

Expenses Policy



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Responsible: Chief Executive

This policy explains the circumstances in which CLAPA will reimburse employees, Trustees, Volunteers and Patient Representatives for reasonable expenses, and the rate of this reimbursement.

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1. Purpose

- 1.1. CLAPA Staff, Trustees, Volunteers and Patient Representatives should not be financially disadvantaged or advantaged because of genuine business expenses related to their work with CLAPA.
- 1.2. This policy lays out how CLAPA will reimburse those that incur reasonable expenses wholly, necessarily and exclusively incurred in connection with the performance of the duties of their employment or volunteering.

2. Scope

- 2.1. This policy applies to CLAPA staff, Trustees, Volunteers and Patient Representatives who have incurred expenses related to the performance of duties in the course of their employment or volunteering work.
- 2.2. Reimbursable expenses are costs incurred in excess of those related to a normal working day, and are an exceptional rather than routine occurrence.

3. Definitions

- 3.1. For the purposes of this policy hereafter, 'claimant' refers to paid staff, Trustees, Volunteers and Patient Representatives (unless explicitly stated otherwise) who are making an expenses claim.

4. Responsibility

- 4.1. All claimants are responsible for following this policy and reporting any breaches or concerns at the earliest opportunity.
- 4.2. Line Managers are responsible for enforcing this policy to their staff; Key Contacts are responsible for enforcing this policy to their volunteers and patient representatives. The Chief Executive has ultimate responsibility for ensuring this policy is followed by all claimants.

- 4.3. When processing payments for expenses claims, the person setting up the payments (usually the Finance Officer) and the person approving the payments (a member of the Senior Management Team) are both responsible for reporting suspected or actual breaches of this policy. To avoid unnecessary reports, staff who approve expenses in exceptional circumstances where the amounts fall outside of the limits of this policy should alert the Senior Management Team as to the reasons for this exception.
- 4.4. The success of this policy is based on trust and it must only be used in the best interests of effective service provision at CLAPA. Any claimant who is found to have abused the expenses scheme will have to refund any excessive amounts claimed and may be subject to disciplinary action. For paid staff, this may include expenses being refunded by deductions from their salary, and disciplinary action may include dismissal.

5. Claiming Expenses

- 5.1. Expenses may be claimed by presenting a completed [expenses form](#) to the claimant's Line Manager or Key Contact, who will then approve or deny the claim in accordance with this policy. This decision will be communicated to the claimant. Trustee expenses are to be approved by the CEO in the first instance or by the Head of Finance and 1 other member of SMT. CEO expenses are to be approved by the Head of Finance. The Treasurer will review a summary of CEO and Trustee expenses quarterly.
- 5.2. All expenses must be supported by receipts, tickets (photo or scan) or other evidence of payment (e.g. Oyster card statement).
- 5.3. Expenses will be reimbursed to the person's personal bank account during the next feasible payment run, usually towards the end of each month.

6. Expenses Rates and Policies

6.1. General Policy

- 6.1.1. Claimants are expected to keep CLAPA's status as a charity in mind whenever incurring and claiming expenses, and to opt for the most cost-effective options wherever possible.

6.1.2. Claims in excess of the limits set in this policy (or other claims which are considered unjustifiable in purpose or cost) may be refused. Claimants must gain approval in advance for any expenses beyond the limits of this policy or where there is any uncertainty to prevent claims from being refused.

6.1.3. Unless stated otherwise, the below rates and policies apply to expenses incurred for activities within the United Kingdom only.

6.2. General Travel

6.2.1. Claimants should travel by the **most cost-effective mode of transport that is reasonably practical**.

6.2.2. Where a claimant has a season ticket, pass, railcard or other discount available, they are expected to use this wherever applicable to ensure their expenses claims are as cheap as possible. CLAPA will only reimburse **costs actually incurred** by claimants after discounts are applied.

6.2.3. Claimants may choose to use a vehicle if there is not any acceptable public transport alternative. If there is an acceptable public transport alternative but claimants choose to drive or cycle, then only the equivalent fare will be reimbursed (if it is cheaper than the mileage claim).

6.2.4. Travel will not be reimbursed between home and the CLAPA Office for a CLAPA Staff member who has the office listed on their contract as a usual place of work.

6.2.5. This policy cannot cover all scenarios, so claimants are advised to speak to their Line Manager or Key Contact at CLAPA if they are unsure about if or how to claim for a particular journey.

6.3. By Road

6.3.1. These rates apply to cases where a claimant uses a private vehicle to travel, keeping in mind point 6.2.3.

- **Cars:** CLAPA will pay a mileage rate of 45p per mile.
- **Motorcycles:** CLAPA will pay a mileage rate of 24p per mile.

- **Bicycles** or similar mode of transport: CLAPA will pay a mileage rate of 20p per mile.
- 6.3.2. Claimants are required to provide a **route planner screenshot or printout** to support the mileage claimed.
- 6.3.3. Parking charges and tolls may be claimed; where possible claimants are expected to book these in advance to secure the best rates.
- 6.3.4. CLAPA will not reimburse excess parking charges, fines, wheel clamp unlocking, etc.
- 6.3.5. If the claimant uses a **hired vehicle**, it must be a standard, non-luxury model and specification. The cost of fuel for hired cars may be claimed. For journeys by private or hired vehicle, claimants are expected to travel with other staff, trustees, volunteers or patient representatives when practical to do so.

6.4. By Taxi

- 6.4.1. Claimants are expected to use **taxis only when strictly necessary and where it is cost effective to do so**. For example:
- Late night travel when public transport has ceased or it would not be reasonable to expect to use it.
 - A claimant's access requirements prevent them from using usual public transport routes (wherever possible, this should be discussed and agreed with the Line Manager beforehand)
 - Where public transport is not available or travelling in rural areas with which employees are not familiar.
- 6.4.2. Claimants must provide receipts for all taxi journeys.

6.5. By Local Public Transport

- 6.5.1. This includes all local public transportation such as buses, trams, the London Tube, Overground, DLR, etc., where pre-booking is not usually possible.
- 6.5.2. Claimants should retain tickets and/or receipts and records of charges to provide alongside the expenses claim.

- 6.5.3. Where it is not possible to provide receipts of individual journeys, the standard cost of the necessary journeys taken will be reimbursed as long as this does not exceed what the claimant paid. For example, if you make a full day of journeys with Transport for London using your debit card and the 'daily cap' amount is shown on your bank statement, but only two of these journeys were for CLAPA business, you will be reimbursed the standard cost of those two journeys only based on the fares on that day.

6.6. By Plane and Rail

- 6.6.1. Claimants should, as far as possible, travel standard or economy class and should book their journeys sufficiently in advance to obtain the best possible prices. Peak times and dates should be avoided whenever possible.
- 6.6.2. Claimants should alert their Line Manager or Key Contact if, for example, significant savings could be made on their travel if the timings of an event or meeting were altered slightly.

7. Overnight Accommodation

- 7.1. Overnight accommodation should only be used in exceptional circumstances when travel on the same day is not possible. This should be agreed in advance by the claimant's Line Manager or Key Contact.
- 7.2. Where possible, efforts should be made to avoid overnight accommodation being necessary, e.g. changing meeting timings.
- 7.3. Basic standards expected of overnight accommodation include cleanliness, privacy, personal security and the availability of breakfast. In hotels, a double room with attached 'en suite' bathroom is considered standard.
- 7.4. Overnight accommodation should be booked as far as possible in advance at the best possible rates, using discount websites such as laterooms.com whenever possible.
- 7.5. The rates for overnight accommodation should not exceed £100 per night, or £150 per night in London and major cities, including VAT and breakfast costs. Any

booking in excess of these amounts will need to be approved by a member of the CLAPA Senior Management Team prior to booking.

7.6. Cases where excessive costs may be approved include (but are not limited to):

- If there is an event nearby which will have an impact on accommodation rates. These should be budgeted for in advance as part of the service or event costs.
- If there are other savings to be made on transportation costs by the claimant staying in that particular location.
- If a parent or carer is required to travel and stay with a young volunteer, and therefore a double room is required.

7.7. In the case of some particular services, meetings or events, different rates will be in effect which will supersede the rates in this policy. This will be clearly communicated to all claimants as far in advance as possible.

8. Subsistence

8.1. When claimants are away from home (and/or their normal place of work, in the case of CLAPA Staff) on CLAPA business for a period of more than 5 hours and incur expenses on food and/or drinks (non-alcoholic), subsistence costs may be claimed.

8.2. All claims must be for actual expenditure incurred as shown on receipts. Alcoholic drinks will not be reimbursed.

8.3. This is intended to reimburse the claimant for reasonable additional out of pocket expenses as a result of having to travel on CLAPA business. An employee may incur costs in excess of this but would only claim up to the allowance. Employees will all have different 'normal' working patterns, so what counts as 'additional' out of pocket expenses will be agreed by Line Managers on a case-by-case basis.

8.4. Meals can only be claimed when not already included in the travel package, in the hotel bill (breakfast) or provided by a catered event.

8.5. If home-based staff are meeting with other staff/volunteers/patient representatives in a venue which is not a meeting room (e.g. one or more cafés) for a significant part of the day, they may claim a maximum of £35 each for meals and drinks over the course of the day. This is done at the Line Manager's discretion and other limits and points set out in this policy should be kept in mind.

8.6. **Usual limits for subsistence claims are outlined below.**

Breakfast, up to £8	May be paid where an employee is away from home and this is not included in accommodation costs, or leaves home earlier than usual and incurs a cost on breakfast taken away from home after the journey has started
Lunch up to £10	May be paid on weekends or after an overnight stay where the employee has been away from home for a period of at least 5 hours and incurred the cost of a meal. This does not apply to a normal working day when an employee or volunteer would usually make provisions for their own lunch; however a hot beverage for the journey may still be claimed.
Dinner up to £18	May be paid during an overnight stay or when the employee has been away from home for a period of at least 5 hours and will arrive home after 9pm. The employee should have incurred the cost of a meal which they would usually have at home.

9. Overseas Trips

9.1. The rules above apply to overseas travel as well as UK travel. However, in some cases, it may be necessary to allow higher limits for accommodation and subsistence costs, subject to approval from the Chief Executive. The intention is that the employee should be able to obtain accommodation and meals of an equivalent standard to that available to them in the UK.

9.2. Where expenses are incurred in the local currency, the claim for reimbursement should either be for the actual sterling amount debited to the employee's debit/credit card or, where paid in cash, should be converted at the rate applicable on the day of the expenditure.

10. Entertaining

- 10.1. Entertaining is when hospitality such as free-of-charge food, drink, accommodation, music, etc., is provided by CLAPA to employees, volunteers, patient representatives, fundraisers or other associates.
- 10.2. Employees should only entertain visitors, guests, volunteers and patient representatives where its purpose is clearly and necessarily to assist CLAPA in its charitable objectives. Prior approval should be gained from the Chief Executive before entertaining representatives of other organisations, volunteers and patient representatives at CLAPA's expense.
- 10.3. In general, entertainment counts as charity-related if its main purpose is to discuss a particular CLAPA project, maintain an existing CLAPA connection or to form a new one. By contrast, entertainment of CLAPA acquaintances won't count as charity-related if its purpose is primarily socialising, even if there's some discussion of charity-related topics in the course of the entertainment.
- 10.4. Amounts claimed should be reasonable and appropriate and alcohol consumption only claimable in exceptional circumstances and agreed beforehand with the Chief Executive. There should be a clearly justifiable purpose for each employee's attendance and there should not be so many employees attending as to suggest it is largely a staff social event
- 10.5. In all cases, employees should retain all invoices and show names and organisation of all attendees on the expense claim, state the purpose of the entertainment and the context of the relationship with the external organisation.
- 10.6. The cost of entertaining CLAPA staff and Trustees is not reimbursable unless at special and limited occasions of Christmas Dinner and retirement events. The exact amount of allowance for each and every event needs to be approved beforehand by the Chief Executive. Other meals for employees will only be reimbursed if they are covered under the subsistence rules.

11. Monitoring and Review

- 11.1. This policy will be monitored by Line Managers and all involved in approving expenses. Concerns and queries raised will be discussed at SMT meetings and significant updates communicated to CLAPA Staff.
- 11.2. The policy is part of a list of HR and Finance policies which will be reviewed by CLAPA's independent auditors annually.
- 11.3. The policy will be reviewed in depth by the Chief Executive every two years.

12. Support for this Policy

- 12.1. Claimants should speak to their Key Contact or Line Manager in the first instance if they have any questions or concerns about this policy or its implementation.

Related Documents

Expenses Form: <https://clapa.com/volunteer/expenses/>

Appendix 1: Expenses Rates

These rates are an 'upper limit'; cheaper prices should be sought whenever possible.

Item	Rate/limit	Notes
MILEAGE		
Car mileage rate	45p/mile	Additional mileage rate for carrying a colleague or volunteer: 5p per passenger per mile
Cycle mileage rate	20p/mile	
Motorcycle mileage rate	24p/mile	
FOOD & DRINK		
Food & drink	24H allowance: £35/person Breakdown for guidance: • Breakfast £8 • Lunch £10 • Dinner £18 All limits per day per person	If entitled under the policy to 24H of food & drink expenses (for example because you are staying away from home), you can split your daily limit as you choose between meals.
ACCOMMODATION		
Accommodation in London and other major cities	£150/night	These are maximum limits to cover seasonal price rises – lower rates should often be available.
Accommodation in the rest of the UK	£100/night	