



Resident Involvement Expenses Policy and Procedures

Gloucester City Homes Contact Information

How to contact us

Customer Services Team
Gloucester City Homes
Atlantic Suite
Southgate House
Southgate Street
Gloucester
GL1 1UW

Customer Services Line: 0800 408 2000

Text: 0778 148 2656

Fax: 01452 396599

Minicom: 01452 396161

Email: customer.services@gloscityhomes.co.uk

www.gloscityhomes.co.uk

You can also contact us using our online reporting forms.

Please note our website is speech enabled and you can adjust the size of the text and translate it to other languages.

Gloucester City Homes Document Format Information

If you would like any part of this document explained, translated or provided in another format such as large print, audio or Braille, please contact our Customer Services Team on 0800 408 2000.

Bengali

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

Chinese

本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

Gujarati

જો તમને આ દસ્તાવેજ બીજી ભાષા અથવા રચનામાં જોઈતો હોય, અથવા જો તમને ઈન્ટરપ્રિટરની સેવાઓ જોઈતી હોય તો, કૃપા કરી અમારો સંપર્ક સાધો.

Polish

Aby uzyskać ten dokument w innym języku lub formacie, albo jeżeli potrzebujesz usług tłumacza, skontaktuj się z nami.

Urdu

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو برائے مہربانی ہم سے رابطہ کیجئے۔

[Translation reads: If you would like this document in another language or format or require the services of a translator, please contact us.]

STATUS (Draft / Approved / Updated / Archived)	REFERENCE
APPROVED	H:\Master Documents\Templates\GCH Policy & Procedure Template.doc
<p>Important Notice: Printed paper copies of this procedure are uncontrolled. The current version of this procedure is available on the Intranet</p>	

Documentation Master Sheet
Amendments to this Document are Detailed Below

Version Number	Date Amended	Comments	Date Approved	Author	Approved By
1	13/01/2010	Draft		Lisa Howarth	
2	14/01/2010	Amendments	27/01/2010	Lisa Howarth	Services & Operations Committee

Summary of most recent changes:

The resident involvement expenses policy was existing however following feedback from tenants and residents groups and research into best practice have enhanced this policy to cover additional payments for tender evaluation, interview panels, carers, motorcycle, bike use and car sharing.

CONTENTS

EXPENSES POLICY	4
1. INTRODUCTION	4
2. PURPOSE	4
3. GCH AND NATIONAL CONTEXT	4
4. EXPENSES RATES	6
5. PROCEDURE FOR CLAIMING EXPENSES	8
6. REVIEWS AND MONITORING	8
APPENDIX A: CLAIM FORM	8

EXPENSES POLICY

1. INTRODUCTION

Tenants and leaseholders give up their time on a regular basis to be involved in shaping services through attending a number of meetings such as customer forum, leaseholders forum, focus groups, workshops and partnering board meetings both in the daytime and evening.

This policy outlines how we reimburse out of pocket expenses and also make additional payments to those who carry out site visits to review tender submissions as well as time spent on Gloucester City Homes interview panels.

[\[Back to Contents\]](#)

2. PURPOSE

The purpose of this expenses policy is to ensure that we:

- Provide transparent policy and procedures relating to expenses.
- Ensure that there is consistency in how expenses are paid.
- Provide a simple method of claiming expenses.
- Ensure that no residents are prevented from participating in events or meetings due to cost or expense.
- Ensure that no residents are out of pocket as a result of participating in events.

[\[Back to Contents\]](#)

3. GCH AND NATIONAL CONTEXT

This policy and procedure assists Gloucester City Homes meet both national and local standards as follows:

National standards

The Audit Commission has outlined within Key Lines of Enquiry that Gloucester City Homes must assess and evidence the impact of resident involvement showing improved services and outcomes for tenants. Give value for money in terms of improving services and outcomes for tenants and maximise the impact from resources for resident involvement.

The Tenant Services Authority has new national standards, which come into effect for all housing providers from April 2010. The new national standards are designed to reflect the experience of and outcomes for tenants and are intended to safeguard customer choice, facilitate resident engagement and help protect tenants in relation to their housing and housing related services.

There are six national standards Tenant involvement and empowerment, tenancy, home, neighbourhood and community, value for money, governance and viability. Equality and diversity and tenants with additional support needs are crosscutting themes that should permeate all standards.

Gloucester city Homes strategic objectives

- To be a customer driven provider of excellent services.
- To be strong partnerships that help us make a real difference in the local communities in which we work.
- To deliver value for money and maximise the use of all our resources.
- To deliver excellence in our governance and management arrangements.

Other Gloucester City Homes strategies supported

- Resident and community involvement.
- Community cohesion.
- Financial inclusion.
- Value for money
- Customer focus

[\[Back to Contents\]](#)

4. EXPENSES RATES

Please see table of qualifying expenses below and amounts that will be paid.

Type of expense	Amount	Additional information
Car mileage	Petrol and diesel is paid at a rate of 40 pence per mile. An additional 2p per mile per passenger is payable to any driver who carries additional passengers to a meeting or event.	Passenger details must be provided on the claim form.
Bus	Fully reimbursed.	Receipts to be provided.
Car parking	Fully reimbursed.	Receipts to be provided.
Taxi	Fully reimbursed. Paid in advance if booking made via resident involvement team.	For the elderly or disabled a taxi can be provided if required. The Resident Involvement Team will make arrangements upon request and the costs will be met by Gloucester City Homes directly.
Bicycle	9 pence per mile.	
Motorcycle	30 pence per mile.	
Train fares	Rail warrants provided.	Rail warrants can be provided prior to travel.
Tender evaluation and interview panels	£25 for a half-day panel where the meeting lasts up to four hours. £50 for a full-day panel where the meeting continues for four hours or longer.	Representatives on a tender evaluation panel or interview panel will be paid an additional fixed rate by cheque or BACS. These payments will be liable to income tax and will therefore be administered via the GCC payroll system.
Childcare, Carers and Dependents care	Care agencies and child minders will be paid per hour at national minimum wage level (unless specific care needs warrants a higher rate of payment) £5.80 - the main rate for workers aged 22 and over.	Expenses will be paid on receipt of an official invoice from the child minder including registration number. No expenses will be paid to a member of the same household.

	<p>£4.83 - the 18-21 rate. £3.57 - the 16-17 rates for workers above school leaving age but under 18.</p>	<p>At larger functions Gloucester City Homes endeavours to cater for children by providing entertainment facilities.</p>
<p>Loss of earnings</p>	<p>Loss of earnings for employed, self employed and night workers. £31.56 per day/night up to 4 hours. £63.12 per day/night over 4 hours.</p>	<p>If you are employed or self employed some evidence of loss of earnings must be obtained, e.g. a letter from an accountant stating average weekly income; a copy of a previous tax return; an authenticated letter from someone who would have offered work, quoting the remuneration.</p> <p>Without a supported certificate, or other satisfactory evidence, payment other than for travel and subsistence will not be made.</p> <p>Night work</p> <p>Compensation will be paid to you in respect of night work lost during the period of jury service but this must be supported with a certificate or other satisfactory evidence from your employer</p>
<p>Accommodation and subsistence expenses</p>	<p>Accommodation fully reimbursed.</p> <p>Breakfast £5.50 Lunch £7.50 Tea £3.00 Evening meal £9.50</p>	<p>Receipts should be provided for accommodation.</p> <p>Should a resident attend an event booked by Gloucester City Homes where food is not provided the stated rates could be claimed on production of a receipt.</p>

[\[Back to Contents\]](#)

5. PROCEDURE FOR CLAIMING EXPENSES

Anyone wishing to claim expenses as above can claim using one form. This form must be completed fully and returned to the resident involvement officer together with appropriate receipts in order that a payment can be made.

There are three options to obtain a refund this is:

- Refund through resident involvement petty cash immediately (maximum of £30)
- Refund via Gloucester City Homes payroll processing that means a cheque will be sent to you directly within 10 working days.
- BACS payments direct to account.

[\[Back to Contents\]](#)

6. REVIEWS AND MONITORING

This policy will be reviewed on an annual basis and updated through feedback from our customers and also as a result of reviewing best practice.

[\[Back to Contents\]](#)

APPENDIX A: CLAIM FORM

(Next two pages)

Tenant/Leaseholder Expenses



Cash Please ✓ Cheque

(1) MILEAGE AND TRAVEL COSTS

Total Car Mileage (Enter total amount claimed - list individual journeys on Page 2) £

Other Travel Costs (Enter total amount claimed and attach receipts) £

Travel - TOTAL £

(2) ACCOMMODATION AND SUBSISTENCE

Accommodation (enter amount claimed and attach receipts) £

Subsistence (enter amount claimed and attach receipts) £

Accommodation and Subsistence - TOTAL £

(3) TENDER EVALUATION AND INTERVIEW PANELS EXPENSES

Enter amount claimed £

Tender Evaluation and Interview Panels - TOTAL

GRAND TOTAL (1 + 2 + 3) = £

I confirm that the above expenses have been reasonably incurred by me.

Signature: Please print name

Address:

Date:/..../....

Office use

Amount £..... Certified by: Lisa Howarth (signed) Date:/..../....

Expenditure Code: AL544 5510

Refunded via petty cash yes/no Reimbursed by: Date:/..../....

Sent to exchequer services for cheque payment yes/no by:..... Date:/..../....

J No.	FROM	TO	Date	No of miles (car only)	No of passengers	Total claimed
1						£
2						£
3						£
4						£
5						£
6						£
7						£
8						£
9						£
10						£

Journey no.	Name and address of passengers

Total Car Mileage £

£