

A member of:
Association of UK University Hospitals

**Service Users &
Carers Payment Policy**
(Replaces Policy No. TP/CO/083 V2.1)

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| POLICY NUMBER | TP/CO/083 |
| VERSION | V2.2 |
| RATIFYING COMMITTEE | Professional Policy Forum |
| DATE RATIFIED | 01 June 2016 |
| NEXT REVIEW DATE | 06 th December 2022 |
| DATE OF EQUALITY + HUMAN RIGHTS IMPACT ASSESSMENT (EHRIA) | 01 June 2016 |
| EXECUTIVE SPONSOR | Chief Nurse |
| POLICY AUTHOR | Deputy Director of People Participation |

KEY POLICY ISSUES:

- Payment rates for Service Users and Carers
- The payment process

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1.0 Introduction

1.1 Purpose of Policy

Service User & Carer involvement is at the heart of the Trust's commitment to providing high quality services that are responsive to local needs.

The development of effective structures and processes for Service User & Carer involvement is essential if the Trust is to implement the values and principles in its 'Our 2020 Vision' five year strategy. It is central to the success of strategies aiming to promote social inclusion, recovery, equality and diversity, and mental well-being.

Service users and carers are already involved in a large number of diverse areas of work within the Trust – including staff recruitment and training, contributing to policy development and plans for service improvement.

To build on this work we have developed this policy, which recognises and values the contribution that service users and carers make in all their roles and provides a clear Trustwide structure for payment and for expenses.

This policy has been developed in accordance with national guidance – *Reward and Recognition: The principles and practice of service user payment and reimbursement in health and social care. (Department of Health - August 2006)* and *Working with our Patient and Public Voice Partners; Reimbursing out of pocket expenses and involvement payments (Patient and Public Voice team, NHS England, February 2015)*.

This policy sets out a standardised approach to the payment of service user and carers. The policy provides details of rates of payment based on the type of activity the service user and/or carer is engaged in.

The policy recognises that there may be variations in the employment status of individual service user and/or carer, or groups of service user and/or carers in different areas and this is taken into account.

The policy also describes the processes by which payments will be made via the Partnership Trust payroll.

1.2 Definitions

The term "service user" is not universally liked by everyone to whom this document may apply – but we use it as the most commonly accepted neutral term and apologise to those who would prefer to describe themselves in another way.

Carer - The Care Act 2014 defines a carer as: "an adult who provides or intends to provide care for another adult ("adult needing care"). However an adult is not be regarded as a carer if the adult provides (or intends to provide care) a) under or by virtue of a contract, or b) as voluntary work. However there may be specific cases in which it may be appropriate for someone in this position to be regarded as a carer –for example a family member who receives some payment through a direct payment for providing care. This means they would not therefore be excluded from being regarded as a carer.

Young Carer – The Carers Trust states that ‘A young carer is someone under 18 who helps look after someone in their family, or a friend, who is ill, disabled or misuses drugs or alcohol.’

Disclosure and Barring Service (DBS)

Care Delivery Service (CDS)

Clinical Academic Group (CAG)

1.3 Scope of Policy

This policy is intended to cover all care group services provided by Sussex Partnership NHS Foundation Trust.

1.4 Principles

It is the intention that all payment rates are set at an agreed rate and are offered to service user/carers consultants at the same rate.

2.0 Policy Statement

2.1 The Trust values the experience and expertise of service users and carers and intends to strengthen the user/carers voice in the planning, delivery and evaluation of mental health services.

2.2 It is our policy to offer payment to mental health service users for their expertise and time when contributing to meetings, training, workgroups, and recruitment panels etc.

2.3 The level of payment offered will be in line with the involvement levels outlined in section 4. Payment rates will be reviewed on an annual basis on April 1st in line with the Agenda for Change. The current payment rates are outlined in Appendix 1.

2.4 Prior to accepting an agreed role, the service user/carers must be advised:

Of the options for payment (see appendix 2) or to work unpaid

If they are in receipt of Benefits payments, to seek individual advice on how it may affect their benefits so that they can make an informed decision on paid or unpaid work

2.5 The Trust will aim to make payments in a way which is acceptable to individual users/carers. We will also make efforts to maximise payments to users within the rules governing state benefits and earnings and national minimum wage legislation.

3.0 Duties

The responsibility for the implementation of this policy does not sit with the Patient Experience Team. Each CDS is responsible for ensuring that the approach outlined in this policy is adhered to by individual members of their service.

All staff members recruiting service users/carers are individually responsible for ensuring that people are fully informed of the implications of receiving payments from the Trust. To provide the service user/carer with the appropriate documentation.

4.0 Procedure

Service User/Carer Registration Agreement

To ensure that there is clarity between the Trust and service users/carers engaged on tasks, a Service User/Carer Registration Agreement has been developed (Appendix 7). Two copies must be sent out to the service user/carer, together with the Appointment of Service User/Carer form, for completion and return, before any paid work for the Trust commences.

4.1 Payment rates

The Trust payments rates are set according to the type of activity and these are described as follows:

Level 1:

Simply informing people of what is planned or has already been decided
Consulting on decisions, offering opinions, listening to feedback

Level 2:

Deciding together, encouraging additional ideas or options, seeking joint decisions
Acting together, not only deciding jointly what to do, but actually doing it together “in partnership”
Encouraging independent initiatives. Helping others to do what they want – perhaps within a framework of advice and support provided by those who control the resources.

Level 3:

Contribute to academic activity, training/educating others work, involving extensive preparation such as presenting at a seminar or conference, becoming a member of a CAG.
Undertaking work with a higher level of responsibility, or requiring a particular level of expertise.

A matrix for payment is set out below:

| Involvement Activity | Payment |
|---|--------------------------------------|
| Level 1: <i>Simply informing</i> people of what is planned or has already been decided | Expenses only |
| Level 1: <i>Consulting on decisions</i> , offering opinions, listening to feedback | Expenses only |
| Level 2: <i>Deciding together</i> , encouraging additional ideas or options, seeking joint decisions | Payment at lower rate plus expenses |
| Level 2: <i>Acting together</i> , not only deciding jointly what to do, but actually doing it together "in partnership | Payment at lower rate plus expenses |
| Level 2: <i>Encouraging independent initiatives</i> . Helping others to do what they want – perhaps within a framework of advice and support provided by those who control the resources | Payment at lower rate plus expenses |
| Level 3: <i>Contribute to academic activity</i> , training/educating others work involving extensive preparation such as presenting at a seminar or conference, becoming a member of a CAG. | Payment at higher rate plus expenses |
| Level 3: <i>Undertaking work with a higher level of responsibility, or requiring a particular level of expertise.</i> | Payment at higher rate plus expenses |

Appendix 1 details the current hourly rates.

Co-production

When people work together with us, we will recognise their contribution. There are many ways we can do this; such as thanking them in person, writing to them and feeding back on how their input contributed to service improvement or redesign. Additionally, it is sometimes important to value someone’s contribution by providing them with financial recompense. We need to recognise that there might also be financial barriers that might prevent someone from collaborating with us. Reasonable expenses should be reimbursed as a matter of course but on some occasions it may be appropriate for us to choose to offer an hourly rate of payment to someone in order to recognise the significant input their particular skills and expertise add when they collaborate with us in our work.

It is best practice that service users/carers involved with service providers in the activities indicated in Levels 2 and 3 are offered payment. Payment for preparation time can be made if agreed with the responsible manager. The service user/carer can decline the offer of payment if they wish and be involved on a voluntary unpaid basis.

Appendix 2 gives examples of the different levels and type of activity/task. Managers should refer to this guidance in determining the appropriate level that should apply.

4.2 Self-employed experts/advisors/ trainers

Service users/carers who work freelance and are registered with the Inland Revenue as self-employed should not be treated less favourably than any other freelance consultants, trainers etc. Work that would normally be contracted out to an independent consultant is outside of the scope of this particular policy.

4.3 Paid Service User / Carer

4.3.1 Where service user/carer representatives are paid by another organisation for participating in a meeting or training activities then they are not eligible to receive individual fees for their involvement.

4.3.2 Where the organisation paying for the service user/carer representative to participate in the meeting does not reimburse out of pocket expenses then these may be reimbursed by the Trust in line with the terms of this policy.

4.4 Payments to User Groups or Other Community Groups

4.4.1 This policy primarily covers reimbursements to individuals acting in an individual capacity.

4.4.2 Where an individual attending a meeting is also affiliated to a user group, community or other similar organisation and chooses to waive their right to payment of a fee (see 4.3.2) the organisation that they are affiliated to may not claim the fee in their place.

4.4.3 In certain situations the Trust may choose to contract with a user group, mental health charity or other similar organisation to run service user events etc. In such cases the organisation will be invited to submit an inclusive quote to cover their full costs, including payment to service users, admin costs etc. The organisation running the activity/event will be expected to make the necessary arrangements to make any payments due to service users.

4.4.4 Local arrangements may be established whereby a voluntary sector organisation is prepared to act as the employer for user or carer consultants. In these situations consultants will be paid by the host organisation – who will in turn invoice the Trust as described above.

4.4.5 Any such contract will be awarded in line with the prevailing Standing Orders, Trust Procurement guidance and Trust contract terms and conditions.

4.4.6 Service users choosing to work on a voluntary basis must be a volunteer with a legally constituted user or voluntary organisation or have the option of registering as a volunteer with the Trust.

4.5 Travel

4.5.1 The following travel costs may be reimbursed:

Return trip from home (or place of work) to the activity venue on public transport e.g. bus, train where supported by receipts

Return trip from home (or place of work) to the activity venue in private car, motorcycle, other motorised vehicle or pedal cycle at the rates shown below.

Parking costs for the duration of the activity where parking is not provided free of charge

| Type of Vehicle | Rate per mile |
|--|---------------|
| Private Car | 45p |
| Motorcycle (or other motorised vehicle) | 24p |
| Pedal cycle (or other non-motorised vehicle) | 20p |

These rates are aligned to the Trust travel expenses for staff and will be subject to any review of those rates.

4.5.2 Where service users or carers travelling in a private car also give a lift to another service user or carer who would otherwise have been entitled to claim for travel reimbursement under the terms of this policy, then the person giving the lift may claim a passenger allowance. The passenger allowance will be paid at a rate of 5p per mile for each passenger.

4.5.3 Travel expenses can be paid in cash if this is requested in advance.

4.5.4 Taxis will only be reimbursed in exceptional circumstances and with prior agreement from the meeting organiser that a taxi is required due to medical reasons or because it is impractical to use an alternative form of transport. The involvement organiser should also consider whether a lift could be provided by a member of Trust staff attending an event or activity. If a taxi is required then the involvement lead may make arrangements for the taxi fare to be billed directly to the Trust.

4.6 Cost of Meals

4.6.1 Involvement organisers should normally arrange for refreshments to be provided, free of charge to service users and carers attending meetings. This includes lunch where activities take place over lunchtime.

4.6.2 Service users and carers will be able to claim for the cost of meals where they meet all of the following criteria:
 necessarily absent from home and more than five miles from their home
 away from their home for more than five hours,
 period of absence covers the whole of the normal lunchtime period of 12 noon to 2.00pm
 lunch was not provided free of charge at the activity/event/meeting

4.6.3 Where all of the criteria in 4.6.2 are met then the cost of lunch can be claimed up to a maximum of £5.00 if receipts are provided.

4.7 Child Care Costs

4.7.1 Payment of up to £6.50 per hour per child for registered childcare (average cost of childcare in Brighton & Hove is £6.50 per hour) will be reimbursed where supported by receipts. The amount paid cannot exceed the amount receipted.

4.7.2 Registered childcare includes nurseries, childminders, play schools, nannies but does not include payments to a service user or carer's friends or family.

4.7.3 The service user or carer can only claim for childcare costs that are in excess of those they would normally incur i.e. if the child would normally have been in childcare when the meeting takes place no claim may be made.

4.7.4 Payments for child care costs may be regarded as taxable income by the Inland Revenue.

4.8 Other Expenses

4.8.1 On occasion service users or carers may be invited to attend a conference or other event that involves an overnight stay. In such cases they may be eligible for reimbursement of additional expenses. These will be reimbursed in line with the guidelines below – subject to advance agreement with the relevant Trust manager.

Reimbursement for overnight accommodation where this has not been arranged by the Trust

Evening meal reimbursement, where meals are not provided and/or paid for by the Trust

Additional receipted expenses incurred wholly and necessarily as a result of the overnight meeting.

4.8.2 Other minor expenses, supported by receipts, may also be reimbursed if agreed in advance e.g. photocopying.

4.9 Carers and support workers

We recognise that in some circumstances service users 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, care of family members with disabilities). We will meet the reasonable expenses/costs of carer/support workers and we will cover the travel/accommodation/subsistence requirements of the carer/support worker who accompanies the service user. We will also cover the hourly costs of the carer/support worker where these costs are not normally covered elsewhere (for example via service user support payments from other public funds e.g.

social services). Where reimbursement is needed for carers/support workers, this is looked at on a case by case basis and should be agreed in advance with the meeting organiser. Where we are reimbursing the cost of care or support workers to support participants to attend, this should be confirmed in advance by an authorised manager. We will reimburse actual expenditure based on receipts submitted with expense claims. The receipt should provide details of the carer's registration and/or professional organisation providing the care.

4.10 Payments to Service Users or Carers

4.10.1 If after benefits advice the service user chooses to accept payment the manager responsible for the involvement activity will authorise the payment rate and determine what will be paid in accordance with this policy and the guidance in Appendix 2.

4.10.2 This section of the policy does not apply to service users/carers who are registered as self employed or who are employed by another organisation.

4.10.3 For service users/carers that choose to be paid directly by the Trust - the Trust becomes responsible for ensuring that tax and National Insurance contributions are correctly paid. In order to do this the Trust will make payments through the Payroll department.

4.10.4 Prior to their first work, service users and carers will be asked to complete an Appointment of Service User/Carer form, an Equality Monitoring form (Appendix 4) and to sign a Service User/Carer Registration Agreement (Appendix 7). The Appointment of Service User/Carer form captures all the information needed to create a service user or carer record on the Payroll system. All personal details will be held securely by the Trust, treated confidentially and only used for the purposes of making payments to that person. The P46 form will ensure that the correct tax code can be issued and to avoid tax overpayment. It is essential that all service users/carers sign the Service User/Carer Registration Agreement, whether undertaking work on a paid or unpaid basis. This document ensures clarity of their worker status.

4.10.5 To claim a payment for attending an activity or event, the Service User/Carer Claim for Payments Form (via Payroll), included at Appendix 5, should be completed and authorised by the involvement organiser (or another Trust manager authorised to sign claims). Claims will be processed on the next monthly pay run.

4.10.6 School-aged children are not entitled to the National Minimum Wage. Children under 16 don't pay National Insurance, so it is only necessary to include them on your payroll if their total income is over their Personal Allowance (£11,000 per tax year). Service user/carers under the age of sixteen can be reimbursed in vouchers.

4.11 Reimbursement of Expenses

4.11.1 Expenses may be reimbursed either through the payroll, using the process explained in section 4.9 or at the meeting/event itself.

4.11.2 Involvement leads should ask service user and carers in advance if they will require expenses to be reimbursed at the activity and the value of any reimbursement required so that arrangements can be made to have the correct money available.

4.11.3 Service users and carers will be required to complete a Service Users/Carers Expenses Claim Form (via Petty Cash), included at Appendix 6, at the meeting prior to any expenses being reimbursed.

4.11.4 Where receipts are not available to support expenses being claimed, e.g. childcare, meal allowance, the involvement lead will amend the Claim Form and offer payment for the correctly receipted expenses only. A separate Service User/Carer Claim for Payments Form (via Payroll) will need to be completed for the un-receipted expense items, and authorised when receipts are available. Alternatively, Service users/carers entitled to claim for payments under Section 4.9.5 may add their expense claim to this. Please note that people claiming for expenses under £5 should not be required to declare their receipts. Payment will be made via the Trust payroll on the next available monthly pay run.

4.11.5 For one-off events it is the involvement lead's responsibility to draw any necessary funds from petty cash in advance of the activity to ensure that they are able to make any payments. Involvement leads should ensure that they give sufficient notice to those managing petty cash floats.

4.12 Other Methods of Reimbursement

4.12.1 Methods of reimbursement, other than those outlined in section 4.9 and 4.10, will not be used. This includes payment in kind e.g. services in kind, gifts, vouchers (with the exception of section 4.9.6 people under sixteen without a national insurance number) and other non-cash payments etc.

4.12.2 The provision of vouchers, tokens, gifts etc may be regarded as taxable. Advice should be sought from the Finance Department before offering or suggesting such a gesture, whether it is intended as a payment or not, as this could affect benefit payments and/or a service user's tax liability.

4.13 Funding

4.13.1 Payments made to service users or carers under the terms of this policy will be separately coded and identified in the finance system. This will allow uptake of this policy to be monitored by locality and care group.

4.12.2 Payments under this policy will be funded from local budgets. There is no central budget available.

4.14 DBS Checks

DBS checks will only be required in situations where the role involves unsupervised contact with vulnerable people. The exception to this is volunteers with the Trust – who are all required to have standard or enhanced DBS checks, dependent on their role.

5.0 Development and Consultation and ratification

- 5.1 For the original policy the following organisations were invited to give feedback to this process: Hastings Mind, Brighton Mind, Rethink, CAPITAL, West Sussex Carers Support and The Carers Centre. A number of individuals from these organisations gave feedback that we included in the document. Given that this is a review of an old policy and not a new policy we will not be consulting externally. We have however sought out feedback from colleagues who use the policy as part of their everyday practice and advisors from our HR department.
- 5.2. Service user and carer's organisations were contacted by email and asked to give feedback as were members of staff from within Sussex Partnership NHS Foundation Trust who had been using the policy.
- 5.3. This policy has been developed in accordance with national guidance, specifically *Reward and Recognition: The principles and practice of service user payment and reimbursement in health and social care. A guide for service providers, service users and carers* (Department of Health, August 2006.) and *Working with our Patient and Public Voice Partners; Reimbursing out of pocket expenses and involvement payments* (Patient and Public Voice team, NHS England, February 2015). The policy has been amended following consultation with user and carer organisations. This will be ratified by the Professional Practice Forum.

6.0 Equality and Human Rights Impact Assessment (EHRIA)

The policy has undergone an equality and human rights impact assessment.

7.0 Monitoring Compliance

The Trust will meet the requirement to conduct an annual audit of process compliance. This audit will be a standing item on the Trust's annual audit plan and will be conducted by the Patient Experience Team. This will ensure that data is current annually and service users and carers are reviewed.

The Trust will use the Trust standard audit tool which will be updated, as appropriate to reflect change in national and local policy. It will report findings to Trust's Health & Social Care Governance Structures and the Trust Clinical Risk Group for scrutiny and remedial actions recommended.

8.0 Dissemination and Implementation of policy

The policy will be circulated to all CDS Leadership teams. It will be placed on the intranet. New staff will be made aware of the policy at the Trust induction. Paper copies will be made available to managers without access to computers.

Appendix 1

Service user and carer payments policy

Rates are determined according to the agreed level of activity.

Rates will be reviewed annually on 1st of April each year and adjusted in line with Agenda For Change

Rates as from 1st April 2016 will be;

Level One: Expenses only

Level Two: Pay at equivalent band 4, point 7 = £11.37

Level Three: Pay at equivalent band 5, point 8 = £14.41

Appendix 2

Service user and carer payments policy

Examples to illustrate Levels

| Involvement Activity | Payment |
|---|--------------------------------------|
| Level 1: <i>Simply informing</i> people of what is planned or has already been decided | Expenses only |
| Level 1: <i>Consulting on decisions</i> , offering opinions, listening to feedback | Expenses only |
| Level 2: <i>Deciding together</i> , encouraging additional ideas or options, seeking joint decisions | Payment at lower rate plus expenses |
| Level 2: <i>Acting together</i> , not only deciding jointly what to do, but actually doing it together "in partnership" | Payment at lower rate plus expenses |
| Level 2: <i>Encouraging independent initiatives</i> . Helping others to do what they want – perhaps within a framework of advice and support provided by those who control the resources | Payment at lower rate plus expenses |
| Level 3: <i>Contribute to academic activity</i> , training/educating others work involving extensive preparation such as presenting at a seminar or conference, becoming a member of a CAG. | Payment at higher rate plus expenses |
| Level 3: <i>Undertaking work with a higher level of responsibility, or requiring a particular level of expertise</i> . | Payment at higher rate plus expenses |

The aim of these examples is to promote a consistent approach across the Trust for the Level which is most appropriate in commonly occurring tasks. Interpretation of what is the appropriate level for a specific activity will be at the discretion of the responsible local manager. A judgement about the extent of the role in any specific situation will always be particular to that role.

Level 1:

A publicly advertised consultation event – such as the 2020 Vision Five Year Forward events or the upcoming Mental Health in Partnership Conference.

Service users or carers would only be expected to contribute to general discussion and talk about their own experience if they wanted to.

A consultation with a group of service users at a day centre about the day to day activities of the centre. In this case it is unlikely that there would be any additional expenses.

Completing a questionnaire as part of a consultation process.

Level 2:

Where an individual has been invited by the Trust to attend a particular event or meeting to give a service user or carer view

Where an individual is acting as the service user representative on a planning group or committee.

Where service user and carers have been invited to attend a focus group for example as part of an interview process, or in relation to an external inspection.

Where an individual is supporting the development of other service users or carers but within a structure managed and supervised directly by Trust staff.

Level 3:

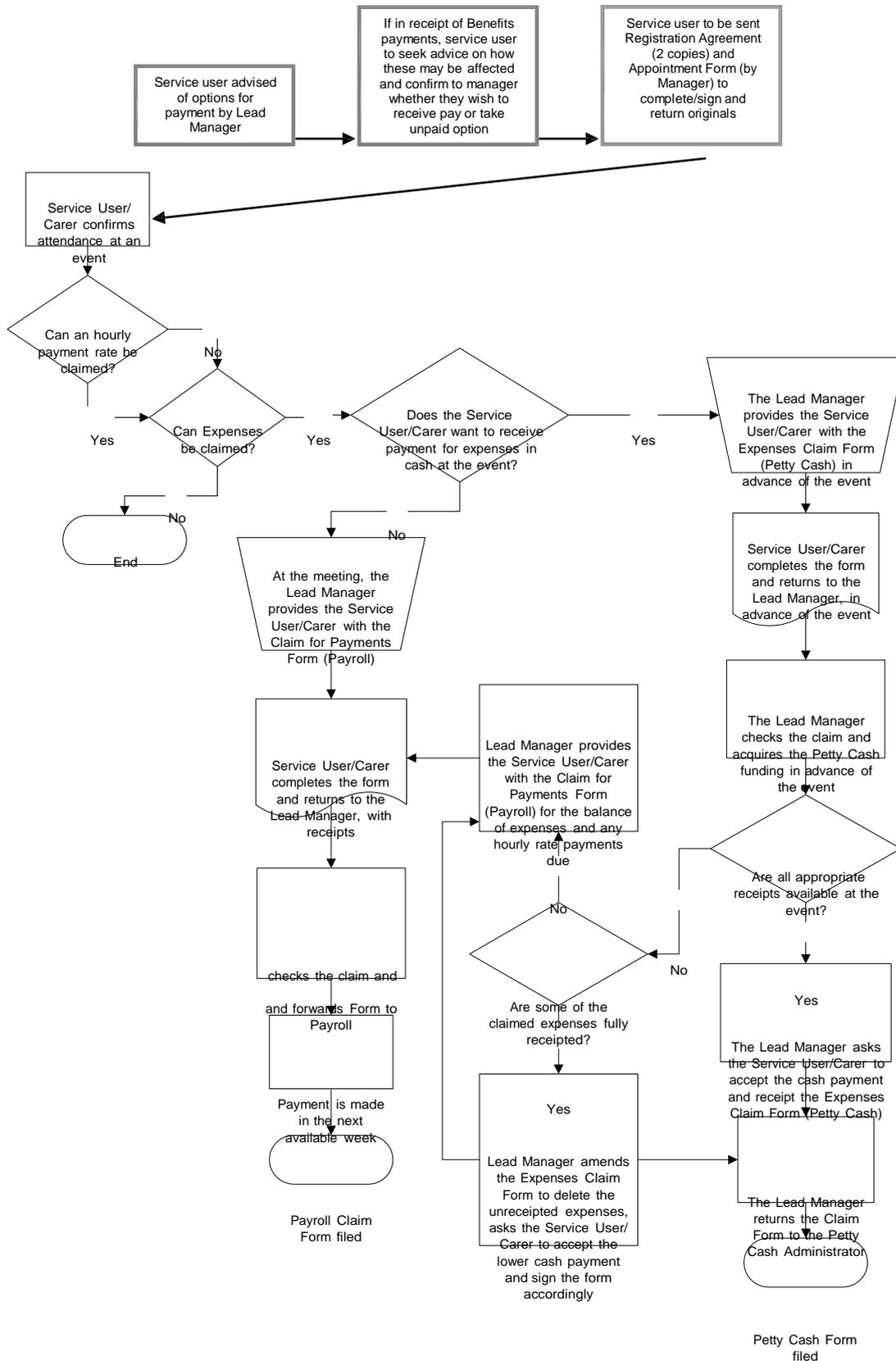
Where an individual is working in partnership with Trust staff to plan and deliver specific elements of staff training

Where an individual is playing a full and equal role as a member of an interview panel

Where an individual is leading a process that is aiding the development and empowerment of others, and where there is scope for autonomy of action.

Where an individual is contributing to the design and delivery of our pathways of care, most likely as a full and equal member of a CAG

Appendix 3 Flow Chart for Service Users and Carers Claims



Appendix 4

Sussex Partnership NHS Trust APPOINTMENT OF SERVICE USER/CARER

(This form has been developed for use with the SERVICE USERS AND CARES PAYMENT POLICY only)

FOR COMPLETION BY APPOINTEE

| | | | |
|---|--|-------------------------|--|
| SURNAME | | TITLE | |
| FORENAME(S) | | | |
| ADDRESS | | | |
| | | | |
| | | POSTCODE | |
| DATE OF BIRTH | | NI NUMBER | |
| BANK OR BUILDING SOCIETY NAME | | | |
| ACCOUNT NAME | | | |
| SORT CODE | | ACCOUNT NUMBER | |
| IF THIS IS A BUILDING SOCIETY YOU MAY HAVE AN ADDITIONAL ROLL NUMBER | | | |
| VEHICLE MAKE AND MODEL | | | |
| REGISTRATION NUMBER | | ENGINE SIZE (CC) | |

FOR COMPLETION BY MANAGER

| | | | |
|--|-----------------------------|---------------------------------|----------------------------------|
| DATE OF APPOINTMENT/CHANGE | | | |
| LEVEL REFERENCE (PLEASE CIRCLE APPLICABLE LEVEL) | 1 (EXPENSES ONLY) | 2 (lower hourly rate) | 3 (higher hourly rate) |
| POST NUMBER | 3449362 | 3449439 | 3449447 |
| MANAGERS NAME | | | DATE |
| SIGNATURE | | | |

| | |
|--|------------------------------------|
| FOR COMPLETION BY HUMAN RESOURCES | FOR COMPLETION BY PAYROLL |
| Employee and assignment created | Bank Account and Car Details input |
| NAME | NAME |
| DATE | DATE |

Sussex Partnership NHS Foundation Trust recognises and actively promotes the benefits of a diverse workforce. We are committed to ensuring that all employees are offered equity during the redeployment process to ensure our workforce remains as representative as possible. Completing this form is a vital part of the NHS modernisation, the answers you give will be **kept confidential** at all times and where necessary updated on the Electronic staff records.

| Equality Monitoring Form | | | |
|--|---------------------------------------|---------------------------------------|---------------------------------------|
| Full Name | | | |
| Gender | Male | | Female |
| Date of Birth | Day | Month | Year |
| Do you consider yourself to have a disability? | Yes* | No | Prefer not to say |
| *Please state the type of impairment which applies to you | Physical Impairment | Learning Difficulty/Disability | Sensory Impairment |
| | Mental Health Problems | Long-standing illness | Other |
| Ethnic Origin | WHITE | WHITE | WHITE |
| | (A) British | (B) Irish | (C) Any other White Background |
| | MIXED | MIXED | MIXED |
| | (D) White and Black Caribbean | (E) White and Black African | (F) White and Asian |
| | MIXED | ASIAN or ASIAN BRITISH | ASIAN or ASIAN BRITISH |
| | (G) Any other mixed background | (H) Indian | (J) Pakistani |
| | ASIAN or ASIAN BRITISH | ASIAN or ASIAN BRITISH | BLACK or BLACK BRITISH |
| | (K) Bangladeshi | (L) Any other Asian background | (M) Caribbean |
| | BLACK or BLACK BRITISH | BLACK or BLACK BRITISH | OTHER ETHNIC GROUP |
| | (N) African | (P) Any other Black background | (R) Chinese |
| | OTHER ETHNIC GROUP | | |
| | (S) Any other ethnic groups | Prefer not to say (Z) | |
| Sexual Orientation | Lesbian | Gay | Bisexual |
| | Heterosexual | Prefer not to say | |
| Religion or Belief | Atheism | Buddhism | Christianity |
| | Hindu | Jainism | Jewish |
| | Muslim | Sikhism | Prefer not to say |
| | Other..... | | |

NOTES:

If a Service User or Carer is likely to be asked to undertake Involvement Activities at different levels (see Appendix 2 of Service Users & Carers Payment Policy), Managers should circle all of the appropriate levels.

It is the responsibility of managers to ensure accuracy in the level of activity undertaken when approving Claim Forms (Appendix 5 & 6)

Appendix 5

Sussex Partnership NHS Trust

Service Users/Carers Claim for Payment Form (via Payroll)

(This form has been developed for use with the SERVICE USERS AND CARES PAYMENT POLICY only)

| Claimant Details | | | Meeting Details | | | |
|----------------------------------|--|-------------------------------|---|-----------------------|-------------------------|--|
| Name | | | Title or Description of Event and Location | | | |
| Involvement Activity Band | Circle the Band appropriate to your Appointment and Involvement Activity Details | 1 – Expenses only | | | | |
| | | 2 – Lower hourly rate | Date of Event | | | |
| | | 3 – Higher hourly rate | Cost Centre (must be completed) | | _____7488.00000.00000 | |
| Details of claim | | | | | | |
| No of hours claimed: | | | | | | |
| Details of Journey | | Mode of Transport | Public Transport / Taxi Fares £ | Private Vehicle Miles | Private Vehicle Details | |
| | | | | | Vehicle Make and Model | |
| | | | | | Vehicle Reg No. | |
| | | | | | Engine Size (cc) | |

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| Other Costs (please give details and provide receipts) | |
|--|---|
| | £ |
| | |
| | |
| | |

Service User/Carer Certification

- 1) The expenses claimed on this form were necessarily incurred by me in connection with my official business duties for the Trust and are in accordance with the Service Users and Carers Payment Policy.
- 2) I am the owner/authorised user of the vehicle noted above and the insurance policy in respect of the vehicle provides full third party cover whilst it is used on official business, including cover against the risk of injury or death of passengers and damage to property, and the policy covers the journeys claimed.
- 3) I have not claimed or received payment from any other source, for any hours worked or expenses stated above.
- 4) I have provided relevant and dated receipts for all childcare, bus, rail, meal and other costs, to the equivalent, or greater, value of my claim, in accordance with the Policy mentioned in 1) above

| | | | |
|--------------------|--|-------------|--|
| Claimant Signature | | Date | |
|--------------------|--|-------------|--|

Claim Authorisation

- 1) The claim above is completed and authorised in accordance with the Service Users and Carers Payment Policy.
- 2) I have checked the insurance certificate for the vehicle detailed above and it provides full third party cover whilst the vehicle is being used on Trust business.

| | | | |
|--------------------------|--|-------------|--|
| Manager Signature & Name | | Date | |
|--------------------------|--|-------------|--|

Appendix 6

Sussex Partnership NHS Trust - Service Users/ Carers Expenses Claim Form (via petty cash)

| Claimant Details | | Meeting Details | | | | |
|--|----|-------------------------|---------------------------------|-----------------------|--------------|---|
| Name | | Title of Meeting | | | | |
| | | | | | | |
| Address | | Date of Meeting | | | | |
| | | | | | | |
| | | Lead Worker | | | | |
| | | | | | | |
| Details of claim | | | | | | |
| Details of Journey | | Mode of Transport | Public Transport / Taxi Fares £ | Private Vehicle Miles | Mileage Rate | Total Private Mileage Cost (Miles x Rate) £ |
| From | To | | | | | |
| | | | | | P per mile | |
| | | | | | P per mile | |
| Other Costs (please give details and provide receipts where possible) | | | | | £ | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

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| Claim Authorisation | | Reimbursement Details | |
|---|--|---|-------------------|
| Total Amount Claimed | | Total Reimbursement Received at Meeting | |
| Cost Centre (must be completed and entered onto petty cash slip) | | | .7488.00000.00000 |
| Service User/Carer Certification | | | |
| <p>1) The expenses claimed on this form were necessarily incurred by me in connection with my official business duties for the Trust and are in accordance with the Service Users and Carers Payment Policy.</p> <p>2) I am the owner/authorised user of the vehicle noted above and the insurance policy in respect of the vehicle provides full third party cover whilst it is used on official business, including cover against the risk of injury or death of passengers and damage to property, and the policy covers the journeys claimed.</p> <p>3) I have not claimed or received payment from any other source, for any expenses stated above.4) I have provided relevant and dated receipts for all childcare, bus, rail, meal and other costs, to the equivalent, or greater, value of my claim, in accordance with the Policy mentioned in 1) above.</p> | | | |
| Signature | | Date | |
| <p>Claim Authorisation</p> <p>1) the claim above is completed and authorised in accordance with the Service Users and Carers Payment Policy.</p> <p>2) I have checked the insurance certificate for the vehicle detailed above and it provides full third party cover whilst the vehicle is being used on Trust business.</p> | | | |
| Signature | | Date | |



Dear..... (insert name of service user)

Date.....

Title or description of event/activity/group.....

Level(s) of payment..... (Level 1, 2 and/or 3)

SERVICE USER/CARER **REGISTRATION AGREEMENT**

1. Thank you for your interest in being involved in developing and informing the work of this Trust from a service user or carer perspective. If you are in receipt of Benefits Payments you will have been asked by your Lead Manager to seek personal advice on the options of payment for the work you are offered, so that you can make an informed choice about the options you wish to apply. Your Lead Manager will be able to inform you of a local source of advice about Benefits, and pay that you could receive for the work that may be offered.
2. The current rates and options are explained in the attached appendices.
3. In order to ensure that you are registered as a service user/carers worker, you need to read this letter, sign and return the enclosed duplicate, keeping the original for yourself. If you need help in having this document explained to you please contact your Lead Manager. You will also need to complete an appointment form as part of this process.
4. You are not obliged to undertake any work offered to you, nor is the Trust obliged to offer you any work. Each task is a self contained offer of work and once the task is over, you are not obliged to undertake any further tasks, nor are the Trust obliged to offer you any. During periods of engagement, your relationship with the Trust shall be that of a worker or an independent contractor, and not of an employee.
5. **Payments**

If you are receiving payment for the work, payments will be weekly, in arrears by credit transfer. Your Manager will explain the process for completing claim forms and their authorisation process. Payment will be conditional upon your carrying out the work that has been offered to you, which you have agreed to carry out.
6. **Holiday Pay**

If you are receiving payment for the work, you are entitled to pro rata holiday pay based on 24 days holiday per annum, related to the hours that you have undertaken. You will receive this pro rata holiday pay via payroll as WTD pay. The nature of the work you

Service Users & Carers Payment Policy
may be offered will be on an ad hoc basis as described in paragraph 4 above, and you will therefore be taking regular breaks from these tasks.

7. Pension Scheme

Contributions will vary depending on the rate you are paid

If you decide that you do not wish to join the NHS Pension Scheme, you must download and complete the Opt-Out form (SD502), which can be found here: <http://www.nhsbsa.nhs.uk/4208.aspx>, making sure that you read the supporting information carefully. Please send the completed form to the Payroll Team at Trust Headquarters, Swandean, Arundel Road, Worthing, West Sussex, BN13 3EP. The telephone numbers for the Payroll Team are 01903 843019 or 01903 843020. Please note that the Government's policy regarding Workplace Pensions (known as Automatic Enrolment) may mean that you are enrolled into a pension scheme. Further information can be obtained by contacting: Pensions@sussexpartnership.nhs.uk

8. Travel and Expenses

8.1 As a service user you may be asked to work in a variety of locations, your Manager will advise you whether you can be viewed as being based at home for the purposes of re-imbursment of mileage that you undertake in the course of the specific task that you have been offered.

8.2 Re-imbursment will be for actual additional expenditure incurred in carrying out the task offered, and it must be supported by receipts. Prior agreement from your Manager will be required for the use of taxis, payment for overnight accommodation or meals and photocopying or any other additional expenses.

8.3 Claims, supported by receipts, must be submitted on the appropriate Service Users Expenses Claim Form. Payment can be from Petty Cash or via Payroll; your Lead Manager will explain this process.

9. Legal Worker Status

In accordance with the Asylum & Immigration Act 1996 you must be able to demonstrate you are able to legally work in the United Kingdom.

10. Criminal Records Bureau (CRB) Check

If you are offered a role that involves unsupervised contact with vulnerable people, you will be required to undertake a CRB check, prior to undertaking such work. The Trust is obliged by the Department of Health to ensure people working in the Trust, even as volunteers have this clearance. Please note that a criminal record in itself will not mean that you cannot be accepted as a Registered Service User/Carer Worker.

11. Health & Safety

It is the responsibility of all workers to work with managers to achieve a healthy and safe environment. Under the Health and Safety at Work Act 1974 you have a duty to take reasonable care to avoid injury to yourself and others in any work activity. You must comply with the Trusts Health & Safety Policy, including any instructions given to you. You must report any accident or injury to your Manager.

12. Confidentiality and Conduct

12.1 During the periods of work you may have access to, see or hear information of a confidential nature and you are required not to disclose such information, particularly that relating to other service users and staff. You will also be expected to comply with general protocols, standards and conduct applicable to the area in which you are working. Details of these standards will be explained by your Manager.

12.2 The Trust reserves the right to end your engagement and/or remove you from the Registration of Service Users for any breach of confidentiality or failure to comply with applicable standards of conduct.

12.3 If you have any complaint or concern relating to your registration or the work you are undertaking you should raise the matter immediately with your Manager.

13. Personal Details

- 13.1 In order to ensure that the Register of Service Users/Carers is up to date, you must notify your Lead Manager of any change in circumstances eg change of address, bank details etc.
- 13.2 You should notify your Manager in writing if you are no longer available or not longer wish to remain on the Register.

14. Registration Agreement

- 14.1 It is agreed and understood that appointment to the Register of Service Users/Carers does not constitute a contract of employment between you and the Trust. Appointment to the Registration of Service Users/Carers does not imply any obligation to provide you with work nor does it imply any obligation on your part to accept any work offered.
- 14.2 The Trust reserves the right to make such changes to these terms from time to time at its discretion as may reasonably be required.

Yours sincerely,

(Manager name/Contact details)

I have read and understood the above and, by countersigning and returning it, I agree to the terms of this letter.

Signed..... Date.....

Print Name.....