



Southern Health
and Social Care Trust

Quality Care - for you, with you

**INTERIM SERVICE USER,
CARER AND STAKEHOLDER
REIMBURSEMENT GUIDELINES
& PROCEDURES**

November 2014

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1.0 INTRODUCTION

- 1.1 There is increasing recognition of the need and right of service users, carers and stakeholders to be effectively and meaningfully engaged in all aspects of health and social care service commissioning, development and delivery. Government policy has actively encouraged and now in fact requires the involvement of service users in the commissioning, planning and evaluation of local services. The purpose of this involvement is to improve service user and carer experience of services and to make services more responsive to local need. Involvement of service users, carers and stakeholders is a central element of health and social care activity. For effective involvement people need to feel supported and that their contribution valued by both the organisation and its staff.

- 1.2 In January 2009, The Department of Health, Social Services and Public Safety (DHSSPS), as part of its strategic intent to increase the opportunities for Personal and Public Involvement (PPI) within the Health and Social Care system, advised of its intention to harmonise current policies and procedures across the region for the reimbursement of expenses for Personal and Public Involvement.

- 1.3 The Southern Health and Social Care Trust (herein referred to as “the Trust”) identified the need for guidelines and procedures to be developed that would provide clarity and guidance on this issue. In line with this position the Trust has produced this interim Service User, Carer and Stakeholder Reimbursement Guidelines and Procedures until regional guidance has been developed and agreed by the DHSSPS. This guidance has also been approved by the Public Health Agencies Department of Finance and Her Majesties Revenue and Customs (HMRC), adopted by the Regional Health and Social Care Personal and Public Involvement Forum and been recommended for adoption to other Health and Social Care Organisations.

2.0 PURPOSE AND AIMS

2.1 The purpose of this document is to provide interim guidance on the reimbursement of out of pocket expenses for service users, carers and stakeholders involved in service improvement until regional guidance has been developed and agreed by the Department of Health and Social Services and Public Safety.

2.2 The aims of the reimbursement guidance are to:

2.2.1 Provide clarification on the role and responsibility of the Trust in respect of reimbursement guidelines until definitive guidance is forthcoming from the Department of Health Social Services and Public Safety;

2.2.2 Provide clarification on the role and responsibility of Service Users, Carers and Stakeholders (Appendix 1);

2.2.3 Provide guidance on eligibility, exclusions and payment issues (Appendices 2 and 3);

2.2.4 Ensure that the Trust meets its statutory obligations in relation to the equality legislation.

3.0 GUIDANCE STATEMENT

3.1 The Trust recognises the need and right of service users, carers and stakeholders to be effectively and meaningfully engaged in health and social care service commissioning, development, delivery and evaluation.

3.2 The Trust supports the view that the appropriate and meaningful involvement of service users, carers and stakeholders is a central element within the on-going development and provision of Health and Social Care services.

3.3 The Trust believes that where service users, carers and stakeholders are involved in supporting the on-going development of services they should not be left “out of pocket” or financially worse off as a result.

3.4 The Trust will provide an efficient mechanism to reimburse service users, carers and stakeholders involved in service development activity for “out of pocket” expenses in keeping with the Department of Finance Guidelines and Procedures

4.0 SCOPE OF THE GUIDANCE

4.1 The guidelines apply to all service users, carers and stakeholders involved in supporting the service development and improvement work of the Trust. Essentially, out of pocket expenses incurred by service users, carers and stakeholders who are involved and participate in service commissioning, development, delivery and evaluation will be reimbursed and the type of expenses covered are detailed in appendices 2 and 3 of this document.

5.0 RESPONSIBILITIES

5.1 Responsibility of the Chief Executive

The Trust Chief Executive as Accountable Officer has overall responsibility for ensuring that the purpose and aims of this guidance are met.

5.2 Responsibility of Lead Director

The Lead Director for PPI is responsible for the effective implementation of these guidelines and to ensure resources are used appropriately for the reimbursement of expenses incurred by service users, carers and stakeholders involved in supporting the service commissioning, development, delivery and evaluation work of the Trust.

5.3 Responsibility of Directors, Heads of Service and Senior Managers

All Trust Directors, Assistant Directors, Heads of Services and Senior Managers have responsibility for the effective implementation of these guidelines and to ensure that appropriate arrangements are in place within their Directorate/ area of responsibility to support the involvement and reimbursement of service users, carers and stakeholders in relation to their support to the work of the Directorate.

5.4 Role of Service Managers and Staff

It is the responsibility of all Service managers and Staff to implement the guidelines and associated procedures as described within this document.

6.0 LEGISLATIVE FRAMEWORK

6.1 The legislative framework that governs the service user reimbursement policy includes:

- Section 11 of the Health and Social Care Act 2001
- Section 75, Northern Ireland Act 1998.
- Health and Social Care (Reform) Act (Northern Ireland) 2009

7.0 EQUALITY AND HUMAN RIGHTS CONSIDERATIONS

7.1 This guidance has been screened for equality implications as required by Section 75 and Schedule 9 of the Northern Ireland Act 1998. Equality Commission guidance states that the purpose of screening is to identify those policies, guidelines, procedures and so on, which are likely to have significant impact on equality of opportunity so that greatest resources can be devoted to these.

7.2 Using the Equality Commission's screening criteria no significant equality implications have been identified. The guidance will therefore not be subject to an equality impact assessment.

7.3 Similarly, this guidance has been considered under the terms of Human Rights Act 1998, and was deemed compatible with the European Convention Rights contained in the Act.

8.0 ALTERNATIVE FORMATS

8.1 This document can be made available on request in alternative formats, e.g. Plain English, Braille, disc, audiocassette and in other languages to meet the needs of those who are not fluent in English.

9.0 DATA PROTECTION

9.1 Any information supplied when making an expenses reimbursement claim, or filling out the associated monitoring form will be subject to appropriate data protection legislation.

10.0 SOURCES OF ADVICE AND FURTHER INFORMATION

10.1 Further advice and information regarding this guidance document and its associated procedures can be obtained from the Head of User Involvement and Community Development who can be contacted at: St Luke's Hospital, 71 Loughgall Road, ARMAGH, BT61 7NQ. Telephone: 028 37 412519 Mobile: 079 2087 5649. Email: carolyn.agnev@southerntrust.hscni.net



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APPENDICES

Roles and Responsibilities

Role and Responsibility of Southern Health and Social Care Trust

- The Southern Health and Social Care Trust has a duty of care towards service users, carers and stakeholders who become involved in service commissioning, development and improvement.
- The Southern Health and Social Care Trust has a responsibility to provide adequate expertise, information, time, administrative and financial resource to support effective personal and public involvement.
- The Southern Health and Social Care Trust will agree, review and monitor reimbursement guidance.
- The Southern Health and Social Care Trust will ensure that its reimbursement guidelines and procedures are written in Plain English and made available in different languages and formats on request to ensure that they are fully accessible.
- A copy of this guidance will be given to all those considering involvement with the Trust in relation to service development and improvement **prior to their commitment** to become involved. A summary version of the document containing the claim form, equality monitoring form and monitoring information leaflet is also attached at Appendix 4
- Support to complete any forms will be made available.
- Staff training will be provided to ensure all relevant staff are aware of the reimbursement guidelines and procedures.

Role and Responsibility of Service User/Carer

- Service users, carers and stakeholders need to understand and agree to the terms and conditions upon which they get involved.
- With regard to expenses as outlined in Appendix 3 service users, carers and stakeholders are required to choose the most cost-effective means available to them while still meeting their needs.

- Service users, carers and stakeholders are responsible for declaring any earnings to the tax and benefits offices as appropriate.
- Service users, carers and stakeholders in receipt of benefits should also:
 - Be aware that they are ultimately responsible for ensuring that they keep within benefit conditions.
 - Ensure that the sum amount of their involvement, if engaged in service involvement across more than one project or organisation, and any related payments or reimbursements do not breach their benefit conditions.
 - Keep to the benefit conditions that are required i.e. declaring voluntary work and expenses reimbursed.

Appendix 2

Who is Reimbursed?

- The Southern Health and Social Care Trust will pay out of pocket expenses to service users, carers and stakeholders who have agreed to become involved and participate in service development and improvement activity such as regular meetings, discussion fora, focus groups, training events, interview panels or a defined task or programme.
- Expenses will not be routinely reimbursed where a service user, carer or stakeholder chooses to attend an open meeting, where they are there as an individual in their own right, wanting to express their views of their own experiences, not as a user representative of the Trust.
- Expenses will not be routinely reimbursed where a service user, carer or stakeholder takes part in a large research survey or consultation. This also applies to people who are employed elsewhere and whose costs will be met by their employing organisation.

Type of Expenses

The costs that a service user, carer or stakeholder is likely to incur in the course of the involvement should be discussed and agreed with the appropriate Trust Manager before the commencement of their involvement. The following out-of-pocket expenses will be reimbursed:

- **Travel**

- Reimbursement for travel is offered in full at public transport rate* or on production of a valid bus or community transport receipt. Reimbursement for taxi fares will only be paid in exceptional circumstances at the discretion of and with prior approval from the Trust.
- Service Users and Carers involved on a voluntary basis can be reimbursed actual travel expenses from home to venue.

** The reimbursement rate for travel is linked to Public Transport Rate/Reserve Rate under Agenda for Change (AfC). This is reviewed every 6 months in line with the "AA General Guide to car running costs" and can increase or decrease accordingly. The rate effective from 1st November 2014 is 28p.*

- **Subsistence**

- Service Users and Carers who are involved can be provided with tea, coffee, meals and other refreshments, if this is during the course of involvement. Service Users and Carers can be reimbursed the cost of their meals or refreshments that are incurred during the course of their involvement should it be over a lunch or evening period where these have not been provided, however this must be agreed in advance. Subsistence allowances will be reimbursed on the production of receipts but in any case will be capped in line with those payable under Agenda for Change detailed in Annex N of the Agenda For Change Handbook attached at Appendix 5.

- **Administration**

- If a service user or carer has specific tasks to undertake that require administration, the Trust by prior agreement, on a case by case basis will provide the necessary resources. In

exceptional circumstances, receipted costs for stationery, postage, photocopying and telephone calls may be met provided this has been agreed in advance. These will not affect benefits.

- **Costs incurred for replacement care and individual support needs**
 - To ensure that involvement is accessible to all service users, the Trust will either undertake to provide these support services. This may include interpreters, signers for those with hearing impairment; personal care assistants i.e. the cost of a personal assistant or support person who is needed to enable someone to participate or consider the reimbursement of these costs. The exact arrangements should be discussed and agreed in advance. Where the Trust agrees to reimburse these costs, the claimant has a responsibility to ensure that these costs can be ignored for benefits purposes. Reimbursement will be made and capped at the standard rates the Trust would pay for similar services e.g. regional interpreting, direct payments etc.
 - Childcare costs will only be reimbursed when a Registered Childminder provides the care or where the person minding the child/ren is not required to register e.g. grandparent, brother, sister, uncle, aunt of the child/ren or a person employed by the parents to look after the child in the child's own home. These costs need to be "wholly, exclusively and necessarily incurred" in the course of involvement. Evidence of the actual costs incurred this will be required including the production of invoices or receipts. The exact arrangements should be discussed and agreed in advance. Where the Trust agrees to reimburse these costs, the claimant remains responsible for ensuring that these reimbursed expenses are disregarded for benefits purposes. Reimbursement will be made and capped at the standard rates the Trust would pay for similar services e.g. Northern Ireland Child Minding Association (NICMA) child-minding rates attached at Appendix 6
 - In relation to care costs, the exact arrangements should be discussed and agreed in advance. Reimbursed expenses for

care costs will be ignored by the benefits system if these are agreed to be expenses that are “wholly, exclusively and necessarily incurred” in the course of involvement. The interpretation of this rule can vary. The claimant is responsible for ensuring that these reimbursed expenses are disregarded for benefits purposes should the Trust agree to reimburse these costs. Within the Southern Trust there are three possible methods by which respite can be provided to enable carers to participate in service development and improvement activity with the Trust:

- Direct care provision (arranged by the Trust)
- Direct payment (to enable the Carer to purchase their own care provision)
- Care purchased from the independent sector (arranged by the Trust)

All of these options can be arranged in advance with either the Social Worker or the Key Worker provided the carer knows the dates and times that care will be required.

Please note that the Trust will not be liable for the reimbursement of expenses that have not been agreed in advance as outlined above.



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Summary Document

November 2014

Procedure for Reimbursement of Expenses Incurred by Service Users and Carers

Who can be reimbursed?

In accordance with the “Interim Service User, Carer and Stakeholder Reimbursement Guidelines and Procedures”, November 2011, the Southern Health and Social Care Trust will pay expenses to service users, carers and stakeholders who have agreed to become involved and participate in service development and improvement activities such as meetings, discussion fora, focus groups, training events, interview panels or a defined task or work programme.

What expenses can be claimed?

The costs to you as a Service User or Carer that you are likely to incur in the course of your involvement will be discussed and agreed in advance. This will normally be with the person who is inviting you to become involved.

The following out of pocket expenses will normally be reimbursed.

Travel

- Service Users and Carers involved on a voluntary basis can be reimbursed travel expenses from home to place of meeting and the benefit system does not treat these expenses as income provided they are actual and not rounded up amounts.
- Reimbursement for travel is offered in full at public transport rate* or on production of a valid bus or Rural Transport receipt.
- Reimbursement for taxi fares will only be paid in exceptional circumstances at the discretion/prior approval from the Trust.

** The reimbursement rate for travel is linked to Public Transport Rate/Reserve Rate under Agenda for Change (AfC). This is reviewed every 6 months in line with the “AA General Guide to car running costs” and can increase or decrease accordingly. The rate effective from 1st November 2014 is 28p.*

Subsistence

- Service Users and Carers who are involved can be provided with tea, coffee, meals and other refreshments, if this is during the course of involvement.
- Service Users and Carers involved on a voluntary basis can be reimbursed the cost of their meals or refreshments that are incurred during the course of your involvement should it be over a lunch or evening period where these have not been provided, however this must be agreed in advance. This will not affect benefits.
- Reimbursement of subsistence is offered on production of a valid receipt.

- Tea/Coffee Allowance (up to 5 hours away from home)
Up to a maximum of £2.50
- Lunch Allowance (more than 5 hours away from home)
Up to a maximum of £5.00
- Evening Meal Allowance (more than 10 hours away from home
and return after 7.00pm)
Up to a maximum of £15.00

Costs incurred for Replacement Care and Individual Support Needs

Your exact replacement care costs and individual support needs should be discussed and agreed in advance with the person who has invited you to attend. Reimbursement of these costs will be in accordance with the “Interim Service User, Carer and Stakeholder Reimbursement Guidelines and Procedures”, November 2014.

How to Make Your Claim

1. Complete and sign the Claim Form, “Claim for Attendance at Meetings for Service Users and Carers”, which is attached at Appendix i.
2. Please make sure that you sign the form and that all relevant details are completed.
3. If you wish payment to be made directly to your bank account you must provide your account details on the form.
4. Return this claim form along with any receipts to the **Chair or Project Lead** of the meeting that you are attending.
5. The **Chair or Project Lead** will then either reimburse you or forward your claim form to the Business Services Organisation (BSO), Accounts Payable Shared Service (APSS) by completing a CP1 Electronic Request to Pay Form. (Appendix 9). Payment will then be issued to you by cheque or via BAC’s. The completed CP1 form with the reimbursement claim form will then be emailed to the APSS manual payments mailbox which is: Manualpayments.shsct@hscni.net

Equality Monitoring

If this is the first time you are claiming for out of pocket expenses we would ask that you also complete and return the Equality Monitoring Form at Appendix ii. The leaflet at Appendix iii explains why we need to ask for this information. The Equality Monitoring Form should also be returned to the **Chair** of the meeting. If your involvement is ongoing, you only have to complete this with your first claim.

Further details

A full copy of the “Interim Service User, Carer and Stakeholder Reimbursement Guidelines and Procedures, SHSCT (November 2014) can be found on the Trust’s website www.southerntrust.hscni.net

Service User/Carer Claim Form

Please ensure information is included and correct otherwise this may delay payment

| | | |
|---|--|---|
| <p>Meeting/activity held at: _____</p> <p>Date: _____ Time: _____</p> <p>Purpose: _____</p> <p>Chairperson/Organiser: _____</p> | <p>Name of Payee _____</p> <p>Address: _____ _____ _____</p> | <p><u>For BACS Payment*</u></p> <p>Account Number: _____</p> <p>Sort Code: ___ / ___ / ___</p> <p>Name of Bank: _____</p> |
| <p>Mileage claimed _____ Or Fare claimed * _____</p> <p>Name of Transport Provider _____</p> <p>Other Expenses £ _____ * Please specify _____</p> <p>_____</p> <p>Signature: _____ Date: _____</p> | <p><u>For Office Use Only:</u></p> <p>Total miles _____ Rate per mile _____</p> <p>Total cost £ _____ Or Fare cost: _____</p> <p>Other expenses:</p> <p>Subsistence: _____ Childcare: _____</p> <p>Carer's costs: _____ Personal care: _____</p> <p>Interpreting: _____ Other support: _____ (Including signing)</p> <p>Total Payable: £ _____</p> <p><u>Payment method:</u></p> <p>Cash <input type="checkbox"/> Cheque <input type="checkbox"/> BACS <input type="checkbox"/> (Bank details required *)</p> | |
| <p><i>AUTHORISATION</i> <i>PLEASE PRINT DETAILS CLEARLY</i></p> <p>Authorised by: _____</p> <p>Designation: _____</p> <p>Cost Centre: _____</p> <p>Signature: _____ Date: _____</p> | | |

****Please attach any receipts***



EQUALITY MONITORING FORM

STRICTLY PRIVATE AND CONFIDENTIAL

Explanatory Note:

The Southern Health and Social Care Trust wishes to ensure its services are accessible to everyone regardless of their age, gender, marital status, sexual orientation, transsexuality, religion, political opinion, race, nationality and whether or not they have a disability or dependents.

Whilst the completion of this monitoring form is optional, the Trust would appreciate your co-operation in order that it may monitor and evaluate that involvement in decision-making processes is accessible to all service users, carers and stakeholders.

**ACCESS TO ANY INFORMATION SUPPLIED WILL BE STRICTLY CONTROLLED
BY THE TRUST**

1. COMMUNITY BACKGROUND

- I am a member of the Protestant Community
- I am a member of the Roman Catholic Community
- I am a member of neither the Protestant nor Roman Catholic Community

2. RELIGIOUS BELIEF

There may be occasions where religious belief differs from perceived community background. Would you please indicate below your religious belief (e.g. Muslim, Hindu, Sikh, Jewish, Buddhist, Christian, None, etc.)

Please specify: _____

3. GENDER

- Male
- Female

4. MARITAL STATUS

- Single
Married/Civil Partnership
Other

5. DISABILITY

Disability is defined as a physical or mental impairment which has a substantial and long-term adverse effect on the individual's ability to carry out normal day-to-day activities. *NB: When responding to this question, please **do not** take into consideration any medication, treatment or prostheses that help you manage your condition (with the exception of glasses or contact lenses).*

Do you consider yourself to have a disability? Yes No

If "Yes", please indicate the nature of your disability:

Physical Impairment, such as difficulty using arms or mobility requiring a wheelchair or crutches

Sensory Impairment, such as blind/visual impairment or deaf/hearing impairment

Mental Health Condition, such as depression or schizophrenia

Learning Disability, such as Down's Syndrome, Dyslexia or Cognitive Impairment such as Autism

Long standing illness, such as cancer, HIV, diabetes, chronic heart disease or epilepsy

Other _____

6. RACE/ETHNIC ORIGIN

- | | | | |
|-----------------|--------------------------|--------------------|--------------------------|
| White | <input type="checkbox"/> | Black African | <input type="checkbox"/> |
| Bangladeshi | <input type="checkbox"/> | Pakistani | <input type="checkbox"/> |
| Black Caribbean | <input type="checkbox"/> | Irish Traveller | <input type="checkbox"/> |
| Chinese | <input type="checkbox"/> | Indian | <input type="checkbox"/> |
| Filipino | <input type="checkbox"/> | Mixed Ethnic Group | <input type="checkbox"/> |
| Black Other | <input type="checkbox"/> | | |

Any other Ethnic Group (please specify) _____

7. NATIONALITY

(e.g. Latvian, Lithuanian, British, Portuguese, Irish, Polish, etc.)

Please specify: _____

8. POLITICAL OPINION

- Broadly Unionist
- Broadly Nationalist
- Other
- I do not wish to answer

9. CARING RESPONSIBILITIES

Do you have any dependants? Yes No

If "Yes", are you responsible for the:

- Care of a child/children
- Care of a dependent older person
- Care of a person(s) with a disability

10. DATE OF BIRTH

____ / ____ / ____

Please tick the age category to which you belong:

- 16 – 29
- 30 – 44
- 45 – 59
- Over 60

11. SEXUAL ORIENTATION

My sexual orientation is towards someone:

- Of the opposite sex
- Of the same sex
- Of the same sex and of the opposite sex
- I do not wish to answer

THANK YOU FOR YOUR CO-OPERATION



Southern Health and Social Care Trust

Monitoring Information Leaflet Personal and Public Involvement (PPI)

Why we need to ask you this information

November 2014

PPI

There is increasing recognition of the need and right of service users, carers and stakeholders to be effectively and meaningfully engaged in all aspects of health and social care service development and delivery. Government policy has actively encouraged and now in fact requires the involvement of service users in the development, delivery and evaluation of local services. The purpose of this involvement is to improve service user and carer experience of services and to make services more responsive to local need. Involvement of service users, carers and stakeholders is a central element of health and social care activity. For effective involvement people need to feel supported and that their contribution valued by both the organisation and its staff. The Trust is committed to ensuring that everyone who needs to and wishes to be involved is facilitated to do so irrespective of culture, language, skills, knowledge and experience. As part of its commitment to PPI the Trust has developed guidelines and procedures for the Reimbursement of Service Users, Carers and stakeholders.

Why should I give this Monitoring Information?

The Trust will use the information collected on the monitoring form to demonstrate how reflective its public participation arrangements are of the community it serves. Monitoring will help to identify any barriers preventing the public from participating effectively and meaningfully in all aspects of health and social care service development and delivery. It will enable the Trust to target specific individuals or groups where there appears to be a lack of participation e.g. men and/or women, persons with a disability, racial groups, Lesbian, Gay and Bisexual community etc. Further, monitoring will enable the Trust to evidence the numbers of people it is supporting in terms of providing out-of-pocket expenses which in itself can act as a barrier to public participation.

Whilst the completion of this monitoring form is optional the Trust would appreciate your co-operation.

What benefit do I get from providing this information?

You will help the Trust to support effective personal and public involvement. This will improve service user and carer experience of services and to make services more responsive to local need.

What happens to the information?

The information will be used for monitoring purposes and managed in accordance with the Data Protection Act (1998).

Will individual information be published?

No. Any published information will not identify individuals.

ACCESS TO ANY INFORMATION SUPPLIED WILL BE STRICTLY CONTROLLED BY THE TRUST

THANK YOU FOR YOUR CO-OPERATION

Annex N - Subsistence allowances

Schedule of recommended allowances

1. Night Allowances: first 30 nights
Actual receipted cost of bed and breakfast up to a maximum of £55
(subject to the provisions of paragraph 18.3 of Section 18 if this is exceeded for genuine business reasons)
2. Meals Allowance
Per 24 hour period: £20.00
3. Night allowances in non-commercial accommodation
Per 24 hour period: £25.00
4. Night Allowances: after first 30 nights
Married employees and employees with responsibilities equivalent to those married employees
Maximum amount payable: £35.00
5. Day Meals Subsistence Allowances
Lunch Allowance (more than five hours away from base, including the lunchtime period between 12.00pm to 2.00pm)
£5.00
Evening Meal Allowance (more than ten hours away from base and return after 7.00pm)
£15.00
6. Incidental Expenses Allowance (this allowance is subject to a tax liability)
Per 24 hour period:
£4.20
7. Late Night Duties Allowance (this allowance is subject to a tax liability)
Per 24 hour period: £3.25



**NICMA - the Childminding Association
SUGGESTED CHILDMINDING CHARGES 2014 / 2015**

DO YOU HAVE TO STICK TO THESE GUIDELINES?

Childminders are self-employed people running their own businesses. They are responsible for setting fees and charges to suit their own situation. Please note, everything in this document is negotiable. Of course childminding arrangements vary considerably. Some childminders may prefer to use their own discretion, charging more or less than the guidelines. It may be necessary to consider things such as local employment conditions and demand. (Refer to note 5 under Additional Advice).

MINIMUM CHARGES PER CHILD (CARE ONLY)

Minimum Hourly Rate From: - £3.20 per hour

Part-time Rate: - £3.50 per hour

Hours outside contracted hours: - £4.00 per hour

Occasional unsocial hours (before 8am and after 6pm

Weekends and Bank Holidays) : - £4.00 per hour

School Age Children:-

Before and after School: - £3.50 per hour

During School holidays: - £3.20 per hour

Minimum Session – i.e. 1 hour or less: - £4.50 per hour

Sponsored Childminding/Respite Care: - £4.80 per hour

Parents Maternity Leave Retainer

More than 2 children from the same family By Negotiation

Job share where hours are not standard over each week By Negotiation

Meals; toiletries; etc..... By Negotiation

SUGGESTED CHARGES FOR ABSENCE DUE TO:-

- a. Parent or child/children's sickness by negotiation
- b. Childminders sickness No Charge
- c. Parents Occasional days off by negotiation

SUGGESTED HOLIDAY CHARGES (See note 15 Guidance Notes)

ADDITIONAL ADVICE

1. CHILDREN FROM THE SAME FAMILY : Some childminders may make a reduction for two or more children from the same family. One suggestion is to charge the full fee for the youngest child and a reduced fee for the older child. This should avoid confusion when the older child moves on to school.

2. PLAYGROUP AND NURSERY SCHOOL ATTENDANCE : During the time minded children are at a playgroup or any nursery provision where the childminder has responsibility, full payment is due. If the arrangement commences after playgroup/nursery/reception, the after school fee of £3.50 per hour, applies. Where there is a charge for any pre-school provision, this should be paid by the parent(s).

3. SPONSORED CHILDMINDING (Special Needs/Respite Care) : NICMA strongly recommends that local Health Board rates for sponsored childminding should be at least equal to NICMA's suggested rates as detailed in this leaflet. (£4.80 per hour minimum).

4. ONE TO ONE CARE : In special circumstances where one to one care is required or specifically requested by the parent, the suggested rate is a minimum of £6.20 per hour.

5. CHILDMINDER'S EXPENSES : Childminders are self-employed and obviously incur a number of expenses when carrying out their work. Remember this when fixing your charges. Include such things as food, heating, lighting, wear and tear, toys and equipment, outings and petrol. Your expenses are tax deductible and should be recorded together with details of minded children's attendance and fees received. NICMA have a useful **Cash Book and Attendance Register** for this purpose. **It is a registration requirement to keep records of your minded children.**

6. CHILDMINDER USING PRIVATE CAR FOR TRANSPORTATION OF CHILDREN IN THE COURSE OF THEIR WORK :

A childminder who uses a private car to transport children under their care can do so legally if

- the service is provided free of charge; or
- reward is collected in advance of the journey and does not exceed the running costs of the vehicle for the distance travelled

In other words, the childminder cannot receive payment for their time when driving the vehicle, but they can accept a contribution towards the actual running costs of the vehicle for the journey undertaken.

To keep things simple, NICMA therefore recommends that childminders do not charge separately for fuel costs but simply ensure that such costs are taken into account when calculating all relative childminding costs and thus setting their hourly rates.

Further information may be obtained from www.dvni.gov.uk

**SHOULD YOU REQUIRE HELP WITH ANY OF THE ABOVE,
NICMA PROVIDES AN INFORMATION / ADVICE SERVICE FOR
MEMBERS AND PARENTS.**

©2014 NICMA –
the Childminding
Association Tel:
028 9181 1015
www.nicma.org

Payment Procedure

What do service users and carers prefer?

- Cash payments on the day are preferred by service users and carers.
- Payment by cheque can cause difficulties for those users or carers without bank accounts.
- Delays in making payments discourage people from participating.
- Too much form filling can put people off claiming or even participating again in the future once they have experienced what they see as overly complex processes.

Contributing on Equal Terms. Turner M, Beresford P, 2005.

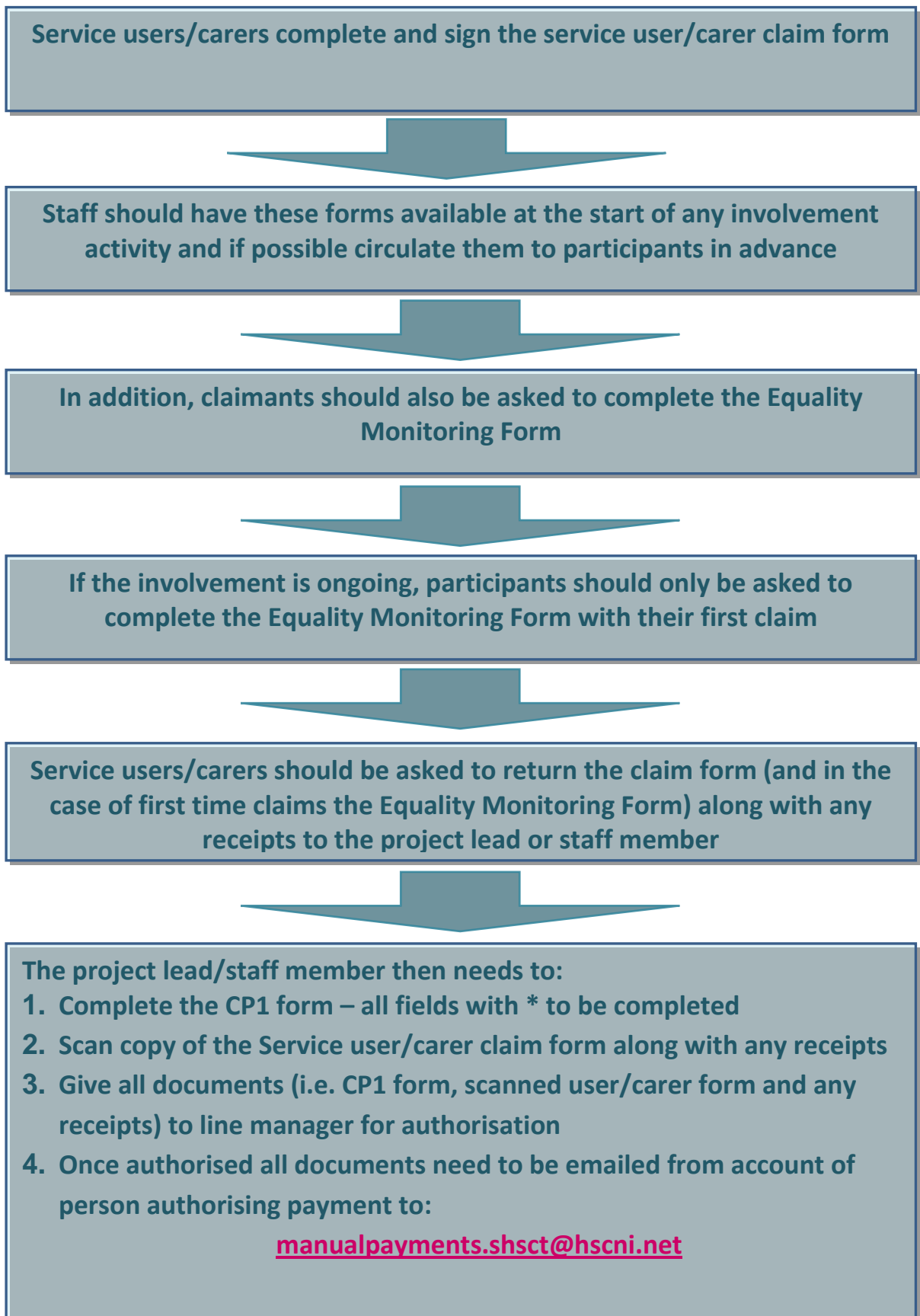
In view of the preferences outlined above and in the interests of removing barriers to involvement, the following procedure is recommended:

1. Where possible/practical service user/carer reimbursement for out of pocket expenses should be paid on the day of the involvement from petty cash using the Service User/Carer Claim Form at Appendix i of Appendix 4. This is particularly preferable where the amounts claimed are small and/or the involvement is on a one off or infrequent basis. The budget holder must ensure that a robust recording system is established to meet audit requirements.
2. Where this is not possible/ practical reimbursement claims for out of pocket expenses can be made through the Business Service Organisation (BSO), Accounts Payable Shared Service (APSS) and necessitates a separate account being set up for each claimant.
3. The payment of service user/carer reimbursement claims is made by completing the CP1 form (Appendix 9) with a scanned copy of the service user/carer claim form (along with any receipts). All documents (i.e. CP1 form, scanned user/carer form and any receipts) are then sent to line manager for authorisation and once authorised all documents need to be emailed from account of person authorising payment to: manualpayments.shsct@hscni.net

- 4 A flow chart outlining the reimbursement process is attached at Appendix 8
- 5 A summary leaflet explaining the reimbursement process and including the relevant claim and monitoring forms is attached at Appendix 4
- 6 For further information, please contact:

| | |
|--|---|
| <p>SHSCT Contract Monitoring Team Tel: 028 30835280 Shared.ServicesARAP@southerntrust.hscni.net</p> | <p>Carolyn Agnew Head of User Involvement and Community Development Ward 1, St Luke's Hospital 71 Loughgall Road Armagh, BT61 7NQ Tel: 028 37 412519 carolyn.agnew@southerntrust.hscni.net</p> |
|--|---|

How to make a claim



Appendix 9



FPL Request to Pay From CP1 - Southern Health & Social Care Trust

All fields marked with * are mandatory and must be completed, failure to do so will result in payment request being rejected.

Amount to be paid: * Request Date: *

Payee Name: *

Payee Address: *

Post Code: *

Type of Payment: (Cheque/BACS) *

Supplier Number: (if known)

Invoice Ref/Trust Ref: (15 char max.) *

Remittance Text: (75char Max)

Red fields must be completed correctly.

| Details of Payment | Cost Centre (5 char) | Account code (if known) | NET | VAT |
|--------------------|-------------------------|-------------------------|-------------|-------------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| Total: | | | 0.00 | 0.00 |

Additional Information/Instructions:

Requested By: *

Contact email address: *
(In the event of a query)

THIS FORM MUST COME FROM THE MAILBOX OF A TRUST AUTHORISED SIGNATORY WHO HAS AUTHORITY TO APPROVE THE VALUE OF THE SPEND. YOUR REQUEST WILL NOT BE PROCESSED OTHERWISE.

Email this request with all supporting documentation to: manualpayments.shsct@hscni.net

(please allow 3 working days to process this request)

In the event of a query contact BSO Shared Services Accounts Payable on 028 95362996 email: apss.shsct@hscni.net