

Service Users / Carers Reward and Recognition Payments by BACS

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Service User / Carer Reward and Recognition

1.0 Introduction

East London NHS Foundation Trust values your experiences and expertise and wishes to strengthen the user/carers voice in the planning and delivery of the mental health services. The Trust is committed to having a system to recompense service users/carers which demonstrates the value the Trust places on their input. The Trust would like to ensure that service users/carers who contribute to service development receive recompense for their contribution.

The trust is moving towards paying service users and carers via their bank accounts, for the following reasons:

- To reduce the possibility of fraud
- To reduce the amount of cash staff have to carry
- To better enable the user, carer and the Trust to keep records

Advice and guidance on benefits can be really complex. The information given in this leaflet is for general guidance only. The benefit system is often changing so it may be helpful to speak to the benefit office or to a welfare rights adviser before you agree to take monies from the Trust.

2.0 The Trust Responsibilities

East London NHS Foundation Trust has a duty of care towards every individual who becomes involved with the Trust. The responsible manager will ensure that you receive a copy of this policy prior to your commitment to become involved with the Trust.

The Trust is now moving towards paying every individual via their bank account (BACS system). In order for any payment to be received the appropriate paperwork/form will need to be completed. The Trust will provide any support needed to complete the appropriate paper work.

All necessary forms will be made available at each meeting, with a named representative responsible for ensuring that reward and reimbursement of expenses. This member of staff will also be responsible for recording the payment.

Where paid involvement is agreed a description of the role and type of payment is shared with you by the appointing manager – preferably in writing – to make sure that you understand what is expected of you.

PLEASE BE AWARE THAT THE TRUST WILL PROVIDE ACCURATE INFORMATION ABOUT REWARD AND RECOGNITION MADE IF ASKED TO DO SO BY THE DWP/HMRC.

3.0 Your Responsibilities

If you are in receipt of state benefits i.e. income support and claiming the reward from the Trust, **it is YOUR responsibility to inform the benefit agency of any earnings, which may affect your benefits. It is also your responsibility to ensure that the payments are declared to HMRC and, if necessary, tax and NI is paid. You may be asked by the Trust to complete a declaration confirming you've done this.**

If you want to claim money for expenses i.e. travel or lunch, you will need to bring in the receipt, although exceptions may be made at the Trust's discretion, for example where a travel ticket is needed for a return journey.

If you are receiving benefits, the Trust recommends that you discuss this with the Trust, so that if necessary

the terms of your involvement can be modified to prevent any unnecessary anxiety or loss of benefits.

Be aware that it is not possible to accept payment and arrange for this to be donated to a charity. The benefit agency will still treat the amount as if a payment has been made to you, this can affect your benefit.

ULTIMATELY IT IS YOUR PERSONAL RESPONSIBILITY TO KEEP WITHIN YOUR BENEFIT CONDITIONS AND NOT THE RESPONSIBILITY OF EAST LONDON NHS FOUNDATION TRUST

4.0 Reward Guidelines

As of April 2017 many people in receipt of state benefits are **allowed to earn up to £20 per week** without reductions in benefits, but please do check with the benefit agency how much you can earn without losing benefits. If you are on **Employment and Support Allowance you can usually earn up to £120 per week as Permitted Work** – but you must tell your local benefit office and fill in Form PW1 before you start to do this.

The responsible manager will recompense you for consultation or participation in specific tasks that contribute to service development. These tasks may include providing staff training on user/carers involvement, user/carers forums/groups, interviews, inductions and participation in clinical governance committees and workshops, etc.

The advice from the benefit agencies is that the reward cannot be spread over a number weeks for an activity that takes place in one week e.g. £80 cannot be paid over a 4 week period.

Where an individual is part of a User/Survivor, carers or community groups, the reward may be made to the group rather than the individual.

There have been recent changes in employment law around the definition of self employment. People who are not on ESA benefit without a permitted work form must be paid via Bank so that any tax or NI due is taken into account. Please contact elft.bank-pay@nhs.net for more information.

5.0 Reward Levels

The rewards are paid in the following way:

For the first 4 hours of an Interview Panel/Audit - £20

- *Over 4 hours at an Interview Panel /Audit– an additional £20 (for example 9.30am to 12.30pm is £20 whilst 9am to 2pm is £40 in total)*
- *Chairing/Vice Chairing a meeting or delivering training £30*
- *Inspection (PLACE etc) - £30*
- *Any other activity- For 2 hours or under - £10*
- *Over 2 hours - £20*

Please note this does not cover Peer Support Work or Recovery College activity as that should be paid at an hourly rate (band).

6.0 Expenses

In additions to the above, the responsible manager will reimburse reasonable expenses in line with Trust policy expense policy. Depending on individual circumstances, these could include travel, cost of a support person travelling with the service user/carers, or the cost of replacing the service user/carers in a caring role.

Reimbursement will be made only after receipts have been produced to the satisfaction of the Trust's representative.

7.0 Process for the Reward and Reimbursement of Expenses

As stated before the Trust is now moving over to the BACS system (direct payments into a bank account), to enable this process you will need to complete the banking set up form (Appendix A) before you will receive any payments. You will be required to hand in the signed form to service manager, the service manager will forward this form to the finance department. The set up of the BACS form will take between 5 and 7 working days.

Once this process has been set up, each time you participate you will need to complete the payment form (Appendix B) and have it signed off by the service manager. Depending on when this form is submitted depends on the day of payment (please see the payment flow chart at Appendix C).

The reward will be agreed in advance with the relevant manager. A named representative of the Trust will ensure that the necessary forms are available at relevant meetings and will guide service users/carers in their completion.

8.0 Places to get more Information Regarding Benefits

Benefit enquiry line

Confidential advice and information line for people with disabilities, and their cares and representatives about social security benefits and how to claim them

Phone: 0800 88 22 00

Textphone: 0800 24 33 55

Carer's Allowance Unit

For general enquiries about carer's allowance

Phone: 01253 85 61 23

Child Benefits Enquiry Line

Advice and information on Child Benefit and Guardian's Allowance, These benefits are administered by HM Revenue & Customs.

Phone: 0845 302 1444

Textphone: 0845 302 1474

Child Support Agency National Enquiry Line

General information and advice about child support matters.

Phone: 0845 7 133 133

Textphone: 0845 7 138 924

Appendix A

TO People Participation Team
East London NHS Foundation Trust
9 Alie Street
London
E1 8DE
[elft.suc-payments@nhs.net]

FROM Name:
Address:
Post Code:
Email address/phone:
Date:

Dear Sir/Madam,

Service User / Carer Payments

I would be grateful if all future payment can be made directly to my bank account as per the following details:

Name of Bank:
Account Number:
Sort Code: Account Name* :

*(Your name as it appears on your Bankcard or Chequebook)

I UNDERSTAND THAT IT'S MY SOLE RESPONSIBILITY TO INFORM THE BENEFIT AGENCY OF ANY MONEY I RECEIVE FROM THE TRUST.

Please do not hesitate to contact me for any further details.

Kind regards

Print Name:

National Insurance Number
(This is required due to statutory accounting regulations)

Internal use only:

Budget code: _____

Name of Budget: _____

Appendix B

East London NHS Foundation Trust

Claim for Individual User Expenses and Rewards

Name (PRINT):- _____

National Insurance No: _____ (this is required because of statutory services accounting regulations)

Home Address: _____

Postcode: _____

Meeting / Activity : _____

Date: _____ Venue: _____

Travel Expenses (tickets or receipts must be attached where possible)

• Rail Fare (Standard Class) £ _____ (A)

• Bus Fare £ _____ (B)

• _____ miles @ 56p per mile £ _____ (C)

• Taxi Fare £ _____ (D)

State reason taxi required E.g. Mobility problems, transport problems, late night/early morning travel

➤ **Other Necessary out-of-pocket Expenses:** _____ £ _____ (E)

(Only paid for by prior arrangement receipts must be attached when possible)

• **Meals / Snacks / Refreshments** (Please state date, which meal e.g. Lunch etc)

Date	Type of Meal	Cost	£

Total cost of meal £ _____ (F)

Fee for Participation

Please read the Advice Summary before claiming a fee £ _____ (G)

TOTAL CLAIM (A)+(B)+(C)+(D)+(E)+(F)+(G) £ _____

The above is a true record of my out-of-pocket expenses and fee entitlement for participation in this meeting/event. I understand that accepting the payment of a fee may affect my Benefits and/or Income Tax status

I'M FULLY AWARE THAT IT IS MY SOLE RESPONSIBILITY TO INFORM THE BENEFIT AGENCY OF ANY MONEY RECEIVED FROM THE TRUST AND NOT THE TRUST

Signed:- _____ Date:- _____

Internal use only

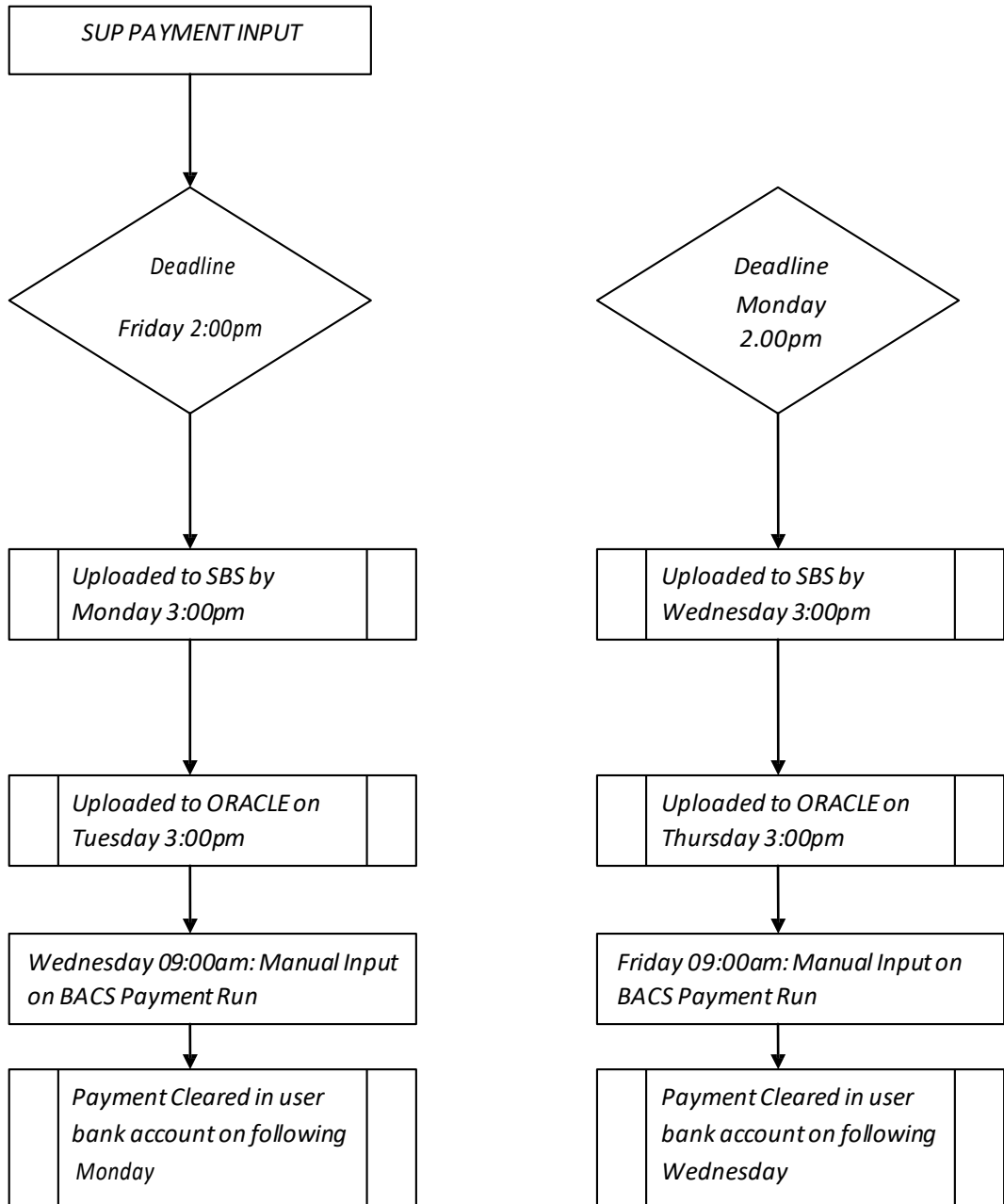
Budget code:

Name of Budget:

Signature of a budget holder: _____

Scan and return to: elft.suc-payments@nhs.net

Appendix C



Please note that above process will be affected during bank holiday weekends, Christmas period and End of Financial Year week.