

Service Users/Carers Reward and Recognition Payments by BACS

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Service User / Carer Reward and Recognition

1.0 Introduction

This policy is to outline the Rewards & Recognition processes for East London NHS Foundation Trust service users and carers. East London NHS Foundation Trust values your experience and expertise and wishes to strengthen the user/carer voice in the planning and delivery of the mental health and community health services. The Trust is committed to having a system to recompense service users and carers, which demonstrates the value the Trust places on their input.

The Trust pays service users and carers via BACS into their bank accounts, for the following reasons:

- To reduce the possibility of fraud
- So staff do not have to carry cash
- To better enable the user, carer and the Trust to keep records

We can make exceptions to this rule for under 16's, homeless users and the Forensics service but we can and do encourage everyone to open bank accounts and can support with this process. Any other considerations will be looked into as individual cases.

Advice and guidance on benefits can be really complex. The information given in this leaflet is for general guidance only. The benefit system is often changing so it may be helpful to speak to the benefit office or to a welfare rights adviser before you agree to accept monies from the Trust.

2.0 The Trust Responsibilities

East London NHS Foundation Trust has a duty of care towards every individual who becomes involved with the Trust. The responsible manager will ensure that you receive a copy of this policy prior to your commitment to become involved with the Trust.

The Trust pays every individual via their bank account (BACS system). In order for any payment to be received the appropriate claim form will need to be completed. Your People Participation Lead or Worker will support the completion of this form if needed.

All necessary forms will be made available at each meeting or sent to you via email and your People Participation Lead or Worker will be responsible for ensuring that reward and reimbursement of expenses.

Where paid involvement is agreed, a description of the role is shared with you by the appointing manager either in an email or in a telephone conversation, to make sure that you understand what is expected of you. You will also be told how much you will be paid for the involvement.

It is the Trust's responsibility to book people with at least 10 days' notice of the agreed event.

If you are booked in to do some involvement work and it is cancelled with less than 24 hours' notice, the service that booked you will still pay you.

PLEASE BE AWARE THAT THE TRUST WILL PROVIDE ACCURATE INFORMATION ABOUT REWARD AND RECOGNITION MADE IF ASKED TO DO SO BY THE DWP/HMRC.

3.0 Your Responsibilities

If you are in receipt of state benefits i.e. Income Support, Universal Credit or Employment Support Allowance and claiming the reward from the Trust, it is your responsibility to inform the benefit agency of any earnings,

which may affect your benefits. It is also your responsibility to ensure that the payments are declared to HMRC and, if necessary, tax and NI is paid. You may be asked by the Trust to complete a declaration confirming you have done this.

If you are receiving benefits, the Trust recommends that you discuss this with your People Participation Lead, so that if necessary the terms of your involvement can be modified to prevent any unnecessary anxiety or loss of benefits.

Be aware that it is not possible to accept payment and arrange for this to be donated to a charity. The benefit agency will still treat the amount as if a payment has been made to you, so this can still affect your benefit.

If you are eligible to claim money for expenses i.e. travel or lunch (your People Participation Lead will be able to outline the eligibility for you), you will need to send the receipt in with your claim form. This can be done via email or phone message, or in person.

Please note, if you arrive at a meeting more than halfway through, you cannot claim payment.

ULTIMATELY IT IS YOUR PERSONAL RESPONSIBILITY TO KEEP WITHIN YOUR BENEFIT CONDITIONS AND NOT THE RESPONSIBILITY OF EAST LONDON NHS FOUNDATION TRUST

4.0 Reward Guidelines

Please do check with the benefit agency how much you can earn without losing benefits. You must tell your local benefit office and fill in Form PW1 before you start to do any involvement work with People Participation.

The responsible manager will recompense you for consultation or participation in specific tasks that contribute to service development. These tasks may include providing staff training on user/carers involvement, user/carers forums/groups, interviews, inductions and participation in clinical governance committees and workshops, etc.

The advice from the benefit agencies is that the reward cannot be spread over a number of weeks for an activity that takes place in one week e.g. £80 cannot be paid over a 4-week period.

There have been recent changes in employment law around the definition of self-employment. People who are not on ESA benefit without a permitted work form or not receiving any other benefits must be paid via Bank so that any tax or NI due is taken into account.

5.0 Reward Levels

The rewards are paid in the following way:

Role	Pay
Interview panel	Up to 2 hours £25 Over 2 hours & up to 4 hours £40 Over 4 hours & up to 6 hours £55 Over 6 hours £70
Attending/participating in a meeting (WTG/QI Forum/Focus groups/Steering groups/planning meetings etc.)	Up to 2 hours £20 Over 2 hours & up to 4 hours £30

Chairing a meeting/Project Lead meeting	Up to 2 hours £35 Over 2 hours & up to 4 hours £50
Delivering/facilitating training	Up to 2 hours £35 Over 2 hours & up to 4 hours £50 Over 4 hours & up to 6 hours £65 Over 6 hours & up to 8 hours £75
Conducting surveys	Up to 2 hours £35 Over 2 hours & up to 4 hours £50
Project work/prep work/training development work (outside of meeting)	Up to 2 hours £20 Over 2 hours & up to 4 hours £35 Over 4 hours & up to 6 hours £50
Facilitating a focus group	£35
Speaking at conference or event (including induction days)	£35
Minute taking/note taking	£15 (on top meeting attendance fee)
QA (Quality Assurance)	
Accreditation day	£50
Lead Assessor accreditation day	£70
Academy of Lived Experience	
Attending/participating in a meeting (Steering groups/Focus group/working group/planning meetings etc.)	Up to 2 hours £20 Over 2 hours & up to 4 hours £30
Chairing a meeting/Project Lead meeting	Up to 2 hours £35 Over 2 hours & up to 4 hours £50
Facilitating a focus group/working group	£35
Service User Story and Q&A sessions	£35
Facilitating & Training Simulations/Acting and providing feedback	Up to 2 hours £35 Over 2 hours & up to 4 hours £50 Over 4 hours & up to 6 hours £65 Over 6 hours & up to 8 hours £75
Facilitating/Delivering training	Up to 2 hours £35 Over 2 hours & up to 4 hours £50 Over 4 hours & up to 6 hours £65 Over 6 hours & up to 8 hours £75
Project work/prep work/training development work (outside of meeting)	Up to 2 hours £20 Over 2 hours & up to 4 hours £35 Over 4 hours & up to 6 hours £50
Living Library interviews	£35
Service user panels/presentations	£35
Perinatal Service	
Childcare	£15 per hour

Befriending Service	
Making calls	Phone call £10 Video call £15 If a Befriender misses the call £10 If a Befriender misses the call £0
Bank Holiday	£10 (on top of call fee)
Attending/participating in a meeting	Befriender Team Meeting £20 Meet up Planning Meeting £20 Magazine Planning Meeting £20 Social Media Meeting £20
121s	Via Phone £10
Chairing a Meet Up group	Via Zoom £35
Social Media Work	Up to 2 hours £20 Over 2 hours & up to 4 hours £35 Over 4 hours & up to 6 hours £50
Creating Magazine content pages	Up to 2 hours £20 Over 2 hours & up to 4 hours £35 Over 4 hours & up to 6 hours £50
Mentoring sessions (Champions only)	£35

****Please note this does not cover Peer Support Work or Recovery College activity as that should be paid at an hourly rate (band).***

****Receipt of training is not paid. In receiving training, people are learning skills that they can use to do more variation of work within People Participation. Travel & internet expense will be paid (via usual claim form procedure) if people attend training.***

6.0 Expenses

In additions to the above, the responsible manager will reimburse reasonable expenses in line with Trust expense policy. Depending on individual circumstances, these could include travel, cost of a support person travelling with the service user/carers, or the cost of replacing the service user/carers in a caring role.

If you are doing People Participation work via the Perinatal service, the Trust will pay for your childcare if it is needed for you to be able to complete involvement work. Please ask your Perinatal People Participation Lead for full details of the policy.

Reimbursement for any of the above will be made only after receipts have been produced to the satisfaction of the Trust

7.0 Process for the Reward and Reimbursement of Expenses

As stated before the Trust pays people involved in People Participation via the BACS system (direct payments into a bank account), to enable this process you will need to complete the banking set up form (Appendix A) before you will be able to receive any payments. You will be required to hand in the signed form to your People Participation Lead who will forward this form to the finance department. The setup of the BACS form on average takes 4-6 weeks (this is because it is sent to a partner organisation, SBS, for processing).

*Please note, if you are set up on the system to receive payments, but don't do any participation work for 6 months or more, your file will become 'dormant' and you will need to be set up again. Your personal information is not kept once you stop being involved with People Participation.

Once this process has been set up, each time you participate you will need to complete the claim form (please see Appendix B) and have it signed off by the service manager. If you know the budget code for the piece of work (you can get it from the staff member you are working with), you can put it on the form in the appropriate place and send form directly to elft.suc-payments@nhs.net. If you do not know the budget code, send the form to your People Participation Lead who will add the code and send it to the payments inbox.

***Please note, all payment forms must be submitted as soon as possible after each activity and no more than 12 months after each activity**

Depending on when this form is submitted depends on the day of payment (please see the payment flow chart at Appendix C). This form, when processed should take 3 weeks to be paid into the bank account. If you have not received payment 3 weeks from the day of processing, you can follow up with your People Participation Lead.

The reward will be agreed in advance with the relevant manager. A named representative of the Trust will ensure that the necessary forms are available at relevant meetings or sent to you via email and will guide service users/carers in the completion of the form if needed.

8.0 Places to get more Information Regarding Benefits

Benefit enquiry line

Confidential advice and information line for people with disabilities and their carers and representatives about social security benefits and how to claim them

www.gov.uk/benefitsadviser

Phone: 0800 88 22 00

Text phone: 0800 24 33 55

TURN2US

National charity that helps people learn how to gain access to benefits and support and what they are entitled to claim.

www.turn2us.org.uk

Phone: 020 8834 9200

Carers Allowance Unit

For general enquiries about carers allowance and how to make a claim

www.gov.uk/carers-allowance-unit

Phone: 0800 731 0297

Text phone: 0800 731 0317

Child Benefits Enquiry Line

Advice and information on Child Benefit and Guardian's Allowance, these benefits are administered by HM Revenue & Customs.

www.gov.uk/government/organisations/hm-revenue-customs/contact/child-benefit

Phone: 0300 200 3100

Appendix A

TO People Participation Team
East London NHS Foundation Trust
9 Alie Street
London
E1 8DE
[\[elft.suc-payments@nhs.net\]](mailto:elft.suc-payments@nhs.net)

FROM Name:
Address:
Post Code:
Email address/phone:
Date:

Dear Sir/Madam,

Service User/Carer Payments

I would be grateful if all future payment can be made directly to my bank account as per the following details:

Name of Bank:
Account Number:
Sort Code: Account
Name*:

*(Your name as it appears on your Bankcard)

I UNDERSTAND THAT IT'S MY SOLE RESPONSIBILITY TO INFORM THE BENEFIT AGENCY OF ANY MONEY I RECEIVE FROM THE TRUST.

Please do not hesitate to contact me for any further details.

Kind regards

Print Name:

Internal use only:

Budget code: _____

Name of Budget: _____

Appendix B

East London NHS Foundation Trust

Claim for Individual User Expenses and Rewards

Name (PRINT):		
National Insurance Number: (this payment will not be processed without an NI number; this is required because of statutory services accounting regulations)		
Home Address:		
Postcode:		
Meeting/Event Attended:		
Date:	Time (from/to):	Venue:

Travel Expenses (tickets or receipts must be attached)

Rail Fare (Standard Class)	£	(A)
Bus Fare	£	(B)
miles @ 61p per mile	£	(C)
Taxi Fare	£	(D)

State reason taxi required E.g. Mobility problems, transport problems, late night/early morning travel

Other Necessary Out-of-pocket Expenses: (eg. Internet)	£	(E)
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(Only paid for by prior arrangement receipts must be attached when possible)

Meals/Snacks/Refreshments (Please state date, which meal e.g. Lunch etc.)

Date	Type of Meal	Cost	£
Total cost of meal		£	(F)

Fee for Participation	£	(G)
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TOTAL CLAIM	(A)+(B)+(C)+(D)+(E)+(F)+(G)	£
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The above is a true record of my out-of-pocket expenses & fee entitlement for participation in this meeting/event. I understand that accepting the payment of a fee may affect my Benefits and/or Income Tax status

I'M FULLY AWARE THAT IT IS MY SOLE RESPONSIBILITY TO INFORM THE BENEFIT AGENCY OF ANY MONEY RECEIVED FROM THE TRUST

Sign or initial:	Date:
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Budget code:
Name of Budget:
Signature of a budget holder:

Please send to elft.suc-payments@nhs.net

Appendix C

Flow Chart of Payment Process

*SBS – External Finance partner

*Oracle – Internal Finance System

*Deadline for claim form
to be sent in –
Friday 2pm*

*Uploaded to SBS by
3pm Monday*

*Uploaded to Oracle by
3pm Tuesday*

*Manual input onto
BACS payment run
9am Wednesday*

*Payment cleared in
Bank account on
Following Monday*

*Deadline for claim form
To be sent in –
Monday 2pm*

*Uploaded to SBS by
3pm Monday*

*Uploaded to Oracle by
3pm Thursday*

*Manual input onto
BACS payment run
9am Friday*

*Payment cleared in
Bank account on
Following Wednesday*