

**CLAHRC North West Coast: Policy on payments and expenses for members of the public
including CLAHRC NWC Committee members**

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This policy has been adapted from a policy written by INVOLVE Coordinating Centre.

1. Introduction

At CLAHRC NWC we are committed to the active involvement of members of the public in our work, and it is important to us that our own internal policies reflect this. We will cover out of pocket expenses and, where appropriate, payments for time. These are some of the ways in which we can help ensure that people have an equal opportunity to participate in CLAHRC NWC activities and be acknowledged for any contribution to the work of CLAHRC NWC.

This payments and expenses policy is relevant to situations where CLAHRC NWC invites members of the public to become involved in its work.

The policy tells you:

- when members of the public will have their expenses covered or reimbursed
- what CLAHRC NWC regard as reasonable expenses
- when other payments, such as for time, will be made
- your responsibilities in paying tax and national insurance, and what CLAHRC NWC will do
- your responsibilities when you are receiving state benefits and what CLAHRC NWC will do.

The policy will also tell you:

- how expenses can be covered by being paid directly by CLAHRC NWC or through reimbursements
- how claims for payment can be made
- what to expect from CLAHRC NWC when claiming
- how long you can expect to wait for payment that is due to you or for expenses to be reimbursed
- what will happen if there is a problem.

Further information is also included in appendices:

- useful links and contact details
- a brief jargon buster of the terms used in this policy

Please contact a member of staff at the CLAHRC NWC office if you have any questions about this policy. We will be happy to talk through how to have your expenses covered or claim any payments. You will find our contact details on the final page of this document.

2. Covering your expenses

It is our policy at CLAHRC NWC that members of the public should not be out of pocket as a result of contributing to our work.

This policy uses the term covering your expenses to describe two ways in which CLAHRC NWC may pay your expenses. We can pay directly for your expenses or we can reimburse expenses that you have already paid for.

We may offer to cover your expenses by paying directly for the costs ourselves, for example, by purchasing travel tickets or travel cards ahead of your journey, by booking and paying for hotel accommodation in advance, or by paying an alternative carer or personal assistant directly.

State benefits will not be affected by reimbursed expenses. If you are receiving any state benefits your reimbursed expenses are not seen as earnings and will not affect your benefit payments.

Reimbursement means being able to claim back money that you have paid out because of involvement in an CLAHRC NWC event or activity.

If you are in any doubt about whether you are entitled to have your expenses reimbursed by CLAHRC NWC please check with a member of staff before spending any money. CLAHRC NWC has the right to refuse to reimburse you for any unreasonable expenses claims.

2.1 Who can have their expenses covered?

You can usually have your expenses covered if

- you are a health and/or social care service user, carer, patient, or other member of the public or a member of the CLAHRC NWC Steering Board or Management group.

and

- you have been invited to take part in or to contribute to an CLAHRC NWC event, activity or piece of work.

If you wish to have your expenses reimbursed you will also need to provide receipts for everything that you have paid for.

2.2 What expenses will be reimbursed?

Out-of-pocket expenses that are reasonable and necessary will usually be covered and these include:

Travel costs:

- Public transport where practical: bus, underground, and trains at standard class or cheaper day rates.
- Taxis where the circumstances justify the costs incurred. If you need to use taxis please let Jenny Irvine know about your circumstances.
- Your own car where absolutely necessary. We normally expect you to use public transport where this is practical, but mileage allowance for car users will be covered where absolutely necessary at 45 pence per mile. However, if you do use a car, you can only claim 22.5 pence per mile if you could have used public transport to complete a journey in the same time.
- Air travel may also be used where appropriate if this is cheaper than other forms of transport, but you will need to get prior agreement from CLAHRC NWC

Your expenses can be paid directly through NHS Liverpool Clinical Commissioning Group on behalf of CLAHRC NWC who can buy your travel tickets or a travel card for you. Please provide two weeks' notice in advance of the event.

For any other transport arrangements you will need to prior agreement from CLAHRC NWC if you want the expenses paid directly in advance or reimbursed afterwards.

If you are receiving state benefits and wish to use your own car you should discuss arrangements to cover expenses with CLAHRC NWC staff two weeks before the event.

Accommodation:

We can book hotel accommodation for you in advance through an agency. This gives reduced rates and is the usual way we arrange an overnight stay.

If you think you will need accommodation, please ask a member of CLAHRC NWC staff to book this for you two weeks in advance.

If you wish to make your own booking at a hotel and pay for your accommodation CLAHRC NWC will reimburse you for a maximum of up to:

- £130 per person per night including breakfast & VAT in London
- £90 per person per night including breakfast and VAT elsewhere

If you choose to stay with a relative or friend we are not able to offer to cover any of their costs.

Subsistence:

Meals and snacks are generally provided by CLAHRC NWC at an event. Where you pay for meals, snacks, and non-alcoholic drinks whilst on CLAHRC NWC business, the exact costs will be reimbursed as follows:

- On CLAHRC NWC business and away from home / your usual place of work of 5 to 10 hours - up to £20.00 per day
- On CLAHRC NWC business and away from home / your usual place of work for more than 10 hours - up to £25.00 per day.

To have subsistence costs reimbursed you will need to provide receipts.

Alternative carer or child-care costs:

If you usually care for or support someone, involvement with CLAHRC NWC activities may mean that you would not be able to give care or support to the person who normally receives this from you. For example, this may be a disabled person or a child. CLAHRC NWC can usually reimburse the cost of providing necessary alternative care whilst you are away. You will need to discuss any arrangement in advance, and be able to provide evidence of the costs, such as an invoice.

We can also pay the alternative carer directly. You will need to discuss any arrangement in advance with an CLAHRC NWC staff member.

Accompanying carer:

If it is necessary for an informal (unpaid) carer (such as a relative or friend) to accompany you on CLAHRC NWC business their expenses can also be covered. We can pay for these expenses directly or reimburse them after the event. You will need to let us know about this arrangement in advance.

Personal assistants and support workers:

If you use a personal assistant (PA) or support worker to accompany you their expenses and costs can be covered. You will need to discuss any arrangement in advance. To be able to reimburse these costs you will need to provide evidence of the costs, such as an invoice.

CLAHRC NWC can also pay directly the personal assistant or support worker. You will need to discuss any arrangement in advance with a CLAHRC NWC staff member.

2.3 How CLAHRC NWC will cover your expenses

Payment of expenses are paid for by CLAHRC NWC and administered by NHS Liverpool Clinical Commissioning Group on behalf of CLAHRC NWC. Reimbursed expenses are paid into a bank or building society account. If you do not have a bank or building society account, please make sure you ask to have your expenses paid directly.

If you wish to have your expenses paid directly

You should:

- Tell a CLAHRC NWC staff member of your choice.
- Discuss the expenses that you wish to be paid directly by CLAHRC NWC and how this can be done.
- If you want the costs of alternative support, or a child carer, or personal assistant or support worker to be paid directly to them, you will need to provide their name and address to CLAHRC NWC so that payment arrangements can be made directly with them.
- If another person is to be paid for their time on your behalf CLAHRC NWC will ask for your authority to pay them. You will be given an authority form to sign (copies of this are available from CLAHRC NWC on request).

If you wish to pay for the expenses yourself and be reimbursed after the event.

You should:

- Complete and submit the **CLAHRC NWC Public Engagement Expenses** claim form. This should be completed with all relevant receipts attached. Claims that are made without receipts will not be paid.
- Provide your bank or building society details on the **CLAHRC NWC Public Engagement DIRECT BANK TRANSFER** form. Claims are paid by an electronic transfer system (called BACS) directly into your account.
- Give or send the claim form, receipts and bank details to CLAHRC NWC staff at the address at the end of this document within six weeks of the event.

Expense claim forms can be submitted to CLAHRC NWC at any time but always within six weeks of when you paid for the expenses. In most cases NHS Liverpool Clinical Commissioning Group will process a claim within four weeks. Sometimes it may be sooner. However, we recognise this time scale may not be ideal and could sometimes lead to hardship. Therefore you may choose to ask for CLAHRC NWC to cover your expenses directly.

2.4 What if there is a problem?

In all cases, if there is a problem, such as a delay in receiving reimbursement or the amount you receive is wrong, you should contact a member of staff at the CLAHRC NWC. Our contact details are at the end of this document.

Overpayment:

In the case of an overpayment being made, all parties (the adviser, LCCG and CLAHRC NWC) will be informed of the error and there will be a discussion about how this can be rectified to return the overpayment to LCCG.

The Public Engagement team and LCCG will look at the incident to identify why the overpayment occurred, and implement any changes that would prevent further overpayments.

3. Payment for your time

At CLAHRC NWC we believe that people should be fairly recognised and rewarded for the work they do for us. We offer payment for time, expertise, and skills where this contributes to the work of CLAHRC NWC. The rates of payment offered vary depending on the situation.

We use the word payment to describe the money received for the contribution of time, expertise and skills. This will always be agreed in advance.

3.1 Who can be paid for their time?

You could be offered payment if you are not receiving a full-time salary from public funds and you meet both of the following criteria:

- you are a member of the public (see definition in Appendix B)
- you are being asked to provide a public perspective in the work you do for CLAHRC NWC.

3.2 When will payment for time be offered?

Payment for time will be offered when CLAHRC NWC have identified specific activities where members of the public might make a contribution from their expertise by experience and you have been directly invited by us to get involved in our work. The amount you will be offered for any activity will always be agreed in advance. For example, payments are often offered for the following activities:

- Attending CLAHRC NWC meetings, such as Steering Board, Management Meetings, Theme meetings, project steering groups and consultation events where views are specifically sought to benefit CLAHRC NWC's knowledge base.
- Commenting on written materials.
- Undertaking a peer review when CLAHRC NWC is commissioning work.
- Commenting on design and content of new CLAHRC NWC, publications including peer review and editing
- Providing training for or on behalf of CLAHRC NWC.
- Co-presenting talks and workshops with CLAHRC NWC staff.

Payment for attending training:

If the training is essential for advisers to fulfil their role then payment will be offered for their time. Payment for non-essential training will be decided on a case-by-case basis, and must be agreed prior to the training.

CLAHRC NWC will always make clear what payments, if any, will be offered when inviting you to take part. It is then your choice as to whether or not you take part, and whether or not you accept any payment that is offered.

3.3 What payment for time will be paid?

We are committed to setting payment rates fairly, and these will vary depending on the situation, and what is being asked of you. Teams will always discuss what fee is offered (if any) when inviting you to take part in activities. It is then your choice as to whether or not you take part, and whether or not you accept any payment that is offered.

CLAHRC NWC uses the INVOLVE rate that is based on the National Institute for Health Research Programmes committee rate and includes preparation time as a benchmark for deciding what payment rates should apply to different situations. A table of examples is provided below though teams will be able to discuss how involved each situation is and the fee it attracts.

Task	Fee	Meeting examples	Other work examples
A brief task or activity requiring little or no preparation	£25	<ul style="list-style-type: none">• A short meeting (up to 2 hours) requiring no preparation	<ul style="list-style-type: none">• A short focus group (30 min-2 hour)• Peer interviewing
A short task or activity likely to require some preparation	£50	<ul style="list-style-type: none">• A short meeting (up to 2 hours) which involves reading documents beforehand	<ul style="list-style-type: none">• A short (30 min-2 hour) teleconference.• Review of transcript analysis (up to 2 hours)
A task or activity with some preparation which equates to approximately half a day's activity	£75	<ul style="list-style-type: none">• Study steering group meetings (2 hours) which involves reading documents before	<ul style="list-style-type: none">• A 2-3 hour teleconference with papers to read in advance
A task or activity requiring considerable preparation or which equates to approximately a whole day	£150	<ul style="list-style-type: none">• Management group meeting (2 hours) which involves reading documents before and following up work afterwards	<ul style="list-style-type: none">• Being part of a shortlisting/interview panel• Presenting at a conference on behalf of CLAHRC NWC

Reviewing documents	
Completing reviews of documents (including appendices) of no more than 25 pages in total	£25
Completing reviews of documents (including appendices) of no more than 50 page in total	£50
Completing reviews of documents (including appendices) of between 51- 200 pages in total	£125
Completing reviews of documents (including appendices) of over 200 pages in total	£200

3.4 How will payment be made?

Payments for contributing to the work of CLAHRC NWC are paid directly from CLAHRC NWC and are administered by the NHS Liverpool Clinical Commissioning Group. In most cases payments will be made after the event or activity and directly into a bank or building society account.

To claim for payments, if they are offered, you should complete and sign the NHS Liverpool Clinical Commissioning Group Forms, entitled

CLAHRC NWC Public Engagement Expenses form

and

CLAHRC NWC Public Engagement Direct Bank Transfer form which are both available from CLAHRC NWC office.

Payments are made once a month. Payment is usually made directly into your bank account, through an electronic transfer system (called BACS), from NHS Liverpool Clinical Commissioning Group.

3.5 Payments to an organisation

Arrangements can also be made for payments to be made to an organisation, rather than to you directly, for work you do for CLAHRC NWC. This can happen, for example, when you work for a small organisation and you are involved with CLAHRC NWC during the time you would usually work for that organisation. You should discuss this with your organisation and CLAHRC NWC beforehand.

Where you are receiving state benefits and choose for the payments for involvement to be made to an organisation, this can be treated by Jobcentre Plus as payments to third parties. This means that the payment may be treated as if it had been made to the person and the 'notional earnings' rule may apply.

3.6 Once-off payment and Vouchers

Once-off payments are treated like any other payment. A once-off payment can affect your state benefits. If you are receiving any state benefits you should inform benefits authorities when you receive a once-off payment.

Tax and National Insurance do not apply to once-off payments and should not be deducted. HM Revenue and Customs do not want to be informed about once-off payments.

You might be offered high street vouchers as payment. The benefits authorities treat vouchers as earnings like any other payments. If you receive any state benefits you will need to inform benefits authorities when you are given vouchers as payment.

Any subsequent paid involvement in the financial year with CLAHRC NWC cannot be treated as a once-off.

CLAHRC NWC will provide you with a letter of thanks when making a once-off payment. This letter can be used to explain the type of payment if this is required by HM Revenue and Customs or the Jobcentre Plus.

3.7 Tax and National Insurance

Payments made to you for your work with CLAHRC NWC, except for once-off events as described above, are usually subject to tax and National Insurance. HM Revenue and Customs has made a special arrangement for Universities that involve people in research (see HM Revenue and Customs Circular Appendix C). Tax and National Insurance contributions will not be deducted by NHS Liverpool Clinical Commissioning Group.

You may still be liable to pay tax and National Insurance on the payments you have received and therefore you will need to check your total annual taxable income at the end of the financial year (April 5th)

You are required to notify HM Revenue and Customs local office of payments only if your annual income exceeds your personal income tax allowance at the end of the financial year. You are responsible for calculating whether you need to pay any tax or National Insurance.

HM Revenue and Customs have advised that they do not wish to be informed if payments for involvement at the end of the financial year do not take your annual taxable income above your personal income tax allowance.

Personal income tax allowances are set each year and depend upon factors such as age and other personal circumstances. Appendix A tells you where to find out about the current personal tax allowances.

If your annual taxable income appears to exceed your tax threshold you should contact your local HM Revenue and Customs office. They will advise you and may send you a tax return form if tax is due.

If you are receiving state benefits you should check if any of the state benefits you receive are taxable and may count towards the annual taxable income. A list of taxable benefits is included in Appendix C.

Staff at the CLAHRC NWC cannot offer you advice on tax or National Insurance. If in doubt you should contact your local HM Customs and Revenue (HMRC) Office. Information about dealing with HMRC and the details of local offices is available on the Direct.gov website (see Appendix B).

Benefits Advice Service

The National Institute for Health Research (NIHR) is offering this confidential service to:

- **members of the public involved** with NIHR organisations or NIHR funded research projects.
- **staff within NIHR organisations** who are supporting members of the public to get involved.

Further information is available on the INVOLVE website: www.invo.org.uk/resource-centre/benefits-advice-service/

3.8 What if there is a problem?

In all cases, if there is a problem, such as a delay in receiving payment or the amount you receive is wrong, you should contact a member of staff at the CLAHRC NWC office. Our contact details are at the end of this document.

Appendix A: Brief Jargon Buster

BACS

BACS (originally an acronym for Bankers' Automated Clearing Services) is a United Kingdom scheme for the electronic processing of financial transactions. BACS payments take three working days to clear - they are entered into the system on the first day, processed on the second day, and cleared on the third day

Covering expenses

When we talk about covering expenses it includes two ways of paying for out of pocket expenses.

- expenses can be paid for directly by CLAHRC NWC
- CLAHRC NWC will give you back (reimburse) the money you have spent

Please note these expenses will be paid for directly by CLAHRC NWC, LCCG are only administering the process.

Earnings

Total of what you have received in payment for doing a piece of work, or contributing time and experience.

Expenditure

What you have paid out to take part in an event or activity.

Income

Total amount of money you receive from all sources.

Members of the Public

At CLAHRC NWC we use this term to cover:

- patients and potential patients
- people who provide care or support on an informal (i.e. unpaid) basis
- parents/guardians
- people who use health and social care services
- disabled people
- members of the public and communities who might be targeted by health promotion, public health and social care
- groups asking for research because they believe they have been exposed to potentially harmful substances or products
- organisations that represent people who use health and social care services.

With our definition this term does not include professional contractors. Other organisations have different definitions of this term.

Once-off payment

When paid involvement is once-off, for not more than one day in that financial year (a financial year commences on 6 April), members of the public may be given a gift of money as a thank you. This money is not taxable.

Out of pocket expenses

The term out of pocket expenses refers to expenditure that is required to enable you to take part in an event or activity. At CLAHRC NWC this includes travel costs, accommodation (when required), subsistence, alternative support or child care costs, accompanying carers and personal assistant or support workers.

Paid directly

It is possible for your out of pocket expenses to be paid directly by CLAHRC NWC, for example, we can purchase your travel tickets or cards in advance or if you need to arrange for a replacement carer we can pay the carer directly for their work, rather than you paying them and then be reimbursed. Having expenses paid directly is required for some people who receive state benefits and people may prefer this method of covering expenses to prevent them being out of pocket.

Payments

Money given to you for doing something with CLAHRC NWC, for example, reading and commenting on a new publication.

Peer review

Peer reviewing is where people with similar interests and expertise read and comment on a document, for example, a proposed plan for a research project. Peer review helps to check the quality of the document. Members of the public who act as peer reviewers may choose to comment on:

- whether the research addressed an important and relevant question
- the methods used by the researchers
- the quality of the public involvement in the research.

Personal income tax allowance

This is the amount of income you can receive in a financial year before tax will start to be deducted. The amount will be affected by to your personal circumstances, such as, age.

Reimburse / Reimbursement

Money given back to you because you spent it in order to take part in something. For example, paying back your travel fares for going to a meeting.

State Benefits

These are payments made by the Government to support people who have ill-health or a disability that limits their capacity to work, or people who are unemployed and looking for work or people who are caring for another person. Benefits have to be applied for, and certain conditions have to be met for those benefits to be awarded and to be continued. The conditions vary for different types of benefits. Access to some benefits is only available through the National Insurance scheme that people will have paid into when in paid employment (see Appendix C for a list of taxable state benefits and those that may be affected by payment for involvement).

Subsistence

This is a term used for the costs of day to day needs such as food and drink, for example, a cup of coffee whilst you are travelling to an event.

Taxable benefits

Some benefits are subject to tax, others are not.

Tax return form (self-assessment form)

When you have received money that has not already been taxed by an organisation, you will need to complete a tax return form (sometimes called a self-assessment form). It is often used by people who are self employed. If you receive a salary, this is usually taxed, but if you have earnings, for example from consultations you have been involved in over the year, this may have

to be declared to the tax office using this type of form. The tax office will only want to be informed if your taxable income is more than your tax threshold or allowance. The tax office will then use the information to calculate the tax you owe the Government.

Appendix B: Further sources of information

Department for Work and Pensions guidance on once-off payments is set out in their booklet “Doing the Right Thing” that is available on their website through the search facility <http://www.dwp.gov.uk/>

‘Reward and Recognition’ Department of Health guidance on good practice for public participation. This was last updated in 2007 so the benefit rules are now likely to be out of date. It is available from the website through the search facility. www.dh.gov.uk Type in “Reward and Recognition.”

HM Revenue and Customs circular EIM71105 is available through the search facility. www.hmrc.gov.uk Type in EIM71105.

HM Revenue and Customs information about the need to complete a tax return is available from: www.hmrc.gov.uk/sa/need-tax-return.htm

Direct.gov The Direct.gov website has all sorts of easy to use information on just about anything that concerns government and statutory services, including information about taxes (including personal income tax allowances) and state benefits. See www.direct.gov.uk

Citizens Advice Bureaux (CAB)

Use www.citizensadvice.org.uk/index.htm to find your local CAB and for other useful information. If you do not have internet access, call the national CAB office on 020 7833 2181 (Please note: This is an administrative office and no advice is available on this number).

Appendix C: Information on state benefits

State Benefits³ that may be affected by payments for involvement

The following **state benefits** may be affected if you receive payments for involvement. CLAHRC NWC strongly encourages people who are receiving state benefits to get advice from the **Involvement Helpline** before agreeing any payments:

- Jobseeker's Allowance
- Income Support
- Incapacity Benefit
- Severe Disablement Allowance
- Employment and Support Allowance
- Carer's Allowance
- Pension Credit (but not if only State Pension is received)
- Housing Benefit
- Council Tax Benefit
- Tax Credits (not strictly a state benefit that is administered by HM Revenue and Customs as a top up to a low wage).

Taxable state benefits

The following **state benefits** are taxable. If you are in receipt of any of these benefits you should calculate the amount you received in the year as part of your taxable **income**:

- Carer's allowance (but not income support paid as a carer's premium)
- Higher short-term incapacity benefit
- Long-term incapacity benefit (but not if you transferred from invalidity benefit)
- Invalidity allowance paid with a state pension
- Jobseeker's allowance

³ Information on state benefits correct in May 2009

- State retirement pension (but not Pension Credit)
- Contribution based employment and support allowance (but not income based employment and support allowance)
- Adult dependant additions paid with the above benefits
- Statutory adoption, maternity, paternity and sick pay
- Bereavement allowance, widowed mothers/parents allowance and widows pension

Other **state benefits** are not taxable.

Appendix D: HM Revenue and Customs circular

EIM71105 - Research volunteers, lay participants and participants in clinical trials

The former Inland Revenue agreed the following principles and procedures with the British Universities Finance Directors Group on 13 October 2004. As well as covering specific issues in the situations specified it illustrates the approach that should be taken with volunteer workers.

Research volunteers, lay participants and participants in clinical trials In the course of undertaking research, particularly social science or medical research, volunteers are required to take part in tests, submit to measurements or be interviewed. They are usually paid a small sum to cover out of pocket expenses and as compensation for the time spent. Some of the volunteers may be members of staff of the university, but their participation in the research is not part of their duties of employment and they do it in their own time and are under no obligation to take part.

Closely related to the above is the use of "lay" people or "users" in research. Here the people in question are invited to attend meetings to give their views on various matters to inform the research process and direction. Often they will be former or current patients, representatives of particular groups such as retired people, or representatives from charities. Payment is made to them for their participation in the meetings.

Tax consequences for NHS Liverpool CCG

In the circumstances above, HMRC agrees that the amounts paid to those concerned are unlikely to fall within the definition of "earnings" for PAYE or NI purposes. No employment relationship exists and as such PAYE and NIC would be inappropriate.

Under Section 16, Taxes Management Act 1970, HMRC is entitled to ask for details of payments to non-employees at their discretion; but they would not routinely ask for details for small payments such as these.

Tax consequences for the individuals receiving the payments

There will be no tax or NIC liability arising on the individual if the sums received do no more than reimburse the individual's reasonable costs of participating in the trial or research, including costs of travel and subsistence.

However should the sums paid exceed those reasonable expenses then the excess may fall to be chargeable to tax as Miscellaneous Income, potentially giving rise to personal tax liabilities of the individuals which should be notified to the Inland Revenue under Self Assessment.

(www.hmrc.gov.uk/manuals/eimanual/EIM71105.htm accessed 4th June 2009)

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