicle (for mileage claims only):			
Volunteer Address:			Registration Number (for mileage claims only):			
Volunteer Post Code:						
Date of expense	Journey Details (e.g., from home to Royal Infirmary and Return)	Reason for Journey	Mileage Claimed	Other Expenses (£)	Other Expenses Details (e.g., bus fares, parking etc.) Please include all receipts.	
Total:						
Name of Bank Account Holder is:		My Account Number is:				
		My Sort Code is:				
<p><u>Certification</u> - I hereby certify that the above details are correct and the expenses were incurred whilst undertaking duties/attending meetings for NHS Lothian and I do not hold any other position with NHS Lothian apart from my role as a volunteer. If you are an NHS Lothian Employee, you should use a regular expenses form which can be obtained from Payroll [PayrollTeam6@nhslothian.scot.nhs.uk]</p>						
Claimant's Signature:						
Date:						
For official use only	Number of Miles:		Attendance Confirmed By (Responsible Officer):			
	Mileage rate applied:			Contact Telephone Number:		
	Other expenses:	£		Payment Authorised By (Budget Holder):		
	Total amount due:	£		Print Name:		
Financial Code/NHSL Charity Code (Cost Centre & Account Code):			Date:			

**CLAIMS SHOULD BE FOR EXPENDITURE DATED WITHIN 3 CALENDAR MONTHS OF THE CLAIM DATE.
CLAIMS THAT EXCEED THIS TIMEFRAME MAY NOT BE PAID.**

Authorised forms to be sent by the authoriser to Treasury, Finance, 2nd Floor, Waverley Gate, 2-4 Waterloo Place, Edinburgh, EH1 3EG or if payment is from NHS Lothian Charity to NHS Lothian Charity, 2nd Floor, Waverley Gate, 2-4 Waterloo Place, Edinburgh, EH1 3EG