

## Expenses Policy & Procedure (Volunteers)

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### 1. Purpose & Scope

- 1.1 Our volunteers should be neither out of pocket nor enjoy any financial gain when working on our activities.
- 1.2 We strongly encourage our volunteers to claim out of pocket expenses that arise from their work for the Charity. There are two reasons for this:
  - To ensure that no one is embarrassed by needing to make claims in order to undertake the work.
  - For greater transparency in accounting so that the true costs of running the organisation are clear and the donations are also visible.
- 1.2 As we are a small charity, it is not appropriate to provide the more generous allowances for expenses that are available in business. It is expected that volunteers should keep their expense claims to a minimum (without being out of pocket). You should be able to satisfy yourself that you could justify to a fellow volunteer any claim you make for payment of expenses, if challenged.
- 1.3 Volunteers must claim expenses that arise from their work for the Charity. This is to ensure transparency in accounting so that the true costs of running the organisation are clear. We have a responsibility to ensure that



expenditure on travel and subsistence is properly incurred, controlled and represents 'value for money'.

- 1.4 The guidance below applies to volunteers working in an official capacity on behalf of the Charity and the costs incurred in carrying out that work on behalf of the Charity.
- 1.5 In addition to the policies set out below, all volunteers must ensure that no single transaction incurs a cost greater than **£50**. For expenses greater than this limit, prior approval must be obtained from the National Volunteer Coordinator (NVC) [nvc@streetdoctors.org](mailto:nvc@streetdoctors.org).

## 2. Types of Expenses

### 2.1 Travel

#### Rail Travel

- 2.1.1 You are entitled to travel standard class for the charity's business. Advantage should be taken of concessionary fares, cheap day tickets, and rail card options where appropriate. Wherever possible you should try and book tickets in advance and, where more than one person is travelling together, to book as a group in order to ensure best rates.

#### Air Travel

- 2.1.2 Air Travel is generally not permitted for any activity associated with the charity. If air travel is significantly cheaper and faster than rail travel to attend a national training day then discuss this with the NVC prior to booking.

#### Mileage

- 2.1.3 Travel by car is acceptable where it is more efficient and economical than the use of public transport. For example, where there is no appropriate public transport for the route; where there are significant files / equipment to be transported; or where there are time and cost savings involved. The standard car mileage rate for volunteers is 45p per mile. Parking charges can be claimed with a receipt.
- 2.1.4 The car mileage rate will be reviewed on a regular basis and adjusted in line with the HM Revenue and Customs guidance.
- 2.1.5 When travelling by car, please make sure that this is definitely the cheapest option, especially for long distance travel. You can keep costs down by inviting others to travel with you.

#### Public Transport

- 2.1.5 Please travel by tube or bus wherever practical, particularly for short journeys.
- 2.1.6 Where it is impractical to use a tube or bus, for example, because of heavy luggage, a taxi may be used. However, please avoid any additional charges,



such as pre-booking or waiting time, wherever possible. Remember to ask for a receipt, and to travel as a group wherever possible.

- 2.1.7 Please do not use taxis for long distance travel, except where the cost of such a journey is less than the cost of travel plus the cost of overnight accommodation that would have been required. This should be agreed in advance with the NVC.

## **2.2 Overnight Accommodation and Food Subsistence**

### Overnight Accommodation

- 2.2.1 Wherever possible you should travel on the day of your meeting or business without incurring the cost of overnight accommodation. If you need to stay overnight when away from home on the charity's business this should be agreed beforehand with the NVC.
- 2.2.2 In the interests of economy, please exercise discretion when seeking overnight accommodation when on the charity's business and stay with family or friends wherever possible.

### Food Subsistence

- 2.2.3 If you are travelling on the charity's business, and no provision is made for meals at the meeting or event you are attending, you are entitled to subsistence allowances as follows:
- Breakfast - £5 (if you have left home significantly earlier than normal or before 6am or if you are staying in a hotel and breakfast is not included in your room rate)
  - Lunch - £5
  - Dinner - £10 (if you are likely to return home very late or are staying away from home overnight)

Receipts will be required in support of your claim. You will be responsible for meeting any costs above the subsistence allowances set out above.

To claim your subsistence allowance, please upload your receipt to Xero with a clear narrative explaining the reason for our claim. Once approved, you will be refunded up to the amount stated above for the relevant meal.

Please note that StreetDoctors will not reimburse claims for alcohol under any circumstances.

## **2.3 Other Expenditure**

- 2.3.1 The Charity will also reimburse the actual costs of postage, parking, telephone calls and other incidental reasonable business expenses which you necessarily incur as part of your duties as an employee. Please provide full details on your expense claim form, supported by receipts, where appropriate.

2.3.2 Telephone calls will be reimbursed with associated VAT when supported by an itemised bill.

## 2.4 Expenditure Not Covered

We regret that the following will not be reimbursed:

- The travel and subsistence for events that you have been invited to in a personal capacity.
- The travel and subsistence expenditure of spouses or other travelling partners will not be reimbursed.
- Expenditure not related to the Charity's activity.
- Personal incidental expenditure over the limits stated above.
- Expenditure on alcoholic beverages.
- Gratuities and tips, other than in restaurants, will not be reimbursed. If you wish to add a supplement to a charge, or recognise other service, please make this payment personally.
- Only actual expenditure incurred will be reimbursed and not any round sum meal or subsistence allowances.
- Expenditure related to casual or personal entertaining.

## 3. Administration

### 3.1 Receipts

3.1.1 Valid VAT invoices or receipts must support all expense claims. It is recognised that there are certain categories of expense where receipts cannot be obtained. Unreceipted expenses will be paid providing a reasonable explanation is provided for the absence of a receipt.

3.1.2 If in any doubt about a claim please seek advice from your Resource Manager or the NVC.

### 3.2 VAT

Where your expense item includes VAT, this should be included in the amount of money you claim. Please do not add VAT to expense claims where VAT is not included on your invoice or receipt.

## 4. Procedure for claiming expenses

4.1 Claim forms are available in electronic form in the Playbook. Completing the form is not compulsory for one off expenses; some Resource Managers prefer them for their records, others will accept an email with the receipt and an explanation of the expense. If in doubt check with them.

4.2 Please submit your expense claim forms by the 6<sup>th</sup> day of each month, and no more than 3 months after the expense has been incurred. Claims submitted after the 6<sup>th</sup> day of each month may be settled in the following month. If you require your expense processing sooner than this, in exceptional circumstances, then please contact your Resource Manager and copy in the NVC.

## 5. Payment of Claims

We will make payments by electronic transfer on the 28<sup>th</sup> day of the month, or the nearest business day before that date (please note that different arrangements may apply over the Christmas period). There may be occasions when a claim is subject to a minor delay, for example, in exceptionally busy periods, but we will do our best to accommodate this.

## 6. Dispute

6.1 In the event of a dispute, please raise the issue in the first instance with the Director of Ops and Finance.

6.2 In the event that any dispute cannot be resolved in this way, then the dispute should be raised with the CEO of the Charity who will endeavour to resolve any dispute by consulting with the Board of Trustees. The decision of the Board of Trustees is final.

## 7. Revision History

Revision date	Summary of Changes	Other Comments
25.06.19	CHR Minor amendments	
	Review by named Trustee & COO	
	Approved by Board of Trustees	