



Working with our patient and public voices (PPV) partners

Reimbursing expenses and paying involvement payments

Version 3, 20 October 2021

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1. Summary of key changes

NHS England and NHS Improvement have made some changes to the way in which involvement payments are paid to patient and public voice (PPV) Partners.

The changes only affect PPV Partners in Roles 4, as defined in the NHS England Patient and Public Voice Partners Policy, as these roles attract involvement payments (as well as expenses reimbursement). The changes do not affect PPV Partners in Roles 1 (where no payments or reimbursements are made) or Role 2 or 3 which attract expenses only.

Since 1 April 2021, NHS England and NHS Improvement pays Role 4 PPV Partners their involvement payments through our payroll system. The payment is paid directly to their bank account rather than receiving a cheque. Payments will be subject to statutory deductions including tax and national insurance (NI), dependent on individuals' earnings and tax code.

PPV Partners will not be moving to a contract of employment and all other terms of the role will remain unchanged. The changes are to ensure that we pay PPV Partners in Roles 4 in a tax compliant way, in line with Her Majesty's Revenue and Customs (HMRC) guidance.

2. Introduction

From 1 April 2019, [NHS England](#) and [NHS Improvement](#) came together to act as a single organisation to support the NHS and improve care for patients. Collectively we provide system leadership and set the priorities and direction of the NHS and support foundation trusts and NHS trusts to give patients consistently safe, high quality, compassionate care. NHS England and NHS Improvement are committed to involving PPV Partners – ‘people who are willing to share their perspective and experience with us to inform health services in a range of different ways’ – in our work. PPV Partners include patients, service users, carers, families and other members of the public. PPV Partners may also be referred to as people participating in ‘service user involvement’, ‘lay representatives’, ‘lay voices’, ‘public voice representatives’ or ‘patient and public involvement (PPI) representatives’.

NHS England and NHS Improvement's work with PPV Partners is part of a wider approach to patient and public involvement and complements other approaches, for example, working with the voluntary and community sector, digital engagement, review and analysis of patient insight and feedback data, and social research.

This policy sets out how our joint organisation supports PPV Partners to be involved in our work through reimbursing expenses and, in certain circumstances, offering involvement payments. It complements, and should be considered alongside, the [PPV Partners Policy](#). Both policies also link to the [Patient and Public Participation Policy](#) which sets out the ways in which NHS England meets its legal duty to involve the public in commissioning. NHS England and NHS Improvement aim to ensure that PPV Partners are not out-of-pocket when they support our work and this policy sets out when and what financial support is available. Patients and the public have supported the development of this policy.

3. Scope

This policy applies throughout NHS England and NHS Improvement, ie to all national and regional teams and across all of our business functions, including hosted organisations such as the clinical senates and strategic clinical networks, commissioning support units (CSUs), NHS Interim and Management Support and NHS Sustainable Development Unit. It does not apply to other organisations, although they are welcome to adapt and use its content to shape their own policies.

The policy sets out some guiding principles and practice around reimbursing expenses and, for Role 4 PPV Partners, paying involvement payments. It should be read alongside the PPV Partners Policy, which sets out general principles and practice for working with our PPV Partners.

The Policy applies to individual PPV Partners, that is, patients, carers and members of the public who help NHS England with our work. It covers patients, carers and members of the public who are resident in England, and those who are resident in Wales or Scotland and registered with a GP in England and/or receiving specialised treatment in England.

This policy does not apply to our work with patient and public organisations (such as national charities or voluntary and community organisations). It is recognised

that working with charities, patient organisations and the voluntary and community sector also brings valuable insight and input to our work. Neither does it apply to people working with NHS England and NHS Improvement who are not PPV Partners, for example expert advisers such as ethicists, clinicians, scientific advisors, contractors or people working in other consultancy roles.

PPV Partners are not employees, workers or agents of NHS England or NHS Improvement.

Since 1 April 2021, Role 4 PPV Partners are paid their involvement payments through our payroll system.

Payments are subject to statutory deductions including tax and NI, dependent on individuals' earnings and tax code.

PPV Partners will not be moving to a contract of employment and all other terms of the role will remain unchanged. The changes are to ensure that we pay PPV Partners in Roles 4 in a tax compliant way, in line with HMRC guidance.

4. Purpose

NHS England and NHS Improvement actively seek patient, carer and public input to inform and improve our work. We do this through a wide range of approaches, including asking people to work in partnership with us to develop our policies and programmes of work, to inform our commissioning decisions and to be part of our governance and assurance processes.

Where people are working in partnership with us, we will recognise their contribution. There are many ways to do this – being thanked, receiving an acknowledgement in writing, support to develop skills and experience, and seeing/hearing about the improvements made as a result of PPV input. In valuing the contribution of PPV Partners, we recognise that we need to remove or minimise the financial barriers that can prevent or discourage participation. PPV Partners should not be out-of-pocket as a result of their involvement with NHS England and NHS Improvement so reasonable expenses will be reimbursed for most activities. For PPV Partners in Role 4 PPV Partner roles (Role 4 as described in section 6), our organisation will also offer an involvement payment to people to recognise the

significant level of input of skills, expertise and accountability that they bring to our work.

“I am a carer for my child who has a serious long-term condition. I passionately believe in working together with the NHS to bring about improvements to the services that my son receives. However sometimes you’ve made a massive effort to make arrangements at home, so you can get to an NHS meeting and you look around you and realise that everyone else around you is paid to be there, earning high wages and you don’t even know if you are going to get the bus fare home.”

Quote from a PPV Partner

This policy seeks to ensure that all our staff follow a consistent approach to reimbursing expenses and offering involvement payments when working with PPV Partners. It includes guidance on:

- **Covering out-of-pocket expenses** – by ‘covering expenses’ we mean reimbursing the costs that are incurred by PPV Partners while being involved in activities for NHS England or NHS Improvement. This includes making arrangements to directly cover costs which would otherwise be incurred, for example pre-booking train tickets on behalf of a PPV Partner, and reimbursing expenses incurred by a PPV Partner themselves. Out-of-pocket expenses which should be covered include (but are not limited to) travel, accommodation, subsistence and carer support where necessary. Further guidance can be found in Appendix 1.
- **Offering involvement payments to PPV Partners in PPV expert advisor roles** – by ‘involvement payments’ we mean a payment offered to PPV Partners who participate in Role 4 PPV Partner roles (Role 4 as outlined in section 6 and as detailed in the PPV Partners Policy). Such roles are typified by a significant input of time, skills and expertise, and a level of public accountability. They are always agreed in advance and need approval from the senior programme lead. Further guidance can be found in Appendix 2. Note that involvement payments should be offered in addition to covering expenses.

Reimbursing expenses and, in certain circumstance, offering involvement payments to PPV Partners is intended to support inclusion and create an incentive for active

participation. It also supports people whose financial circumstances mean that they might otherwise be unable to contribute.

NHS England and NHS Improvement aim to offer a wide range of participation opportunities for our PPV Partners to get involved in our work. Further information and guidance about our approach to working with PPV Partners, including different categories of roles and opportunities, and how to identify new PPV Partners, is included in the PPV Partners Policy. The two policies are complementary and NHS England and NHS Improvement staff should consider them both when involving, or planning to involve, PPV Partners in their work.

5. Principles

Our principles for working with our PPV Partners are set out in our [PPV Partners Policy](#).

With regards to reimbursing expenses and offering involvement payments when working with PPV Partners we will:

- Seek to remove barriers to participation and encourage a wide range of PPV Partners to participate, including through reimbursing expenses and, for PPV expert advisor roles, offering involvement payments.
- Be open and transparent about whether expenses will be reimbursed and/or an involvement payment is offered when advertising opportunities and roles for PPV Partners, including as part of application processes and event registration forms.
- Reimburse out-of-pocket expenses in line with Appendix 1.
- Offer involvement payments to individuals who participate in PPV expert advisor roles, as outlined in Appendix 2 and in the PPV Partners Policy.
- Provide an NHS England or NHS Improvement named 'lead contact' for each event, project or meeting who PPV Partners can contact and liaise with about their expenses and, for PPV expert advisor roles, involvement payments. Anyone experiencing specific barriers or with support needs

should contact the relevant lead contact for the event, project or meeting who will do their best to resolve any issues.

- Actively seek a diversity of PPV Partners and recognise that patients, carers and members of the public often have complex conditions or circumstances and this may mean making bespoke arrangements to support people's involvement. These will be agreed in advance with the named lead contact.
- Aim to reimburse expenses in a timely manner, in line with good practice, and recognising that this is essential for many people who are reliant on prompt payments, and failure to do this can seriously jeopardise their financial circumstances. This can be especially important given that many of our PPV Partners are likely to be service users and/or carers and will therefore by definition have ill health, disabilities and/or caring responsibilities.
- Recognise and show our appreciation for the contribution that PPV Partners make, including reimbursing expenses and, for PPV Expert Advisor roles, offering involvement payments, but also through treating PPV Partners respectfully and listening to their views, saying 'thank you' and feeding back on the impact of their participation.
- Support PPV Partners to develop new skills and enhance their knowledge, including through facilitating and encouraging their access to resources, training and learning opportunities as part of the [Involvement Hub](#), and through supporting networking and connecting with other PPV Partners and with those working in the NHS.
- Work in partnership with individual PPV Partners to ensure that we cover expenses in a way which is 'fair and feasible' and being mindful of offering 'best value' when spending public funds. Both our staff and PPV Partners have responsibilities to identify and use the most cost-effective options, balancing the need to minimise any financial or other barriers to participation with the need to minimise costs to the taxpayer.
- Follow the [NHS England Accessible Information and Communication Policy](#), providing information in alternative languages and formats, and

professional communication support to support PPV Partners, as appropriate.

6. Responsibilities

The NHS England or NHS Improvement delegated budget holders are responsible for designating the programme lead to manage the expenses reclaim process.

NHS England and NHS Improvement programme leads should ensure that sufficient provision is made within the programme budget to support patient and public participation. PPV Partner expenses should be coded to the relevant programme cost centre and processed in a timely way, ensuring that payments are made in line with business standards and within two weeks as a maximum, following submission of a completed claim form and all receipts/other relevant information.

With regards to covering expenses and paying involvement payments for PPV Partners:

- Key responsibilities of programme leads include:
 - approving PPV Partner roles
 - holding the budget
 - delegation of relevant operational processes to the NHS England and NHS Improvement lead contact and/or to the programme team/business manager.
- The nominated NHS England and NHS improvement named lead contact is responsible for providing day-to-day support for PPV Partners, including acting as a 'first point of contact' for any queries.
- The programme team/business manager is responsible for processing expenses in a timely manner, in line with this policy.

7. Categories of financial support for PPV Partners

7.1 Overview

NHS England and NHS Improvement have determined three different categories of financial support for PPV Partners:

- Category A: No financial support.
- Category B: Out-of-pocket expenses are covered or reimbursed.
- Category C: Out-of-pocket expenses are covered or reimbursed AND an involvement payment is offered.

As explained in the PPV Partners Policy, we have categorised the different participation opportunities that we offer, and different ways in which we work with PPV Partners, into four different types of roles. These roles have been linked to the categories of financial support, as follows:

- Role 1: People choose to respond or comment on open access engagement opportunities, for example responding to online surveys. Expenses Category A (no financial support from NHS England). No expenses can be claimed.
- Role 2: PPV Partner is invited to attend workshops/events/focus groups on a 'one off' basis. Expenses Category B (out-of-pocket expenses are covered or reimbursed).
- Role 3: PPV Partner is a member of regular working group meetings. Expenses Category B (out-of-pocket expenses are covered or reimbursed).
- Role 4: PPV partners are in Role 4 PPV Partner roles that demonstrate strategic and accountable leadership and decision making activity. Expenses Category C (out-of-pocket expenses are covered or reimbursed **and** an involvement payment is offered).

There is further information about each of the role categories in the PPV Partners Policy.

7.2 Role 1: Expenses category A

Where individuals choose to get involved in 'open access' engagement opportunities, for example completing an online survey, attending a meeting in public or drop-in session, no financial support is offered. No expenses can be claimed.

7.3 Roles 2 and 3: Expenses category B

Where PPV Partners are invited to join focus groups, workshops or advisory groups, either on a 'one-off' (role 2) or 'ongoing' (role 3) basis, their out-of-pocket expenses should be covered/reimbursed. Full details of what expenses can be covered/claimed, details of how to make a claim and a template claim form are included at Appendix 1.

7.4 Role 4: Expenses category C

Where PPV Partners participate in Role 4 roles, demonstrating strategic and accountable leadership and decision making, their out-of-pocket expenses should be covered/reimbursed **and** they should be offered an involvement payment from NHS England of £150 per day (more than four hours) or £75 per half day (four hours or less). PPV Partners can choose to refuse the payment or accept a reduced amount should they so wish.

Further information about offering involvement payments is included in Appendix 2 and further information about PPV Partner Role 4 roles is included in the PPV Partners Policy.

8. Potential risks/financial implications of involvement

8.1 Supporting people in receipt of state benefits

NHS England and NHS Improvement actively seek a diverse and inclusive approach to involvement. We recognise that many of our PPV Partners have ongoing health conditions and/or disabilities and may be in receipt of state benefits.

We seek to ensure that being in receipt of state benefits does not constitute a barrier to involvement.

In general, PPV Partners who are claiming out-of-pocket expenses only can do so without an adverse impact on their benefit entitlements. However, people who receive anything that might be deemed to be earnings or income by HMRC or the Department for Work and Pensions (DWP) – including an involvement payment – may put their benefit entitlement in jeopardy. In addition, participation in any involvement activity can be seen by JobCentre Plus as evidence of readiness for work.

It is extremely important, therefore, that NHS England works transparently and sensitively. Breach of benefit conditions can result in an individual's benefits being stopped or sanctions applied, sometimes for long periods – this can have huge consequences for individuals, potentially causing them significant financial hardship and personal distress.

For the avoidance of doubt, it is the responsibility of the individual PPV Partner to comply with the conditions of their benefits, and not NHS England or NHS Improvement. However, we have a responsibility to provide information which enables individuals to make informed decisions about whether to apply for or accept a PPV Partner role, especially where this is a PPV expert advisor role, and about whether to accept an involvement payment. NHS England and NHS Improvement named lead contacts (and other relevant staff) are responsible for advising all PPV Partners who are receiving state benefits to seek independent advice before they accept any involvement opportunities.

Application forms and supporting information for all PPV Partner roles must include information about reimbursement of expenses and, for PPV expert advisor roles, the offer of an involvement payment. Documentation must also advise individuals in receipt of state benefits to seek advice from the relevant agency, for example JobCentre Plus, ideally in advance of applying and certainly before accepting an offer, especially one which attracts an involvement payment, even if they intend to decline the payment. 'Standard' lines to this effect are included in relevant templates/documents, which are available for [NHS England and NHS Improvement staff on the Sharepoint intranet](#) or by contacting the Public Participation team by emailing england.engagement@nhs.net.

In addition to the standard 'welcome letter' included in the 'welcome pack' for PPV Partners, an additional template letter has also been developed to support PPV Partners in explaining the nature of their involvement to the JobCentre Plus and other agencies. NHS England lead contacts should make PPV Partners aware of this template letter, as appropriate, and of the availability of personalised advice through Citizens Advice Bedford (see below).

NHS England and NHS Improvement have arranged for a helpline to be made available to PPV Partners and staff who have queries about the potential implications of involvement in our work. Citizens Advice Bedford provides a confidential telephone helpline service to help answer queries and resolve any benefit concerns that arise from being offered (and accepting) involvement payments and having expenses reimbursed when participating in involvement activities. The service should be contacted by email at contractsadmin@bedfordcab.org.uk with a brief summary of the query, or by calling 01234 330 604.

PPV Partners can also contact their local JobCentre Plus (National Jobcentre Enquiry Line 0345 604 3719) or Citizens Advice (Consumer Helpline 0345 404 0506).

For NHS England and NHS Improvement staff, further advice about supporting people in receipt of state benefits is included in the PPV Partner induction webinar, run by the Public Participation team; contact the team for further information by emailing england.engagement@nhs.net.

8.2 Involvement payments and income tax

NHS England and NHS Improvement have made some changes to the way in which involvement payments are paid to PPV Partners.

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Since 1 April 2021, NHS England and NHS Improvement pays Role 4 PPV Partners through our payroll system. The payment goes directly to their bank account rather

than receiving a cheque. Payments will be subject to statutory deductions including tax and NI, dependent on individuals' earnings and tax code.

PPV Partners will not be moving to a contract of employment and all other terms of the role will remain unchanged. The changes are to ensure that we pay PPV Partners in Roles 4 in a tax compliant way, in line with HMRC guidance.

PPV Partners will not be moving to a contract of employment and all other terms of the role will remain unchanged. The changes are to ensure that we pay you in a tax compliant way, in line with Her Majesty's Revenue and Customs (HMRC) guidance.

PPV Partners with questions about tax or NI can contact their local [HMRC office](#) (HMRC Helpline 0300 200 3311).

8.3 People in receipt of health insurance premiums

PPV Partners who are in receipt of an income from medical insurance (either as an individual or through their employer) – for example because they are currently on sick leave from work – should be aware that involvement activity, and especially acceptance of an involvement payment, may be a breach of their policy's terms and conditions, and could therefore put future payments at risk. If in any doubt about the potential impact of involvement activity on medical insurance arrangements, PPV Partners are advised to contact their employer and/or insurance provider, as appropriate. As referenced in section 8.1, a template letter has been prepared to support PPV Partners in describing their involvement activity to relevant agencies – this is available to NHS England and NHS Improvement staff [from the Sharepoint intranet](#), or by contacting the Patient and Public Participation team by emailing england.engagement@nhs.net.

9. Working in partnership with other organisations

9.1 Representatives from other organisations

The policy applies to individual patients, carers and members of the public ('PPV Partners') who help NHS England and NHS Improvement with our work. Paid workers from other organisations, including from the voluntary and community

sector, who attend workshops, advisory groups and consultation events are expected to seek support from their own organisations. However, representatives from small, user-led organisations (for example, those with an annual turnover of under £1million), may be supported with out-of-pocket expenses where they are not able to access any other public funds and where they may otherwise be unable to participate. Where these organisations find that meeting the costs of participation is likely to cause difficulty, they should contact the NHS England or NHS Improvement lead contact for the meeting or event.

9.2 PPV Partners working with multiple organisations

PPV Partners may be involved in working with a number of organisations, for example with NHS England, a local authority, voluntary and community sector organisations and/or clinical commissioning groups (CCGs). If a PPV Partner is claiming expenses (and/or an involvement payment) from one organisation for involvement in a specific piece of work, they may not claim expenses (and/or an involvement payment) from any other organisation for the same piece of work. For example, if a PPV Partner attends a workshop which is delivered jointly by a CCG and NHS England, the PPV Partner can only claim expenses from either NHS England **or** the CCG, not both.

9.3 Co-hosted meetings and events

When NHS England or NHS Improvement is working jointly with other organisations (for example the Department of Health and Social Care, local authorities, CCGs, Public Health England), it should be made clear to PPV Partners in advance which organisation is responsible for PPV Partner expenses. The expenses policy implemented in these circumstances will be that of the lead organisation that is responsible for paying PPV Partner expenses, and this should be communicated to PPV Partners in advance (ie prior to the meeting or event taking place).

9.4 Working with external partners to support participation

In certain circumstances, NHS England and NHS Improvement will seek to commission specific engagement activities and/or to work in partnership with external organisations, for example voluntary and community sector organisations, to enable particular groups to participate, especially those from 'seldom heard'

communities. Corporate [procurement procedures](#) should be followed to commission this type of support.

When NHS England or NHS Improvement has commissioned an external organisation to lead or co-lead activity to engage with patients, carers and members of the public, it may be more appropriate for the external partner organisation's policy around reimbursement of expenses and/or offering involvement payments to be used. For example, because the partner organisation's policy is more tailored or suitable to supporting the 'target audience' of PPV Partners and/or because it allows greater flexibility, including in reimbursing expenses 'on the day' using petty cash (which NHS England and NHS Improvement are not able to do).

Information about which policy is being followed, and therefore what expenses PPV Partners can claim, how and from which organisation, must be made clear in advance. Where any alternative policy or approach to expenses reimbursement and involvement payments is followed, it must be in line with the 'principles' set out in this policy.

10. Working with children and young people

This policy applies equally to children and young people as to adults and older people. That is, the same categories of roles outlined in the PPV Partners Policy should be used to identify whether expenses should be reimbursed and/or an involvement payment should be offered. However, given the particular skills and knowledge needed to effectively involve and support children and young people, it may be more appropriate to work with an external organisation experienced in this field, and to use their policy for reimbursing expenses/offering involvement payments (as outlined in sections 8.3 and 8.4).

Care should be taken to proactively cover children and young people's travel and subsistence costs, rather than expecting them to pay out of their own funds and await reimbursement – as this may not be possible for some children and young people.

11. Safe ways of working

The PPV Partners Policy and the Safeguarding Policy provide advice around safeguarding, health and safety, Disclosure and Barring Service (DBS) checks and other considerations to support the safety of PPV Partners, NHS England and NHS Improvement staff and external organisations.

Where it is proposed to engage with communities or groups who are known to have specific safeguarding needs, for example looked after children or people who have experienced domestic abuse, it is recommended that NHS England and NHS Improvement work in partnership with organisations with expertise and experience in engaging with the relevant community or group (see section 8.4).

Advice can be obtained by contacting the Safeguarding Team;
England.safeguarding@nhs.net or telephone 0300 311 2233.

12. Involving ‘seldom heard’ groups

This policy should be used to support the involvement of ‘seldom heard’ groups in NHS England and NHS Improvement’s work, including through removing and minimising financial and other barriers to participation.

‘Seldom heard’ groups can include people from ‘protected characteristic’ groups (as defined by the Equality Act 2010), for example people who identify as lesbian, gay, bisexual or trans (LGBT) or people with a learning disability, and people from ‘inclusion health’ groups, for example people from Gypsy and Traveller communities, homeless people and sex workers.

When involving ‘seldom heard’ groups, particular care should be taken to understand their particular circumstances and to offer appropriate support, for example, pre-booking travel on their behalf so that they are not out-of-pocket. It can be more appropriate to work with an external partner organisation – as outlined in sections 8.3 and 8.4 – who is able to offer support and expenses more directly suited to the needs of the particular ‘target group’.

For example, they may be able to reimburse expenses in cash where individuals do not have a bank account and/or to use ‘petty cash’ to reimburse expenses on the

day of the event where people cannot afford to be out-of-pocket. This can be especially important for children and young people, and for groups who may be socially excluded, such as homeless people.

For example:

“NHS England and NHS Improvement want to improve primary care access for homeless people. We commission a national homelessness charity to deliver a number of service user engagement events and to support service users to join a task and finish group to look at this issue. We work through this partnership route because working with this seldom heard community needs specialist skills and approaches.

“Working with partners means that we can benefit from their ways of working and the trusted relationships and networks that they have already built. As part of this commissioned work, the charity would offer appropriate support and expenses to service users who get involved. This could include incentives to encourage involvement, holding meetings and events in venues where participants will feel comfortable, providing meals and refreshments, and paying for travel in advance.”

13. Distribution, monitoring and review

This Policy is for implementation by all NHS England and NHS Improvement staff.

It will be publicised and made available via the [NHS England intranet](#) and on the public facing [NHS England and NHS Improvement Involvement Hub](#). It is also available on request by emailing england.engagement@nhs.net.

NHS England and NHS Improvement named lead contacts are responsible for ensuring that all PPV Partners are provided with a copy of this policy and other relevant information, including an expenses claim form, in advance of any meeting, event or activity.

NHS England and NHS Improvement staff can access implementation support from the central Public Participation team. The team offers regular staff training around

participation, including key content from this Policy. Further information about training is available by emailing england.engagement@nhs.net.

The implementation of this policy will be monitored by the Public Participation team, and it will be reviewed on a biannual basis. Comments or suggestions to be considered as part of a review should be forwarded to the Public Participation team (see contact details in section 15).

HMRC dispensation arrangements will be maintained to ensure compliance with HMRC requirements.

14. Statutory and other duties

NHS England and NHS Improvement follow good practice and have a duty to provide accurate information about expenses and involvement payments when asked to do so by Government agencies including the Benefits Agency, DWP and HMRC. Records of payments made will be available to our corporate Finance Department as required for monitoring and audit purposes.

Management of information about PPV Partners and prospective PPV Partners should follow the requirements of NHS England and NHS Improvement's Information Governance Policy. All personal data should be securely stored, appropriately managed in line with the GDPR regulations and registered on our Information Asset register. NHS England and NHS Improvement staff can access further advice in this regard [via the intranet](#). Staff without access to the Sharepoint intranet should contact the Information Governance team for further information, add contact details.

NHS England or NHS Improvement staff who suspect that PPV Partner expenses claims are of a fraudulent nature should follow advice on the [NHS Fraud and Corruption Reporting website](#). Genuine mistakes are not fraud, but PPV Partners should bring them to the attention of their named lead contact as soon as they are identified, and the named lead contacts should query any apparent anomalies with the relevant PPV Partner in the first instance.

15. Equality and health inequalities

This policy forms part of NHS England and NHS Improvement's commitment to create a positive culture of dignity and respect for all individuals, including staff, patients, families and carers as well as community partners. The intention is to promote positive practice and value the diversity of all individuals and communities and to identify, remove or minimise discriminatory practice with regard to the characteristics given protection by the Equality Act 2010.

The [Equality and Health Inequalities Analysis](#) which has been completed in relation to the Patient and Public Participation Policy applies to this policy. Our patient and public participation activities will support us to meet the public sector equality duty and the duty to reduce health inequalities, provided full consideration is given to working with a diverse range of PPV Partners and supporting participation from groups that experience inequalities in health outcomes.

This policy will specifically support NHS England and NHS Improvement to involve PPV Partners from 'protected characteristic' and 'inclusion health' groups, who may otherwise experience financial barriers to involvement.

16. Contact details

NHS England or NHS Improvement staff with queries about this policy and/or in need of support with reimbursing PPV Partners' expenses or paying involvement payments should access the resources available on the [Sharepoint intranet](#) in the first instance. Support can also be sought from the Public Participation team by emailing england.engagement@nhs.net.

PPV Partners and others with queries about this Policy should access resources available on the [Involvement Hub](#). Queries can also be sent to the Public Participation team by emailing england.engagement@nhs.net or calling 0113 825 0861.

Appendix 1: Covering out-of-pocket expenses

1. Overview

NHS England and NHS Improvement will reimburse all reasonable expenses incurred by PPV Partners supporting us as long as they are in line with this policy, agreed in advance and do not exceed agreed rates (see below).

NHS England and NHS Improvement will reimburse expenses incurred by PPV Partners where meetings or events are cancelled at short notice, for example where arrangements have been made for carer support and cannot be cancelled without penalty.

Receipts are required for all expenses, except where travel and accommodation is booked directly by NHS England or NHS Improvement. We will reimburse the actual expenses incurred by PPV Partners and not approximate or 'rounded' amounts.

NHS England and NHS Improvement staff making travel and accommodation bookings (and making arrangements to reimburse other out-of-pocket expenses) on behalf of PPV Partners should use the cost code for the programme of work that the PPV Partner is taking part in.

There may be instances where the costs of participation are a barrier to involvement in ways which are not directly covered by this Policy. NHS England and NHS Improvement will encourage PPV Partners to discuss their needs with their named lead contact so that solutions can be explored. Assessment of such situations, and the support provided, will be on a case-by-case basis.

2. Travel

a. Overview

NHS England and NHS improvement have a central booking facility for train travel (including London underground). We aim to reduce the burden of costs for PPV Partners and will aim to pre-book (and pay for) all train travel for PPV Partners in advance so they are not out-of-pocket. The named lead contact will explain how to

request travel booking (and explore any accommodation needs – see section 3 below). The starting point will usually be expected to be from the PPV Partner's home address to the meeting venue. Note that this Policy only applies to PPV Partners who are resident in England, and those who are resident in Wales or Scotland and registered with a GP in England and/or receiving specialised treatment in England.

Where PPV Partners are invited to attend events that are offered at a number of locations across England, out-of-pocket expenses will be offered in respect of travel (and if appropriate accommodation) to the nearest event location from the PPV Partners' home address, unless this event is fully booked or there is another legitimate reason.

PPV Partners should use public transport for travel purposes (where it is practical, safe and reasonable to do so) to support the NHS in reducing its carbon emissions. PPV Partners may travel by private car where this is agreed to be the most suitable form of transport.

b. Rail/train travel

NHS England/ NHS Improvement named lead contacts should book rail/train travel on behalf of PPV Partners using the central booking facility. The lead contact will need to liaise with PPV Partners in order to understand their requirements. An example of a travel booking form template can be found in section 9.f. While we will usually book and purchase rail travel on behalf of PPV Partners, we recognise that on some occasions this will not be possible.

Booking arrangements will need to be made in good time to ensure that cost effective travel options can be utilised and any tickets can be posted to or collected by the traveller.

The 'lowest logical fare' should be booked for rail journeys, making the best use of off peak and advance fare discounts. NHS England and NHS Improvement staff should ask PPV Partners about the most cost effective and convenient routes for them and whether they have a rail card which may be used to reduce costs.

If PPV Partners need to travel on the London underground, this can be booked through the central travel booking facility, either as an individual journey or as a day travelcard, as appropriate. Travel using the London underground is preferred to other alternatives, for example travel by taxi, where this is practicable. PPV

Partners can choose to use their own Oyster card for travel within London and can claim the cost of journeys with evidence such as a computer printout or screenshot detailing the relevant journey(s) made.

Should a meeting or event change, PPV Partners will be asked to return any unused tickets and the named lead contact should rebook/amend the travel booking through the central booking system. Where tickets have not yet been collected, for example 'tickets on departure', PPV Partners should not collect them as this will allow the named lead contact to process a refund (where possible) via the central booking system.

Rail travel will be via standard class. First class travel is not permitted unless this is needed for reasons of disability or other medical/health/access need, for example, where PPV Partners require a larger/more supportive seat to transfer to from a wheelchair and/or table service (where this is not available in standard class) as they are unable to move safely through the train. This may include PPV Partners with, for example, motor neurone disease, multiple sclerosis or who have had one or more amputations. These requirements must be discussed and agreed in advance between the PPV Partner and the named lead contact. Evidence (for example a medical note) may be required to support the request. All requests for first class travel which have been initially agreed by the programme lead should be sent to the Public Participation team at england.engagement@nhs.net for review and, if appropriate, final approval (and central logging).

c. Bus travel

The cost of travel by bus or tram will be reimbursed, when accompanied by receipts or tickets stating the price paid for travel.

d. Taxis

Taxis may only be used where there is a justification on the grounds of:

- Cost effectiveness due to multiple people travelling to the same place
- Personal safety, for example travelling late at night
- Disability, impairment or long term condition
- Efficiency, for example meetings held in different parts of a city during the day
- Travelling with heavy or bulky items of equipment or luggage
- Where it is the only feasible mode of transport.

PPV Partners wishing to travel by taxi should discuss this in advance with the named lead contact. Claims for the cost of travel by taxi should be evidenced through receipts. Where PPV Partners would find it difficult, or are unable, to pay upfront for the cost of a taxi, discussion should take place with the named lead contact about alternative options (which include making a booking through the central travel booking facility).

e. Personal vehicles (travel by private car or van)

PPV Partners can use their own vehicles to travel to meetings or events when necessary and will receive reimbursement for the miles travelled. Travel by public transport would usually be expected unless there is a specific need to travel by personal vehicle (or personal vehicle is used to travel to a public transport departure point). If a PPV Partner finds they need to use their own vehicle for travel they should indicate this to the named lead contact.

Rates of reimbursement are in line with HMRC service recommendations, taken from the HMRC website and correct as at April 2017. When PPV Partners are travelling by personal vehicle, they must have a valid UK driving licence, and the vehicle must have valid insurance, tax and MOT certificate.

Table 1: HMRC approved mileage rates (at April 2019)

	First 10,000 business miles in the tax year	Each business mile over 10,000 miles in the tax year
Cars and vans	45p	25p
Motorcycles	24p	24p
Bicycles	20p	20p

The cost of car parking to enable a PPV Partner to attend a meeting or event will usually be reimbursed on production of receipts. PPV Partners are expected to use the most cost-effective parking options available, having due regard for personal safety and other considerations, especially when travelling at night.

PPV Partners who necessarily incur charges in taking part in NHS England and NHS Improvement activities, for example tolls and congestion charges, will be refunded on production of receipts.

PPV Partners are personally liable for any excess parking penalties, charges or fines issued to them, NHS England and NHS Improvement will provide no refunds on these charges. Similarly, excess fare charges on any means of public transport are normally the responsibility of the PPV Partner and not NHS England or NHS Improvement, unless it can be demonstrated that this was an unavoidable circumstance beyond their control.

If a passenger is carried by personal vehicle (car or van) to the same meeting or event, an additional 5p per mile can be claimed. This is in line with HMRC recommended rates (as at April 2017).

f. Air travel

Air travel will be extremely rare. Flights within England may be booked exceptionally if they are significantly cheaper than the rail alternative (including to avoid accommodation costs) or if there is a compelling logistical reason for incurring the higher cost, for example where PPV Partners have a medical condition that prevents them from travelling too far in one day (a medical note may be required).

Any car parking and transfer costs will be taken into account. All travel by aircraft will be at standard economy rate. Air travel can be booked through NHS England and NHS Improvement's travel system. Business class air travel is not permitted except in very exceptional circumstances, such as where there are no suitable economy class facilities to accommodate disabled or other special needs requirements. In all cases written approval must be gained from the relevant regional or national director's office. A record of the approval should be retained as this may be subject to public scrutiny.

3. Accommodation

Although it will not be usual for NHS England or NHS Improvement to cover the cost of accommodation, this may be appropriate in some circumstances. For example, for activities that start at a time when an overnight stay prior to the event would support the PPV Partner to participate. Examples of circumstances in which it may be appropriate for NHS England and NHS Improvement to cover the cost of PPV Partners' accommodation include:

- Without an overnight stay the PPV Partner would need to leave home before 6am to arrive at the event.

- The PPV Partner has a condition or disability that makes travelling for too long in one day difficult.
- The cost of travel, overnight accommodation and subsistence is cheaper than rail travel on the day of the event (taking into account advance booking options).

Accommodation requirements must be discussed and agreed in advance between the PPV Partner and the named lead contact.

NHS England and NHS Improvement have a central booking facility for accommodation and will usually book and purchase accommodation on behalf of PPV Partners. The named lead contact will need to liaise with the PPV Partner in order to understand their requirements. There is a booking form template at section 9.f. In exceptional circumstances, it is recognised that PPV Partners may need to arrange their own accommodation. In any case, the maximum rates outlined below apply.

Booking arrangements should be made in good time to ensure that cost effective options can be utilised and appropriate accommodation can be secured, including accommodating any access needs.

The cost of accommodation cannot exceed £100 per night for hotels booked outside of London and £150 per night for hotels booked in London. This is in line with the equivalent NHS England and NHS Improvement Policy for staff accommodation. Both limits are inclusive of VAT, breakfast and any other charges without exception.

4. Subsistence (food and drinks)

If PPV Partners are involved in NHS England and NHS Improvement activities which require them to be away from home for considerable periods of time, reimbursement for the cost of meals and drinks (often known as 'subsistence') may be claimed as below. Receipts must be retained and submitted with the claim.

Breakfast (when leaving home before 7am)	Up to a maximum of £5
Lunch (when away from home for more than four hours, including between the hours of 12noon and 2pm)	Up to a maximum of £5
Evening meal (when away from home after 5pm)	Up to a maximum of £15
Maximum total claim per 24 hour period	Up to a maximum of £25

Note that the rates above are the maximum amounts which may be claimed when accompanied by receipts demonstrating actual expenses incurred and are not 'flat rates'. PPV Partners who choose to spend more than the maximum rates will be reimbursed for receipted costs up to the maximum rates only. For example, if a PPV Partner has spent £4.30 on lunch and submits a claim for this with a receipt, they will be reimbursed £4.30. If a PPV Partner has spent £7 on lunch and submits a claim for this with a receipt, they will be reimbursed £5.

These rates include the cost of food and drinks but in line with NHS policy the purchase of any alcoholic drinks will not be reimbursed. Where refreshments and food are provided at meetings/NHS activities, subsistence allowances will not be paid except in exceptional circumstances such as in order to meet dietary requirements that have not been catered for as part of the meeting – this must be agreed with the named lead contact in advance.

Please note that tips and discretionary service charges, for example in restaurants, will never be reimbursed and remain solely at the individual's discretion.

5. Carers and support workers

NHS England and NHS Improvement recognise that in some circumstances PPV Partners will need to arrange for carers/support workers to accompany them to a meeting, or to take over caring responsibilities while they are at a meeting (including child care or care of a family member with a disability or other additional needs).

NHS England and NHS Improvement will meet the reasonable costs incurred by PPV Partners for carers/support workers. There is no 'set rate' for carer/support worker costs, as we understand that this can vary significantly depending on the

type of care and/or support needed by individuals. NHS England and NHS Improvement will reimburse the actual costs incurred by the PPV Partner based on receipts or other evidence of expenditure such as an invoice submitted with expenses claim forms. For the avoidance of doubt, the carer or support worker is engaged by the PPV Partner and not by NHS England or NHS Improvement. The receipt should provide details of the carer's/support worker's registration and/or the professional organisation providing the care.

NHS England and NHS Improvement are not able to pay carers/support workers (or agencies) directly. We are also not able to pay any 'nominal amount' for the provision of care by a non-registered/non-professional or 'informal' carer, such as a family member or neighbour. This is in line with safeguarding advice from national charities which support people with caring responsibilities and because we can only reimburse the hourly rate costs of care incurred by PPV Partners with evidence of expenditure such as receipts or an invoice from a recognised agency.

However, if a PPV Partner wishes to be accompanied/supported by a non-registered/non-professional carer or support worker to support them to effectively participate, such as a family member, then NHS England and NHS Improvement will cover their expenses, for example travel costs, in addition to covering the PPV Partner's own expenses.

NHS England and NHS Improvement will cover the hourly rate costs of the carer/support worker where these costs are not normally covered elsewhere (for example via service user payments from other public funds such as social services).

Within the above guidelines, NHS England and NHS Improvement will cover the following costs:

- The hourly rate cost for a carer, support worker, personal assistant (PA), advocate or other professional supporting an individual to effectively participate to accompany and support a PPV Partner at a meeting or event. This includes hourly rate costs for travel time to and from a meeting or event (if appropriate).
- The expenses incurred by a carer, support worker, PA, advocate or other professional supporting an individual to effectively participate in travelling to and from, and attending, a meeting or event, for example food and drink (in

line with this policy and in addition to covering the PPV Partners' own expenses). Note that such expenses would be reimbursed back to the PPV Partner on submission of an expenses claim form and not to the carer/support worker directly (alternatively travel may be booked by NHS England and NHS Improvement on their behalf).

- The hourly rate cost for a carer (or carers if required) to take over caring responsibilities while a PPV Partner is at a meeting or event. This includes care for a family member, disabled child or other dependent person with care needs. It also includes the hourly rate costs of replacement care which is needed to enable a PPV Partner to travel to and from a meeting or event.
- The hourly rate cost for childcare for pre-school age children and/or for childcare outside of school hours, while a PPV Partner is at a meeting or event (including travel time).
- The expenses incurred by an 'informal'/non-professional/non-registered carer, such as a family member, to accompany a PPV Partner when travelling to and from a meeting or event and/or to support them to participate in a meeting or event (in line with this policy and in addition to covering the PPV Partner's own expenses).

Reimbursement of carer/support worker costs includes support needed by young carers, for example for a carer to take over caring responsibilities for a family member while a young carer attends a meeting or event.

Where reimbursement is needed for carers/support workers, this is looked at on a case by case basis and must be agreed between the PPV Partner and the named lead contact in advance of the activity/any booking being made or expense occurred.

6. Assistance animals

PPV Partners who require the support of an assistance animal, for example a guide dog, will be booked into suitable accommodation and arrangements for accessible travel will be made. Any additional cost for their assistance animal will be covered by NHS England and NHS Improvement.

7. Accessible information and communication support

To support PPV Partners, NHS England and NHS Improvement will provide information in alternative languages and formats and professional communication support at meetings and events in line with the [NHS England Accessible Information and Communication Policy](#). This includes the provision of information in alternative formats such as easy read or braille, and in alternative/community languages. It also includes the arrangement of professional communication support to enable PPV Partners to participate effectively in meetings and events, for example British Sign Language (BSL) interpreters and speech-to-text-reporters. PPV Partners with a need for information in an alternative language and/or format, and/or for communication support, should inform their named lead contact as soon as possible to enable appropriate arrangements to be made.

Where individuals have specific, personal and/or complex needs, and prefer to arrange their own support, NHS England and NHS Improvement will reimburse these costs where agreed in advance with the named lead contact, and with evidence of expenditure such as receipts.

8. Office supplies

NHS England and NHS Improvement recognise that some PPV Partners will make use of home office supplies as part of their involvement with us. This might include use of a telephone or internet connection to join meetings remotely, and/or it might include printing out papers at home that have been sent via email.

Where PPV Partners are supporting NHS England and NHS Improvement at meetings, events or workshops, paperwork should be posted out in advance or available on the day with time allocated for reading or working on this material as appropriate.

However, while PPV Partners can always request that hard copies of papers be posted to them at home (and named lead contacts should meet these requests), we understand that it is not always possible within meeting timescales.

Therefore, where PPV Partners support NHS England and NHS Improvement by participating in meetings remotely from their home we will offer a standing allowance of £5 per meeting to cover the cost of telephone calls, paper, printing ink and paper, stamps, internet connection, stationery and other home office sundries

(without the need for evidence such as receipts). We have taken this approach to reduce the administrative burden on PPV Partners in, for example, estimating proportionality of broadband usage, producing monthly copies of telephone bills, estimating ink used and so on. PPV Partners wishing to claim this amount must agree this in advance with the named lead contact.

PPV Partners who have a need for additional support to enable them to participate in remote meetings and/or to read papers or documents, for example because of a disability, should discuss this with their named lead contact.

9. Process for reimbursement of expenses

a. Responsibility of NHS England and NHS Improvement

NHS England and NHS Improvement believe that the process for reimbursing expenses should be as straightforward as possible for PPV Partners. Paperwork should be in plain English and easy to understand and complete.

NHS England and NHS Improvement staff, and especially named lead contacts, must ensure that PPV Partners, and potential PPV Partners, are aware of this Policy and how it applies to the meeting or event they are being invited to join. For example, information about involvement opportunities and events must make clear whether PPV Partners can have out-of-pocket expenses reimbursed and/or whether an involvement payment is being offered. PPV Partners should be provided with a copy of this Policy and access to the expense claim process in advance of the activity or event.

The named lead contact will ensure that:

- Information about expense claims is provided in advance of the meeting/event so that PPV Partners can be clear about our processes.
- Copies of expenses claim forms are brought to events/meetings and also available via email.
- Support and guidance is provided to any PPV Partner who needs help or further information to complete expenses claim forms.
- PPV Partners are advised to liaise with relevant agencies should they be in receipt of any state benefits (see section 7).

If PPV Partners have a need for information in alternative formats or languages, or support to understand the policy or to complete expenses claim forms (for example

because they have a learning disability or low literacy), they should discuss this with the named lead contact.

A copy of an expenses and involvement payments claim form is available in 9.f below.

Reimbursement needs to happen quickly so that PPV Partners are not put into financial hardship – this is also why we aim to book travel and accommodation for PPV Partners directly where possible to avoid PPV Partners being out of pocket.

We aim to reimburse PPV Partners within two weeks of receiving their claim form (and other relevant information, such as receipts). If expenses are not processed in a timely way, PPV Partners may experience financial hardship and can feel much devalued and become disillusioned (quite understandably as they are out-of-pocket and not being treated respectfully). Where this happens our strongest and most valued supporters often ‘vote with their feet’ and voices, becoming very cynical about their experience with us and choosing not to participate in the future. Dealing with expenses in a timely way is not just respectful; it also avoids potential risk to our reputation.

The named lead contact will need to ensure that they prioritise PPV Partner expenses claims to ensure timely reimbursements are made. This means that if there are any queries the lead contact should contact the PPV Partner urgently to seek clarification. The expenses claim should then be inputted into the finance system for rapid processing. lead contacts should keep a record of where claims are up to. We endeavour to reimburse out-of-pocket expenses within two weeks of receiving claims (and supporting information/documentation).

Note that NHS England and NHS Improvement are not able to reimburse expenses ‘on the day’, for example using petty cash, as this is contrary to our standing financial instructions (SFIs).

b. Responsibility of PPV Partners

PPV Partners seeking reimbursement of expenses must complete and submit an expenses claim form and provide evidence of expenditure (usually in the form of a receipt or ticket). Individuals can only reclaim their own expenses, and those of a carer/support worker, and cannot claim for expenses on behalf of other PPV Partners/colleagues.

Any PPV Partner experiencing difficulty in completing the expenses claim form should contact their named lead contact in the first instance, as it may be possible to arrange for additional support to be provided. Where appropriate, NHS England and NHS Improvement will reimburse the cost of a support worker needed to support an individual in submitting an expenses claim form, for example if the PPV Partner has a learning disability and/or need for communication support.

PPV Partners are advised to keep copies of their submitted expenses claim forms, and a record of payment/reimbursement, including in case of query by HMRC or other agencies.

A template of an expenses and involvement payments claim form is available in 9.f below.

PPV Partners should submit claims in a timely manner, not more than three months after the event/activity that their claim refers to.

Where receipts are difficult to obtain, for example use of Oyster cards or calls made on mobile phones, copies of bills or computer printouts/screenshots with the relevant section highlighted can be accepted.

If receipts are lost, the PPV Partner should discuss this with the named lead contact.

c. Processing claims

PPV Partner expense claims are processed by the named lead contact from the programme team who is working with the PPV Partner(s).

The named lead contact is responsible for ensuring that:

- PPV Partners have received this policy and claim documents in advance of the meeting, event or activity.
- Claim forms following the meeting, event or activity are received (by email or post).
- Actions are taken to check that claims are appropriate and in line with NHS England and NHS Improvement requirements and this policy.
- An audit log of claims made and associated receipts is maintained. This is essential for robust financial governance procedures and centrally maintained internal audit evidence.

- Claims are approved using the correct corporate finance approvals process
- Claims are uploaded for processing via the Oracle system (either directly by the programme team as appropriate), or by forwarding to the finance team.
- Claims are submitted (via Oracle) for approval for payment against the programme cost code(s).

Once claim forms are received, reimbursement can happen rapidly. If the claim form is checked and entered onto our financial system in good time, the authorising officer for cost centres can approve on a weekly cycle, raising payments on a weekly basis.

Note that PPV Partner expenses are exempt from 'No Contract, No Purchase Order, No Payment' rules and no Purchase Order is required.

d. The expenses claim process step-by-step

Expenses reimbursement happens via the following process:

1. The PPV Partner submits their completed expense claim form and receipts to the named lead contact or their nominated business manager. If they are also claiming an involvement payment this should be listed on the same claim form. The claim can be sent in by email to the lead contact/nominated business manager with scanned receipts attached. Not everyone uses email, so a paper form and original receipts can also be sent to a nominated postal address (which the lead contact should ensure is provided).
2. The named lead contact/nominated business manager should check the form and, if required, raise any queries directly with the PPV Partner. A log should be maintained of the details of the claim, ensuring that any associated paperwork (for example original or scanned receipts) is referenced, maintained and available for internal audit evidence.
3. The named lead contact/nominated business manager forwards the checked approved expense claim form to their team leader/the programme lead for approval, if appropriate/as necessary (in line with the team's usual process for approving expenditure).
4. Once approved, the named lead contact/nominated business manager inputs onto NHS England and NHS Improvement's financial system, Oracle, allocating the programme project cost code and also coding to the 'PPV

Partners Expenses' subjective code (52198010 PPV involvement payments and expenses reimbursement). This should be done within three working days of receiving the claim. A date log is created.

5. Payment is approved through the Oracle system, requiring authorisation by the budget holder for the relevant cost centre code, by 4pm on Tuesdays (or 12pm at month end), and within five working days of the claim being inputted into Oracle.
6. Shared Business Services (SBS) makes a payment by cheque to the PPV Partner's address. The cheques are sent out each Wednesday by second class post. This means that if the authorising deadline is missed, the cheque will not be raised until the following Wednesday.

PPV Partners who do not have bank accounts or who have difficulty managing cheque payments should liaise with the named lead contact who can explore alternative arrangements, working with the programme lead – see sections 8 and 11 – and/or the Finance team.

e. Useful forms

The following forms should be provided to PPV Partners who decide to take part in our work. The named lead contact is responsible for ensuring that a copy of this policy and the correct expense claim form are provided – these can be downloaded from the NHS England intranet site. NHS England and NHS Improvement staff without access to the Sharepoint intranet should contact the Patient and Public Participation team by emailing england.engagement@nhs.net.

- **Travel and accommodation booking form** (see 9.g. below) – completion of this form by the PPV Partner enables NHS England and NHS Improvement to book and pay for travel and accommodation through our corporate booking system. It means that PPV Partners do not have to use their own money, be 'out-of-pocket' and wait for reimbursement. If for any reason travel tickets are unused, they should be returned to the NHS England lead contact to process for a refund.
- **Making an expenses and involvement payments claim** (see 9.f. below) – PPV Partners should complete the form provided and return to the named lead contact/nominated business manager.

Attendee Declarations (please tick to confirm your agreement):

1. I confirm that the above expenses and involvement payments have been incurred as a result of working in partnership with NHS England and they comply with NHS England's 'Working with our Patient and Public Voice (PPV) Partners – Reimbursing expenses and paying involvement payments' Policy
2. The motor vehicle for which I have claimed a mileage allowance above is insured. The vehicle is maintained at all times in road-worthy condition and complies with the requirements of the Road Traffic Acts. I hold a valid driving licence
3. If you have received an involvement payment for any work done, please tick to confirm that you understand that involvement payments may be classed as earnings or income by Her Majesty's Revenue and Customs service (HMRC) or the Department for Work and Pensions (DWP). Involvement payments will be paid through the NHS England and NHS Improvement payroll system and will be subject to statutory deductions including tax and national insurance (NI), depending on individuals' earnings and tax code

Name of PPV Partner: **Date:**

Authorised for payment by Programme Lead:

Job Title: **Date:**

Please email your claim form to [insert NHS England lead contact email address]. Please note that your expenses will be paid by cheque to the address that you have listed on your form within 14 days of receiving your claim form (and supporting documentation). All personal data will be securely stored and appropriately managed in line with GDPR data protection regulations.

Approved mileage rates: Rates of reimbursement are in line with Her Majesty's Customs and Revenue Service (HMRC) recommendations. When travelling by personal vehicle, the vehicle must have valid insurance, tax and MOT certificate. If a passenger is carried (by car or van) to the same meeting, an additional 5p per mile can be claimed. This is in line with HMRC policy (correct at April 2017).

	First 10,000 business miles in the tax year	Each business mile over 10,000 miles in the tax year
Cars and vans	45p	25p
Motorcycles	24p	24p
Bicycles	20p	20p

g. Insert travel and accommodation form

PPV Partners Travel and Accommodation Booking Form

Name		Telephone number	
Email address		Date	
Address			

Title of the meeting/event you are attending:
Name of NHS England lead contact/event organiser:

Trains (we can also book London tube travel)				
	Station from	Station to	Date	Departure time
Outgoing				
Return				
Do you have a railcard which could be used for the journey(s)? If so, please state the type.				
Additional Information/ Special Requirements				

Accommodation (if required) - please refer to the policy for further details		
Site visit/location	Date(s)	How many nights
No hotel required		

Any other comments/support needs

All completed forms to be emailed to your NHS England lead contact/nominated business manager/the event organiser. All personal data will be securely stored, appropriately managed in line with the GDPR regulations

Appendix 2: Offering and paying involvement payments

Where PPV Partners participate in 'PPV Expert Advisor' roles – Role 4 as outlined in the PPV Partner Policy – NHS England and NHS Improvement will cover/reimburse out-of-pocket expenses AND offer an involvement payment. PPV Expert Advisor roles are those that demonstrate strategic and accountable leadership and decision making activity, for example members of the national clinical reference groups, or individual funding request panels or formally agreed co-production forums.

Where an involvement payment is offered, this will always be agreed in advance and will need to be approved by the senior responsible officer (SRO) for the relevant programme of work.

Rates for PPV expert advisors will be £150 per day/meeting (more than four hours) or £75 per half day (four hours or less), including travel and preparation time. When travelling by public transport, PPV Partners will be expected to undertake preparation while travelling, unless there is a valid reason why this is not possible, for example due to disability or sensitivity of documents.

The rates above are fixed and should not be adjusted or divided up – there is no 'hourly rate' payment for PPV Partners. lead contacts should ensure that either a half day or full day rate is paid, as appropriate.

PPV Partners can choose to decline payments or to request a lesser amount of payment if they so wish. However, although PPV Partners are volunteers and not employees, any involvement payment must be at least equal to the National Minimum Wage. How PPV Partners choose to use their involvement payment is entirely at their discretion, for example, they may donate it to a charity of their choice. However, NHS England and NHS Improvement cannot donate or otherwise reallocate the involvement payment on any individual's behalf.

Where a meeting or event is cancelled at short notice (48 hours or less), PPV expert advisors should receive a half day rate where they have already undertaken preparatory work and meeting/event papers and/or documentation has been issued. If appropriate, a discussion should also take place between the PPV expert

advisor(s) and the named lead contact about any alternative ways in which the PPV expert advisor(s) can contribute in the previously identified time, for example providing views on documents remotely. Any expenses already incurred should also be reimbursed.

Application forms, supporting documents and induction information for PPV expert advisors must make clear that accepting an involvement payment can affect individuals' entitlement to state benefits and/or health insurance benefits. Individuals should be advised to contact the relevant organisation, for example JobCentre Plus, prior to accepting or starting any role for which an involvement payment is offered. There is more information in section 7.

For the avoidance of doubt, PPV expert advisors are not NHS England or NHS Improvement employees. It must remain clear that PPV Partners should work to an expected code of conduct but they are not working under the control of NHS England or NHS Improvement nor are they subject to its employment policies or procedures. PPV Partners must never form part of NHS England and NHS Improvement's staff establishment or organisational structure. Of course, PPV Partners should be reflected in governance structures and committee terms of reference as appropriate.

If the participation of a PPV Partner expands over time, for example the nature of the involvement work increases and/or their expertise is required for multiple programmes of work, then advice should be taken on whether the status of their engagement requires re-evaluation. Consideration may need to be given as to whether the role should constitute an NHS England and NHS Improvement job role. If such extended work is deemed necessary, then the business need identified should be discussed with the People team if the duties required equate to an employment opportunity (which might be part time and/or fixed term) or discussed with procurement to request approval for a separate contract for services to be created.

If there is any doubt regarding the duties, role or status of individual PPV Partners then this should be raised with the Public Participation team in the first instance by emailing england.engagement@nhs.net. Further advice may then be sought from the People team and/or Finance team, with investigation of the circumstances as appropriate, and a resolution to the situation agreed.

h. The involvement claims process step-by-step

1. The hiring manager creates a Role 4 PPV Partner opportunity, as defined in the NHS England [Patient and Public Voice Partners Policy](#). This role attracts an involvement payment as well as expenses reimbursement. Please refer to the step-by-step [guidance on recruiting members of the public to get involved in NHS England and NHS Improvement's programmes of work](#).
2. A PPV Partner is recruited to the Role 4 role. The PPV Partner should be paid an involvement payment as well as having their expenses reimbursed in line with the [Working with our Patient and Public Voice \(PPV\) Partners – reimbursing expenses and paying involvement payments policy](#). An easy read version of the policy is also available [here](#). Step 3 onwards (below) of the process should only be followed if the PPV Partner wishes to claim their involvement payment.
3. The hiring manager should confirm with the PPV Partner whether they already hold another role with NHS England and NHS Improvement (NHSEI) and therefore whether they are already set up on our payroll system (referred to as ESR: Electronic Staff Record). The hiring manager could do this by asking the PPV Partner whether this is the first role that they are paid for or is it an additional role.
4. **If the PPV Partner does not already hold another role with NHS England and NHS Improvement** – ie this is their first role – the hiring manager will need to complete an [ESR1 New Starters form](#) for the PPV Partner. The hiring manager may wish to complete this form with the PPV Partner to ensure they complete the form accurately. (**Help note:** Role 4 PPV Partners are referred to as 'an individual classed as 'Employed for Tax Purposes (EFTP). It is important that the hiring manager completes the ESR1 form accurately and in as much detail as possible. **Please proceed to step 6 and onwards.**
5. **If the PPV Partner does already hold another role with NHS England and NHS Improvement** – ie this is an additional role – the hiring manager will need to complete an [ESR2 form Employment Changes form](#) and submit it. It is useful to find out the first hiring manager's name as the hiring manager will need to know the original assignment number for the ESR2. On the ESR2 form, the hiring manager should select 'change of position' under the '**type of change**' and then 'other' in the '**type of position change**'. This will allow the

hiring manager to free-type into another field where they can specify that the request is for an additional assignment. It's important that it's clear the ESR2 change is for an additional assignment so that the existing assignment is not overwritten by the new one. If you need support in completing the ESR2 forms or have any queries then please contact your [HR Business Partner](#). **Please proceed to step 8 and onwards.**

6. The hiring manager should confirm with the PPV Partner if they have a P45 from a previous employer, if so, they will need to send this to NHS Payroll Services, 990 Payroll, NHS Payroll Services, Cobalt Business Exchange, Cobalt Park Way, Newcastle Upon Tyne, NE28 9NZ.
7. Alternatively, the PPV Partner can complete and send a HMRC New Starter Checklist instead using the [New Starter Check list](#). The information on the starter checklist will determine the tax code that will be applied to the PPV Partners initial payments. Further information is available in the [PPV Partner frequently asked questions](#). The form can be completed online but as a means of supporting the PPV Partner, the hiring manager could also ask them whether they would like the New Starter Checklist to be printed and sent to them. If choosing to complete a printed form, it should sent to NHS Payroll Services, 990 Payroll, NHS Payroll Services, Cobalt Business Exchange, Cobalt Park Way, Newcastle Upon Tyne, NE28 9NZ.
8. Once the ESR record has been set up, the hiring manager and the PPV Partner will both receive an ESR notification email. The notification will be sent to the email address provided (which does not need to be an NHS email address for the PPV Partner) in the ESR1 form – this is captured in the PPV partner's ESR record and therefore it is important that it is up to date. Where an ESR2 form has been completed, a notification email will be sent to hiring manager when the second assignment has been set up. The hiring manager and the PPV Partner will then be able to log into ESR to see the second assignment.
9. The PPV Partner should log into ESR using their details; and follow the link to provide their bank details. If the PPV Partner has any difficulties in gaining access to ESR then they should contact their hiring manager as soon as possible. The hiring manager should contact the HR and OD Advisory and

Operations team by emailing contacthrandod@improvement.nhs.uk or telephone: 03000 200 653.

Further guidance is available on our ESR Manager Self Service Sharepoint page here: [ESR Manager Self-Service \(sharepoint.com\)](#)

10. The hiring manager should ensure the PPV Partner is aware of appropriate deadlines including the deadlines for submitting their claims for involvement payments and expenses. Information about upcoming payroll deadlines are published on the [Payroll and Benefits \(sharepoint.com\)](#).
11. The PPV Partner should complete their expenses and involvement payment claims form which is available in the '[Working with our Patient and Public Voice \(PPV\) Partners – reimbursing expenses and paying involvement payments](#)'. The hiring manager or nominated business manager should, where required, support the PPV Partner to complete the form. This is the [easy read version of the expenses and involvement payments form](#). The form should be submitted to the hiring manager or nominated business manager as agreed.
12. Once the hiring manager receives the expenses and involvement payments form, they should approve as appropriate. Where there are any queries, these should be raised and addressed with the PPV Partner.
13. **For expenses claims:** The hiring manager or nominated business manager should process the expenses claim via our Oracle system. This payment will be paid via cheque. For further information please refer to section 9.d. of the [Working with our Patient and Public Voice \(PPV\) Partners – reimbursing expenses and paying involvement payments](#).
14. **For involvement payments:** The hiring manager or nominated business manager should process the involvement payment claim by completing the [ESR3 form](#). PPV Partner involvement payments are calculated in 'sessions' ie half a day equates to one session. Therefore if the PPV Partner has submitted an involvement claim for half a day, the hiring manager should enter 1 under the 'plain time hours or EFTP hours/sessions' and if the involvement payment claim is for more than half a day ie a full day, the hiring manager should enter 2 to indicate they have worked two sessions.

If the hiring manager is completing the ESR3 form they will still need to complete the approval step to ensure that the submitted claim proceeds for payment.

Further information is available in [Guide to approving ESR forms.pdf \(sharepoint.com\)](#).

15. The hiring manager will receive an email requesting approval for the involvement payment.
16. The hiring manager should review the approval form and approve or reject the request.
17. The involvement payment will be paid directly into the PPV Partner's bank account on the next available pay day. **It is important that the hiring manager communicates to the PPV partner when they can expect payment. This may be the following month if actions were not completed in time for payroll deadlines.**
18. The PPV Partner can access their payslips electronically on ESR.

For further information about the Off Payroll Worker Policy, including the OPW PPV Partner frequently asked questions please click [here](#).

Further information on the off payroll policy is available for NHS England and NHS Improvement staff on the [Sharepoint intranet](#). PPV Partner frequently asked questions are available on [Sharepoint intranet](#). or by emailing england.engagement@nhs.net.