

Resident Involvement Expenses Claim Guidelines

We are grateful to our residents and volunteers for their commitment to Notting Hill Genesis and wish to reimburse those residents for all reasonable costs incurred as a result of their activities supporting the organisation.

Framework

1. Residents and volunteers may claim reimbursement of expenses they incur as a result of their voluntary work for Notting Hill Genesis within the following categories:

a) **Travel expenses** to and from home to office/a venue, and for any journeys undertaken while carrying out Resident Involvement activities for Notting Hill Genesis:

Public transport will be reimbursed for standard class travel. Within London the cost will not exceed that of the relevant one-day travel card or the daily price cap for the zones travelled.

Car mileage will be reimbursed at the rate of £0.45p per mile. Parking expenses will be reimbursed when a ticket is provided where free parking is unavailable. NHG are not liable for any fines or parking tickets incurred by the resident and will not be responsible for any costs incurred from accidents.

Taxi expenses will be reimbursed only when the resident has a disability or circumstance which affects their ability to use another method of travel. This must be agreed with the Resident Involvement team in advance of any activity or meeting. Residents are asked to book their own taxis if agreed with Resident Involvement and residents must book reasonably priced fares as much as possible. If a resident requires travel to be booked for them in advance, the Resident Involvement team will usually need at least **5 working days'** notice.

Please note: Notting Hill Genesis will not be held responsible for any accidents which occur during any method of travel.

Evidence expenditure incurred must be provided through physical or digital (including screenshots) copies of receipts, tickets or Oyster card printouts, including cost and date of travel. **PLEASE NOTE without this evidence we are unable to make reimbursements.**

b) **Meals allowance** to a maximum of £7.50 per day when the resident has volunteered for a minimum of 4 hours for the day. Receipts must be provided

for meals to be reimbursed. The cost of any alcoholic beverages will not be considered for reimbursement. **Where meals have already been provided,**

this allowance is not payable unless previously agreed with the Resident Involvement team. Lunch or dinner expenses for residents with specific dietary requirements can only be reimbursed when previously agreed and for the same amount of maximum £7.50.

- c) **Overnight accommodation** can usually only be arranged by the Resident Involvement team. We will not reimburse any accommodation booked by the resident.
 - d) **Childcare expenses** where childcare is provided by a childminder. Childcare reimbursement will be made at the rate of £10 per hour for up to four hours. A receipt must be provided.
 - e) **Carer expenses** where care is provided by an adult who is not a relative. Carer reimbursement will be made up to a maximum of £12 per hour for up to four hours. A receipt must be provided.
 - f) **IT expenses** such as internet costs are not reimbursed, however data allowances are available from the Resident Involvement team if needed via our digital inclusion support package. Please speak to a member of the team about this.
2. The level of expenses available should be publicised to all residents on our Involvement webpage.
 3. All expenses claims must be submitted within **2 months** of the resident/volunteer incurring the expenditure. An Expenses Claim Form should be used, and evidence must be submitted against all claims made, except where receipts are not normally obtainable for that particular expense (e.g. car mileage). Please collect an Expenses Claim Form from a member of staff when you attend your meeting or activity. Forms should be submitted to the Resident Involvement Team for authorisation.
 4. Notting Hill Genesis will not pay any amount or allowance of any kind to residents/ volunteers other than in accordance with 1 to 3 above.

5. Payments made via Bankers Automated Clearing Ltd (BACS) may be more convenient (payments made once every 2 weeks). Residents can be set up as a supplier by completing a Bank Setup Form which will initially take 1-2 weeks. A bank statement with full name, bank details and address will be required. Alternatively, residents can be paid through our newly introduced online payment system, NatWest Payit, to improve the way we make payments to those residents who have access to a mobile phone and e-mail address. Further information about NatWest Payit can be found by visiting [Payit™ by NatWest](#).

6. Payments can also be made by petty cash available at the time of your meeting (please note that receipts must be handed over for this to happen).

Reviews:

These guidelines will be reviewed each year with the Resident Involvement Rewards and Recognition policy.

Next review January 2025