

# **Policy for the Payment & Reimbursement of Service Users, Patients, Carers and Members of the Public**

## **The 5 key messages the reader should note about this document are:**

1. That Service User, Patient, Carers and general Public voices are at the heart of shaping our healthcare services and that their contribution is recognised and valued.
2. That involvement is inclusive of everyone and that bespoke arrangements should be made where people require additional support.
3. That staff are responsible for ensuring involvement is fully inclusive.
4. That Service Users, Patients, Carers and the general public are not financially out of pocket when being involved.
5. That where payment for involvement is offered, it is done in accordance with the agreed framework and that people in receipt of benefits are aware that they are responsible for declaring payments where necessary.

<b>Document title</b>	<b>Policy for the Payments &amp; Reimbursement of Service Users, Patients, Carers and members of the Public</b>
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### Amendment Detail

<b>Version</b>	<b>Amendment</b>	<b>Reason</b>
1.0		New procedure
2.0		This policy applies equally to service users from the learning disability service. That is, the same categories or roles outlined should be identified whether expenses should be reimbursed and/or an involvement payment should be offered. Service users from the learning disability service can have a choice of how they are paid; cash, gift vouchers or directly into their bank. Staff from the learning disability service will be responsible for completing all relevant forms with the service users to ensure a robust audit trail and will liaise with the Patient Experience Team.
3.0		Service users, carers and members of the public who give up their time to get involved in Activity C

		level opportunities online will have the option to receive a Home Allowance Payment. This payment will be a contribution towards people's internet costs, heating and lighting bills and any costs associated with joining a meeting in a person's own home. The payment will be £6 per calendar month (not per meeting).
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## **1. INTRODUCTION**

- 1.1 Leeds and York Partnership NHS Foundation Trust (LYPFT) is committed to involving people at all levels of the organization. This policy includes service users, patients, carers or members of the public who wish to get involved in the work of the Trust, people who are willing to share their perspective and experience with the Trust to inform health services in a range of different ways. People may also be referred to as people participating in 'service user involvement' or 'patient, carer and public involvement.
- 1.2 The Trust has a legal duty to involve people in all aspects of service provision and is committed to developing creative ways to involve people in decision making. We need to ensure that patients and the public are an integral part of our governance, decision making forums, service improvement, re-design and assurance and we acknowledge there may be differences in the way services implement the policy utilising the accompanying staff guidance.
- 1.3 The Trust's work with service user involvement is part of a wider approach to service user, patient, carer and public involvement and complements other approaches, for example, review and analysis of patient insight and feedback data, through the collection of patient feedback across the Trust. This involvement brings a wealth of insight, perspectives, expertise and experience as people can bring unique perspectives and insights, perhaps through their lived experience as a patient/carer or as a member of a community with particular health and care needs. They can challenge thinking, help innovate and improve what LYPFT does, ultimately making services more responsive to people's needs, improving access to services as well as improving health outcomes.
- 1.4 This Policy sets out how the Trust supports people to be involved in our work through reimbursing expenses and, in certain circumstances, offering involvement payments. Service users, patients, carers and staff have been involved and engaged in the development of this Policy. People wishing to participate in involvement opportunities are not employees, workers or agents of the Trust.

## **2. SCOPE**

- 2.1 This Policy applies to all services provided by the Trust. The Policy sets out the principles and practice of reimbursing expenses and, circumstances when paid involvement is appropriate. It should be read alongside the Staff guidance to Involvement which sets out general principles and practice for staff.
- 2.2 The Trust actively seeks service user, patient, carer, and public input to inform and improve our work, through a wide range of approaches including asking people to work in partnership with us to develop policies, inform service provision, inform quality improvement, re-design and to be part of our governance and assurance processes. The Trust encourages co-production and co-design strengthening relationships between service user, patient, carer, stakeholders and professionals.

2.3 Where people are working in partnership with us we will recognise their valuable contributions. 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 involvement.

2.4 People should not be out of pocket as a result of their involvement so reasonable expenses will be reimbursed where appropriate. The Trust may also offer an involvement payment to people to recognise the significant level of input of skills and expertise in line with the level of financial support articulated within this policy.

2.5 Reimbursing expenses and, in certain circumstances, offering involvement payments is intended to support inclusion and create an incentive for active participation and engagement. It also supports people whose financial circumstances mean that they might otherwise be unable to contribute.

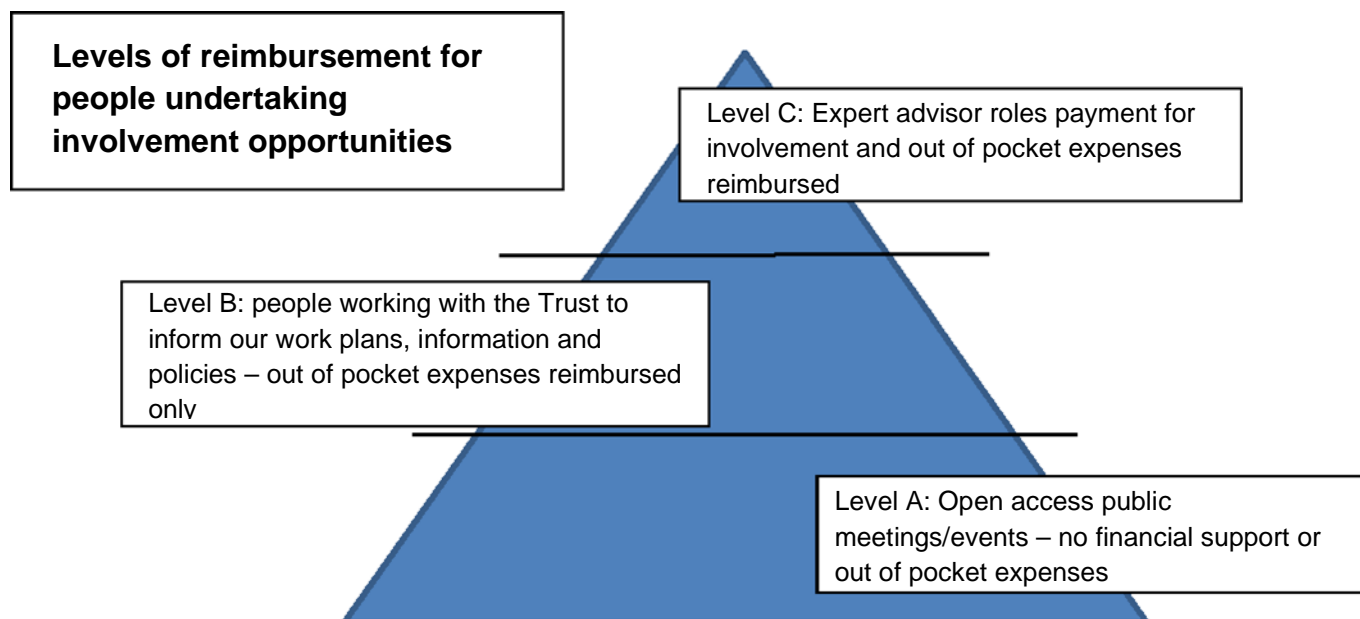
2.6 It is possible for people to undertake a range of different roles at any one time. However, the number of roles involving membership of groups/committees that an individual can hold simultaneously may be limited. This helps ensure that there are opportunities for a greater range of people to participate.

### **3. PRINCIPLES AND APPLICATION**

3.1 Principles in relation to reimbursing expenses and offering involvement payments:

- Remove barriers to participation and encourage a wide range of Involvement opportunities.
- Be open and transparent about reimbursement of expenses and / or an involvement payment when advertising opportunities for involvement.
- Reimbursement of travelling expenses incurred travelling to and from the involvement activity. This may either be the cost of public transport by producing bus tickets or if a private vehicle is used, the public transport mileage rate currently applicable to the Trust employees.
- Offer involvement payments to individuals who participate in Level C activities, in line with National Living wage and National minimum wage <https://www.gov.uk/national-minimum-wage-rates>
- Provide a named 'Lead Contact' for each involvement activity who they can contact and liaise with about their expenses and involvement payments.
- Actively seek a diverse group of people, recognising that people often have complex conditions or circumstances.
- Anyone experiencing barriers to becoming involved should contact the Patient Experience Team.
- Reimburse expenses in a timely manner, in line with good practice, and recognise that many people are reliant on prompt payments.
- Recognise and show our appreciation for the contribution that people make, through treating respectfully and listening to their views, saying 'thank you' and feeding back on the impact of their participation and inclusion.
- Support people to develop new skills and enhance their knowledge, including access to resources, training and learning opportunities as part of the Service User Networks.

- Trust staff and those individuals undertaking involvement activities have a responsibility to identify and use the most cost-effective options, to minimise financial expenses.
- People wishing to be involved in level B and level C activities will be required to become a Trust Foundation Member and completion of the registration form will be the first step to becoming involved at the Trust. The home address of the individual will determine the geographical constituency the service user or carer is placed in. This should not prevent those people who lack capacity or without a legal address or of no fixed abode being able to participate in involvement activities.
- Personal identifiable information is required to support participation in involvement and to process any reimbursement and/or payment. Paperwork relating to involvement activities will be kept in line with the General Data Protection Act (GDPR) 2018. All paperwork will clearly identify the purpose for which it is collected and, how it will be shared and how long it will be kept for and why.
- Staff will need to ensure Personal Emergency Evacuation Plans (PEEP) are in place for those individuals who need one.



**Level A:** People choose to respond or comment on open access engagement opportunities, for example responding to online surveys. Level A: No expenses can be claimed.

**Level B:** People are invited to attend workshops / events / focus groups on a ‘one off’ basis or is a member of regular working group meetings. Level B: out of pocket expenses are covered and reimbursed.

**Level C:** Expert advisors are senior roles that demonstrate strategic and decision-making activities, for example, Quality Committee membership, involvement in recruitment and selection panels. **Level C:** Out of pocket expenses are covered and reimbursed AND an involvement payment is offered.

**Level C** involvement payment's will be paid in line with the current National Living Wage for over 25 year old and National Minimum wage for those under 25 years of age.

#### **4. POTENTIAL RISKS /FINANCIAL IMPLICATIONS TO INVOLVEMENT**

4.1 The responsibility for declaring potential reimbursement from involvement lies with the individual undertaking an involvement activity as outlined in the subsequent sections. Staff must make people aware of the need to seek advice prior to agreeing to accept any reimbursement. Information will be provided through Involvement Ready training. This information will also be documented on all paperwork relating to all involvement activities.

4.2 Templates for involvement activities are available from the Patient Experience Team.

#### **5. SUPPORTING PEOPLE IN RECEIPT OF STATE BENEFITS**

5.1 The Trust actively seeks a diverse and inclusive approach to involvement. We recognise that some people have ongoing health conditions and / or disabilities and may be in receipt of state benefits. The Trust seeks to ensure that being in receipt of state benefits does not constitute a barrier to involvement.

5.2 In general, people who are claiming out of pocket expenses 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 Her Majesty's Revenue and Customs Service (HMRC) or the Department of Work and Pensions (DWP) – including an involvement payment – may put their benefit entitlement at risk. In addition, participation in any involvement activity can be seen by Jobcentre Plus as evidence of readiness to work.

5.3 Breach of benefit conditions can result in an individual's benefit 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.

5.4 It is important that staff ensure people are aware that it is their responsibility to comply with the conditions of their benefits, and not the Trust. However, the Trust has a responsibility to provide information which enables individuals to make informed decisions about whether to apply for or accept an Involvement activity, especially where this is a Level C role. Staff involved in the activity is responsible for advising those receiving state benefits to seek independent advice before they accept an involvement opportunity.

5.5 Paperwork relating to Involvement opportunities will always include information about reimbursement of expenses and the offer of an involvement payment. Documentation relating to an involvement activity will make reference to the possible impact to those in receipt of state benefits to seek advice from the relevant



agency, for example Job Centre. Plus, especially one which attracts an involvement payment, even if they intend to decline the payment.

## **6. INVOLVEMENT PAYMENTS AND INCOME TAX**

6.1 Individuals are responsible for their own tax affairs, including ensuring that any income tax due on involvement payments is declared. If in any doubt about their income tax arrangements, individuals are advised to contact their local tax office for guidance.

## **7. PEOPLE IN RECEIPT OF HEALTH INSURANCE PREMIUMS**

7.1 Individuals who are in receipt of an income from medical insurance (either as an individual or through their employment) – 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 in 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, people should be advised to contact their employer and / or insurance provider, as appropriate.

## **8. REIMBURSEMENTS OF OUT OF POCKET EXPENSES – TRAVEL**

8.1 Reimbursement of travel and any other out of pocket expenses should be agreed prior to taking part in any involvement activity.

8.2 Out of pocket travel reimbursement will be paid to the exact amount and will be paid from declared home address directly to involvement activity and back to the home address. Receipts must be shown.

8.3 If an individual is taking part in more than one involvement activity in the same day, they cannot claim travel expenses twice, for example if both involvement activities are at the same building location. Where they have had to travel between venues, this should be calculated according to distance travelled all together.

8.4 Reimbursement of private mileage will be paid in line with HM Revenue & Customs Rates and allowances:

<https://www.gov.uk/government/publications/rates-and-allowances-travel-mileage-and-fuel-allowances/travel-mileage-and-fuel-rates-and-allowances>

## **9. FOUNDATION TRUST GOVERNORS & VOLUNTEERS**

9.1 The role of the Foundation Trust Governor is separate to that of a people undertaking involvement activities. Foundation Trust Governors may also be registered with the Patient Experience Team and can act as a service user, patient, carer or public representative with prior agreement with the Patient Experience Team. It needs to be explicit and agreed which role an individual is undertaking within any activity.

9.2 The role of a volunteer is separate to that of people undertaking involvement activities. Volunteers may also be registered with the Patient Experience Team and can act as a service user, patient, carer or public representative with prior agreement with the Patient Experience Team. It needs to be explicit and agreed which role an individual is undertaking within any activity.

## **10. WORKING IN PARTNERSHIP WITH OTHER ORGANISATIONS**

10.1 Individuals may be involved in working with a number of organisations, for example, with the Trust, a Local Authority, a university. If an individual 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.

## **11. CO-HOSTED MEETINGS AND EVENTS**

11.1 When the Trust is working jointly with another organisation (for example, another Trust or local CCG), it should be made clear to individuals in advance which organisation is responsible for their expenses. The policy implemented in these circumstances will be the policy of the lead organisation, this should be communicated to people in advance of the activity.

## **12. WORKING WITH CHILDREN AND YOUNG PEOPLE**

12.1 This policy applies equally to children and young people as to adults and older people. That is, the same categories or roles outlined should be identified whether expenses should be reimbursed and / or an involvement payment should be offered.

12.2 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.

12.3 Where young people do not have a bank account arrangements should be made with parents/guardians. For those children too young to travel alone out of pocket expenses for private mileage should be reimbursed to the parent/guardian.

12.4 Where children or young people need to use public transport they should have Trust approved taxis arranged by staff to ensure safety is maintained.

## **13. INVOLVING 'SELDOM HEARD' GROUPS**

13.1 This policy should be used to support the involvement of 'seldom heard' groups in the Trusts work, including through removing and minimizing financial and other barriers to participation.

13.2 '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, Young people, older people, BME communities, Religious of Faith /non faith based communities, homeless people and sex workers.

13.3 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.

13.4 Vouchers may be issued to service users /carers, patients who are known to be in rehabilitation and where giving cash could have a detrimental effect on that rehabilitation. It should be noted that gift vouchers have the same effect on benefits as payment in money.

## **14. PROFESSIONAL BEHAVIOURS/ PERFORMANCE ISSUES**

14.1 Individuals working with LYPFT are expected to behave in a professional manner and in line with the Trust core values.

14.2 We will always attempt to resolve any performance, behavioural issues or conflict fairly. In such cases, the relevant Manager and/or Patient Experience Lead will discuss their concerns with the individual and seek to resolve the matter in a quick and professional manner.

14.3 If there are performance issues related to an individual we will work with the person to identify any training or support that may improve performance or re-deploy them to a more appropriate role. However on-going issues may result in an individual's relationship with Trust being ended.

14.4 Anyone who exhibits poor behaviours not in line with the Trust Values may be asked to leave their role.

## **15. DEFINITIONS**

For the purpose of this Policy the following definitions will apply;

15.1 Patient and Public: By using this term 'Patient and Public' we include service users, patients, carers and the general public.

15.2 By 'covering expenses' we mean reimbursing the costs that are incurred by Individuals whilst being involved in activities for the Trust. Out of pocket expenses which may be covered include (but are not limited to) travel, accommodation, subsistence and carer support where necessary.

Potential 'out of pocket expenses' to be incurred should be discussed and approved by the Patient Experience and Involvement Team in advance.

15.3 By 'involvement payments' we mean payment offered to individuals who participate in Level C Involvement roles. Such roles are typified by a significant input of time, skills and expertise, and a level of decision making. They are always agreed in advance and need approval from the Patient Experience Team. Involvement payments should be offered in addition to reimbursing expenses. Offering involvement payments is intended to support inclusion and create an incentive for active participation and engagement.

## **2. APPENDICES**

### **APPENDIX 1.**

#### **Staff Guidance for the Policy for the Payment and Reimbursement of Service Users, Patients, Carers and Members of the Public.**

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## 1. INTRODUCTION TO INVOLVEMENT

**“Involvement means that service users, carers and members of the general public are able to contribute to decision making and express opinions which lead to service development and improve patient and carer experiences”**

Leeds and York Partnership Foundation Trust (LYPFT) is committed to involving service users, patients, carers and members of the general public in developing its' services. To recognise the valuable contributions made by people who become involved in service development (known as Involvement Opportunities), they will be offered Involvement payments and/or out of pocket expenses, depending on the level of Involvement Opportunity which they agree to participate in. The Payment and Reimbursement Budget will be held centrally by the Patient Experience Team to ensure that all services have equal opportunity to access funds, to support Involvement Opportunities/Events that inform improvements or changes to their services. This will also ensure that the organisation will have a central record of all involvement opportunities and events taking place across the different services, as the Patient Experience Team will have the ability to record and report back all involvement activity across the Trust.

This guidance will help staff members to use a consistent approach when identifying and planning Involvement Opportunities. Levels of Involvement payments and reimbursement of out of pocket expenses will be made explicit so that people are provided with information to decide whether they wish to register for an Involvement Opportunity.

It is important to recognise that although people should be offered Involvement Payments and reimbursement of their out of pocket expenses, they have a right to decline these payments if they so wish and a thank you and feedback may be a sufficient recognition of their valuable contribution.

### **LYPFT Patient Experience Team**

We aim to support teams across the Trust to ensure that involving people and co-production is fully embedded in our culture when thinking about making changes and improving services. The Patient Experience Team are also available to support staff to identify target audiences, identify willing involvement participants and to minimise any barriers to involvement.

The Patient Experience Team Involvement Lead will arrange a number of meetings to identify and promote involvement opportunities across the Trust, to share good areas of practice and to ensure that Involvement Activity across the organisation is collated and reported on.

### **Patient Experience Team contact details are:-**

[patientexperienceteam.lypft@nhs.net](mailto:patientexperienceteam.lypft@nhs.net)

Room S87 Becklin Centre,  
Alma Street, Leeds

## **Service Involvement Leads**

An Involvement Lead is identified in each service and they will work closely with the Patient Experience Team to identify and facilitate involvement opportunities.

Involvement Leads should be familiar with the Involvement Reimbursement Policy and Staff Guidance and will ensure that they share this knowledge with staff members within their service area, whenever an Involvement Opportunity is identified.

## **2. OUR STANDARDS FOR INVOLVING PEOPLE**

### **Involving People in informing their own care**

Every person who receives care and support from LYPFT has an opportunity to be involved in giving feedback with regards to their own experiences. This feedback is collected in a variety of ways, Friend and Family Test (FFT), "Your Views Groups" and by service specific Patient Related Experience Measures (PREMS). This means that each service has an on-going process for:

- Gaining feedback from service users and their carers who use LYPFT services
- Collating and analysing this feedback
- Identifying areas which can be improved upon as a result of patient/carer feedback
- Demonstrating and reporting back where change has been made as a result of patient and carer feedback.

### **Involving People in developing and improving their services**

Before making any changes to services or developing new ways of working, service leads and staff members should consider who their decisions and actions will impact on. They should then ensure that those who are likely to be affected have the opportunity to be involved in informing and contributing to future changes.

Consideration should be given to ensuring that Involvement opportunities are accessible to all and look at ways of minimising barriers to involvement by identifying different ways in which people can contribute ie; face to face, surveys, electronic methods, one off workshop events etc.

### **How can a person identify that they want to become Involved?**

If you work with a person or their carer who is interested in being involved in improving our services, or if you feel that someone could benefit from involvement in terms of their recovery or rehabilitation, please make the Patient Experience Team aware of them via email [patientexperienceteam.lyfpt@nhs.net](mailto:patientexperienceteam.lyfpt@nhs.net)

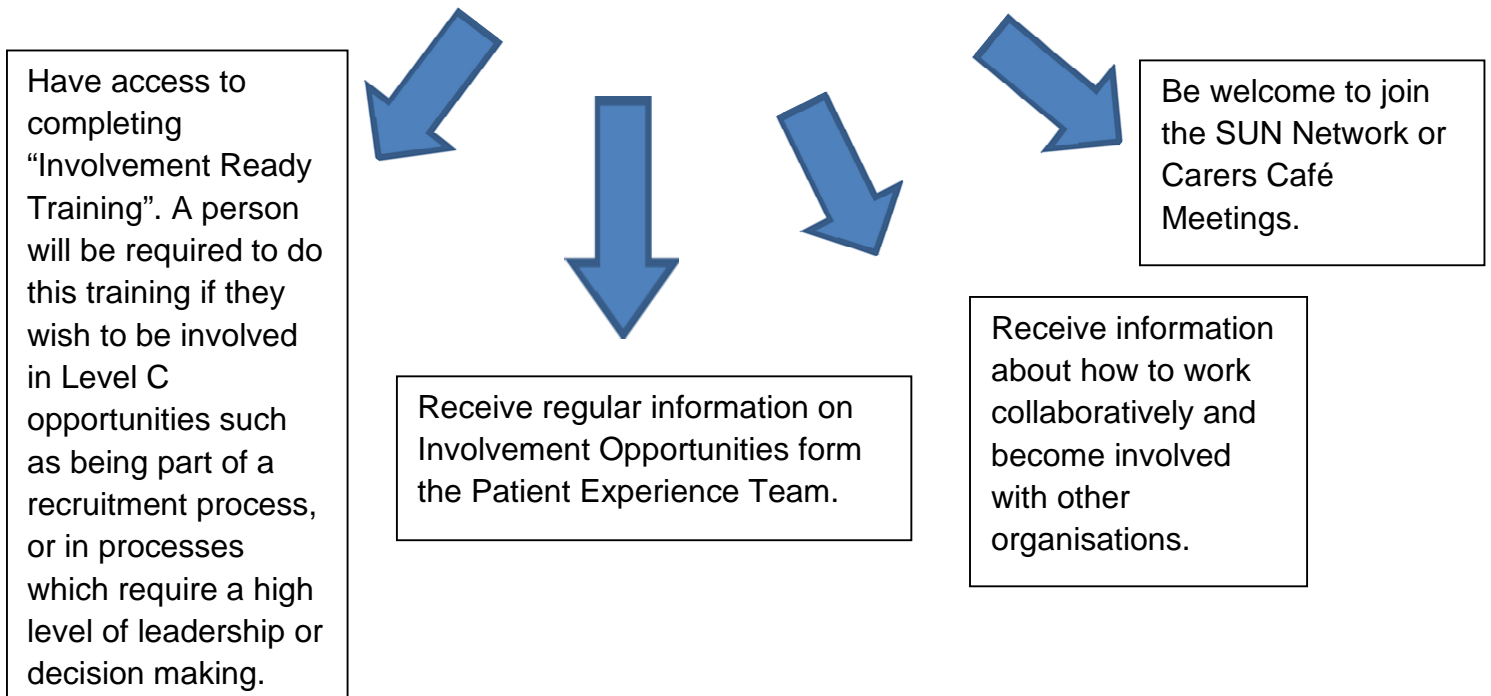
We will discuss with them how they may wish to become involved and then if appropriate, add them to our Involvement Opportunity database if they so wish. This will ensure that they are sent details of Involvement Opportunities.



The first step for someone who is interested in becoming involved, is to register as a member of our Trust. This can be done by completing a Foundation Trust Membership form which can be found on our Trust website. However we do not wish to exclude anyone and we would ask that anyone who is not a member, but still wishes to be involved in improving our services, should contact the Patient Experience Team in the first instance for further discussions. A paper copy can also be requested from the Patient Experience Team. Please ensure that the “Want to be involved box’ is ticked.



Once a person has registered as wanting to be involved, they will:-



### **3. THINGS TO CONSIDER WHEN PLANNING INVOLVEMENT**

Service users, carers and members of the public who agree to participate in Involvement Opportunities should be supported throughout the whole experience. This will be done by providing:

- Clear information with regards to what the Involvement Opportunity entails and details of what level of Involvement Payment and Out of pocket expenses will be paid.
- A pleasant venue in a central location which is easily accessible by public transport and has the facility for people to park.
- An identified lead staff member to provide advice and support throughout the event.
- Refreshments and lunch when an involvement event crosses over the lunchtime period.
- Support for people to claim Involvement Payments and reimbursement of out of pockets expenses.
- People with prompt payments by cash or BACS payments depending on the level of the Involvement Opportunity.
- Ensuring that a Personal Emergency Evacuation Plan (PEEP) is in place for any individual who may not be able to reach a place of safety unaided or within a satisfactory amount of time, in an emergency situation.

#### **Approach and Target Audience**

Your approach to Involvement should be tailored to receive contributions and feedback from the people you wish to hear from.

Consider the demographics of your target audience, for example if you want to reach people between a wide range of age groups, for example 18yrs to older age adults, you may need to consider a range of methods to encourage involvement from those of such a wide age range. Do you need to hold a specific focus group? Which venue would be best for those who have agreed to be involved? Are there existing networks and groups which can be accessed in order to involve more people? Can you use social media, Smart Survey?

#### **Timescales**

When planning any form of involvement, it is important to work to a realistic time scale. Allow plenty of time for planning. The Patient Experience Team would prefer prior notice of at least 28 days so that an Involvement Opportunity can be advertised via the Involvement Opportunity email and also at the Service User Network and Carer Café meetings.

Where you are inviting people to be involved via social media, survey or questionnaire/consultation, allow 4-6 weeks for responses to be submitted.

**Identifying specific skills, experiences or training required and also identifying specific characteristics**

Do you require participants to have any specific skills, experiences or training? For example do people need to have lived experience of a specific mental health illness, do you require involvement from people who have been carers for a particular group of service users, or people who have been in receipt of mental health services in the past 2 years etc.

Or would you like to include participants who have specific characteristics for example, young or old people, people from a particular ethnic background, people who have a specific diagnosis?

### **Fairness and Transparency of Selection Processes**

If more people want to take part than are needed, the Patient Experience Team and the staff member who is leading the Involvement Opportunity will determine the following:

- Who best matches the skills/experiences required
- Whether someone has recently engaged in an involvement opportunity. People who have not taken part, will take priority over someone who has. The Patient Experience Team will keep a record of people who have been involved in involvement activities.

## **4. FINANCIAL ASPECTS OF INVOLVEMENT**

- The service or team who are hosting an Involvement Opportunity will be responsible for booking and paying for any rooms/venues required from their own budget. They will also need to cover costs of any refreshments and/or lunches
- The service or team who are hosting an Involvement Opportunity will be responsible for withdrawing petty cash from either The Mount, The Becklin Centre or The Newsam Centre to reimburse service users, carers and members of the public with their travel and out of pocket expenses.
- Timing of events. It is worth noting that people with concessionary bus passes can use these after 9.30am. Therefore, wherever possible, Involvement Opportunities should start after this time.
- If involvement work is being carried out in partnership with another organisation, please contact the Patient Experience Team to identify who is the lead organisation. This will ensure that participants who agree to be involved are aware of which organisation they will receive their involvement payments/out of pocket expenses from. This also ensures that participants are not receiving reimbursement payments from more than one organisation.
- If it is identified that cash payments would be not in a participants best interest, please contact the Patient Experience Team to discuss other options of payment. Learning Disability Services have separate staff guidance for involvement payments.

## **5. THE PROCESS OF INVOLVING PEOPLE**

If you have an involvement opportunity, you need to contact the Patient Experience Team via email [patientexperienceteam.lypft@nhs.net](mailto:patientexperienceteam.lypft@nhs.net) You will be asked to complete and return an Involvement Opportunity Registration Form (Attached at Appendix A) via email and will be given an Involvement Opportunity Number. You are responsible for booking and paying for a venue and also covering the cost of refreshments and lunches.



The Patient Experience and Involvement Team will review the form and agree on the Involvement Payment and Reimbursement, Level A, B or C.



The Patient Experience Team will advertise the Involvement Opportunity via email and via the SUN network and Carer Café meetings (if required) using the template attached at Appendix B.



The Patient Experience Team will find willing participants (providing a short summary of experiences and skills). The Contact Lead will identify the people they think have the most appropriate experience/skills/training. If there are more people willing to be involved than there are opportunities available, the Patient Experience team will determine who has participated in an involvement opportunity before, in order to give someone who has not had the opportunity to be participating before a chance.



The Contact Lead will contact the identified participant and give them further details of the Involvement Opportunity.



After the Involvement Event has occurred, an Involvement Opportunity Feedback form will be sent out to the Contact Lead and also to the Involvement Opportunity participants (template attached at Appendix C) to gain feedback and to determine whether future events can be improved on.

**The Patient Experience Team can be contacted at all times for support with regards to any aspect of the Involvement Process.**

## 6. REIMBURSEMENT OF INVOLVEMENT PAYMENTS AND OUT OF POCKET EXPENSES

In line with NHS England guidelines, the Trust has determined different levels of involvement payments and reimbursement of out of pocket expenses. The payment level at which the Involvement Opportunity will be advertised must be agreed on with the Patient Experience Team using the following guidelines.

### Explanation of Levels of Involvement

- **Level A** - No involvement payment or payment of out of pocket expenses.  
Example of level A activities/events: Events or open access meetings which people choose to attend or respond to. For example attending the Trust Annual General Meeting, responding to an online questionnaire or attending a support group for peer support
- **Level B** – Reimbursement of Out of pocket expenses only.  
Examples of Level B activities/events:- Events/Workshops/Meetings where service users, carers or members of the public are involved in informing work plans, policies, and service developments and initiatives, attending the Service User Network Group (SUN), attending focus groups, providing information for research (on a one off or regular basis).

Service users and carers will be reimbursed with cash to cover their out of pocket expenses on the date of the event which is held (Template attached at Appendix E). The lead staff member is responsible for withdrawing petty cash from which to reimburse service users, carers and members of the public with their travel and out of pocket expenses. Please contact the Patient Experience Team for details of how to do this.

- **Level C** – An involvement payment AND reimbursement of out of pocket expenses will be offered  
Examples of Level C activities/events are roles which demonstrate leadership and decision making activities such as expert advisor roles, involvement in a recruitment process, co-chairing a meeting which informs service development, informing staff training, and delivering training to staff members.

The involvement payment will be paid at the National Living Wage for over 25's and the National Minimum Wage for those under 25.

Participants of Level C opportunities will have their involvement payment and reimbursement of out of pocket expenses paid directly into their bank account via BACS (Template attached at Appendix F) as soon after the event as possible.

If a person does not have a bank account, please contact the Patient Experience Team to discuss other ways in which a person can receive their Involvement Payment and reimbursement for their out of pocket expenses.

**People who are involved in Level C Involvement Opportunities must have completed the Trust’s “Involvement Ready Training” before they can be paid at this level.**

### **Reimbursement for Out of Pocket Expenses**

Out of pocket expenses refer to costs which are incurred by service users, carers and members of the general public when they participate in Involvement opportunities held by the Trust. They may include (but are not limited to) travel, accommodation, subsistence and carer support where necessary.

#### **Travel**

Public transport should be used to attend Involvement Opportunities/Events wherever possible. Tickets/Receipts must be shown to the event organiser in order for the person to be reimbursed for out of pocket travel expenses:

- Reimbursement of travel should be provided between a person’s home address and the venue where the Involvement Event is being held. Please contact the Patient Experience Team for advice if there are exceptions to this
- Where a person is not able to use public transport due to a disability or lack of public transport to a certain venue, or in cases where using public transport would be a barrier to a person attending an involvement opportunity, private cars can be used and a reimbursement payment can be provided to cover mileage. If a person prefers to travel by car the reimbursement of private mileage will be paid in line with HM Revenue and Customs rates and allowances: <https://www.gov.uk/government/publications/rates-and-allowances-travel-mileage-and-fuel-allowances/travel-mileage-and-fuel-rates-and-allowances>

If a person does not have access to a private car, a Trust Registered taxi can be booked by the lead staff member hosting the Involvement Opportunity using the Patient Experience Budget code which will be provided by the Patient Experience Team.

Where a child or young adult is participating in an Involvement Opportunity, travel expenses can be reimbursed for both the child/young person and their parent/guardian. If a child or young person is attending an Involvement Opportunity without being accompanied by a parent/guardian a Trust Registered taxi can be booked by the lead staff member using the Patient Experience Team Booking code.

### **Accommodation, Subsistence and Carer support**

For advice on whether the above out of pocket expenses can be reimbursed, please contact the Patient Experience Team.

## **7. IMPLICATIONS OF INVOLVEMENT PAYMENTS AND REIMBURSEMENT OF OUT OF POCKET EXPENSES**

This refers to Section 4, 5 and 6 of the Involvement Payment and Reimbursement Policy:

- It people agree to participate in Involvement Opportunities and are in receipt of benefits, they must be made aware that if they agree to receive Involvement Payments and/or be reimbursed for out of pocket expenses from the Trust, they are responsible for contacting the benefits agency for advice to see if it will affect their benefits. People can also contact their local Job Centre Plus (National Job Centre Enquiry Line 0345 604 3719) or Citizens Advice (Consumer Helpline 03454 040506).
- If someone is responsible for their own tax affairs, they have a responsibility to declare any payments they receive from the Trust to HMRC. They should be advised to contact their local tax office for guidance. Email [www.gov.uk](http://www.gov.uk) or Telephone 0300 200 3300

## **8. CONCERNS AND COMPLAINTS**

If a person feels that being involved in an opportunity has not gone as well as it should have done or they feel that there have been barriers to them becoming involved, they should raise their concerns with the Patient Experience Team in the first instance so that their concerns can be dealt with in a quick and effective manner.

## **9. CONDUCT AND PERFORMANCE ISSUES**

People who agree to participate in Involvement Opportunities are expected to behave in a professional manner, in line with the Trust core values, Simplicity, Integrity and Caring.

If there are any issues related to performance relating to an individual, the Patient Experience Team will work closely with the person to identify any training or support needs that may improve performance or direct them to a more appropriate opportunity.

We will always attempt to resolve any behavioural issues or conflicts fairly. In such cases, the Contact Lead will discuss their concerns with the individual and seek to resolve the matter in a quick and professional manner.

A person who displays poor behaviour may be asked to leave an Involvement Opportunity.

## **10. DISCLOSING AND BARRING SERVICE CHECKS**

DBS checks are undertaken on all staff and volunteers working within the organisation where roles involve contact with people receiving the Trusts Services.

DBS checks are not usually necessary for people who participate in Involvement Opportunities. However a DBS check will be carried out with individuals who are involved in pieces of work which require one to one access with people who are receiving our services. An example of this would be getting involved in undertaking a piece of research or audit which would involve this type of contact. In these special circumstances, a person will be registered as a volunteer with the Trust and will have the fees for the DBS check paid for by the Trust.

## Appendix A

### Involvement Registration Form

If you would like to make service users, carers and members of the public aware of an Involvement Opportunity within your service, please complete the following form and return it to the Patient Experience Team [patientexperienceteam.lypft@nhs.net](mailto:patientexperienceteam.lypft@nhs.net)

<b>Team/Service and Care Group:</b>	
<b>Staff Lead Name:</b>	
<b>Job Title:</b>	
<b>Staff Contact Details:</b> Email address and telephone number	
<b>Are LYPFT the lead organisation in running the Involvement Opportunity?</b>	
<b>Brief summary of why you want people to be involved?</b>	
<b>What will be required of the people who agree to participate?</b>	
<b>Level of Involvement Opportunity (A, B or C)</b>	
<b>Date:</b> <b>Time:</b> <b>Venue:</b>	



<p><b>How many participants would you like to be involved?</b></p>	
<p><b>Is this a one off, or a regular Involvement Opportunity?</b></p>	
<p><b>Do participants require any particular experiences/skills/training or any specific characteristics</b> (ie People from the BAME community, old or young people etc)</p>	
<p><b>Is there any other information which you would like people to know about this opportunity?</b></p>	
<p><b>Once this form has been completed, please return it to the Patient Experience Team <a href="mailto:patientexperienceteam.lypft@nhs.net">patientexperienceteam.lypft@nhs.net</a></b></p>	
<p><b>If you need any advice/support please contact the Patient Experience Team</b> <b>0113 855 5640</b></p>	

## Appendix B

<b>LYPFT Involvement Opportunity Template</b>	
<b>Team/ Service and Care Group</b>	
<b>Date:</b> <b>Time:</b> <b>Venue:</b>	
<b>Brief summary of the Involvement Opportunity</b>	
<b>Agreed level of Involvement Opportunity payment/out of pocket expenses</b>	
<b>Number of participants required?</b>	
<b>Skills/Experiences/Training or specific characteristics required.</b>	
<b>If you would like to register your interest for this Involvement Opportunity, please contact the Patient Experience Team</b> <a href="mailto:patientexperienceteam.lypft@nhs.net">patientexperienceteam.lypft@nhs.net</a> or telephone 0113 855 5640.	
<b>Please give us a brief description of why you should be considered for this opportunity, particularly identifying your skills/experiences/training or details of the specific characteristics required.</b>	

Appendix C

<b>Involvement Opportunity Evaluation Form</b>	
<b>Involvement Opportunity</b> <b>Involvement Ref No:</b>	
<b>Were you a Participant or a Staff Member?</b>	
<b>Team/Service:</b>	
<b>Date and Venue:</b>	
<b>What went well?</b>	
<b>What didn't go so well?</b>	
<b>How can we improve on the involvement opportunity or process?</b>	
<b>Is there anything else you would like to feedback?</b>	

**Thank you for your support in being involved in helping to further develop and improve our services.**

**Appendix D**

**REQUEST FOR PETTY CASH**

Sum required £

Ward/Dept

Purpose

Financial Code **Involvement Budget 143059**

Date \_\_\_\_\_

I confirm that I have considered the implications of staff carrying this sum as outlined in the Financial Procedures, and authorise a payment to be made from petty cash.

Signed \_\_\_\_\_ Print Name  
(Budget Holder)

If request is above £200  
Signed \_\_\_\_\_ Print Name \_\_\_\_\_  
(Manager next in line in accordance with requisitioning limits in Financial Procedure 4a)

If request is above £50  
I have also considered the options of requisitioning a cheque or using supplies and have found these to be inappropriate because:

\_\_\_\_\_  
\_\_\_\_\_

**Please note**

- 1. ALL PARTS OF THIS FORM MUST BE COMPLETED**
- The person collecting the cash must be different to the person authorising the request.
- All money withdrawn from the cashier must be used immediately. Receipts and, where appropriate, change must be returned to the petty cash administrator/cashier immediately after purchase. Where the money is to be used over the weekend receipts and change must be returned immediately after the weekend.
- Only original receipts to be returned to the cashier.

### Cash Payments for Out of Pocket expenses (Level B Activities)

**Involvement Opportunity:**

**Involvement Opportunity Reference Number:**

**Date:**

**Location:**

Staff member responsible for handling payments and viewing receipts (attach where possible – original receipt or a photocopy)

**Name:**

**Date:**

**Signature:**

Name	House No. and Postcode	Method of travel	Receipt attached	Reimbursement of mileage	Total Amount	Signature

Total amount paid:

#### Important Notice

It is an individuals' responsibility to declare any earnings in relation to Benefits and Income Tax.

Thank you for taking the time to be involved in developing and improving our services.

## Appendix F

### Form for Involvement Payments and Out of Pocket Expenses

Payments will be paid directly into your bank account by BACS

Name:

Involvement Opportunity:

Involvement Opportunity Reference Nr:

Date:

Age required if under 25 years:

**Rate of pay – Over 25 = National Minimum Wage of £8.21 Per hour**

**Under 25 = National Living Wage**

Declaration of time (not including lunch breaks)

#### Declaration of involvement time

Start time:	Finish Time:	Total No. of hours	Rate of pay	Total payment Due:

#### Reimbursement of Out of Pocket Expenses

House Nr and Postcode	Method of travel	Receipt or copy of receipt attached?	Reimbursement amount
<b>Total amount of Involvement Payment and Reimbursement of Out of Pocket Expenses</b>			
=			

## **Please complete the attached sheet with your BACS payment details**

A person may choose not to claim for involvement payments and out of pockets should they so wish. If they **DO NOT** wish to be paid an involvement payment or to be reimbursed for out of pocket expenses, please tick the box, sign and return to the Patient Experience Team.

### **Declaration**

I understand that in accepting this involvement payment and reimbursement of Out of Pocket expenses that I have a responsibility to declare any earnings to the Department of Work and Pensions or to Her Majesty's Revenue and Customs Service (HRMC).

**Signature of Involvement Participant:**

**Date:**

**Signature of Lead Staff Member:**

**Date:**

Please return this form to the Patient Experience Team

[Patientexperienceteam.lypft@nhs.net](mailto:Patientexperienceteam.lypft@nhs.net)

**Appendix G**

**REQUEST FOR BACS / FASTER PAYMENT**

**PAYEE** \_\_\_\_\_

**NAME OF BANK** \_\_\_\_\_

**BANK ACCOUNT NUMBER** \_\_\_\_\_

**SORT CODE** \_\_\_\_\_

**PURPOSE** \_\_\_\_\_

COST CENTRE						SUB				ANALYSIS				£	P

**REQUESTED BY**

\_\_\_\_\_ **PRINT NAME**

\_\_\_\_\_ **PRINT DEPT / EXTN**

\_\_\_\_\_ **SIGNED**

\_\_\_\_\_ **DATE**



## PART B

### IDENTIFICATION OF STAKEHOLDERS

The table below should be used as a summary. List those involved in development, consultation, approval and ratification processes.

<b>Stakeholder</b>	<b>Level of involvement</b>
Service User Network	Consultation
Clinical Governance Groups	Consultation
Carers sub group of the Patient Experience and Involvement Strategic Reference Group	Consultation
Experience sub group of the Patient Experience and Involvement Strategic Reference Group	Consultation
Involvement sub group of the Patient Experience and Involvement Strategic Reference Group	Consultation
Equality and Inclusion Steering Group	Consultation
Triangle of Care Steering Group	Consultation
Patient Experience and Involvement Strategic Reference Group	Approval
<b>Stakeholders for Home Allowance Payment Amendment</b>	
Involvement sub group of the Patient and Carer Experience and Involvement Strategic Group	Consultation
Experience sub group of the Patient and Carer Experience and Involvement Strategic Group	Consultation
Carer sub group of the Patient and Carer Experience and Involvement Strategic group	Consultation
Service User Network Meeting	Consultation
Patient Experience and Involvement Strategic Reference Group	Approval

### REFERENCES, EVIDENCE BASE

The following resources have been used to help and create the policy. Some references and documents simply indicate best and good practice experiences elsewhere, whereas others dictate the legal obligations captured within this process

- Care Act 2014
- HMRC approved mileage;  
<https://www.gov.uk/government/publications/rates-and-allowances-travel-mileage-and-fuel-allowances/travel-mileage-and-fuel-rates-and-allowances>
- Minimum National Wage <https://www.gov.uk/national-minimum-wage-rates>
- NHS England: Working with our Patient and Public Voice Partners – reimbursing out of pocket expenses and involvement payments V2  
<https://www.england.nhs.uk/wp-content/uploads/2017/08/patient-and-public-voice-partners-expenses-policy-oct-17.pdf>
- NHS England' Patient and Public Voice Partners Policy
- Bradford District Care NHS Foundation Trust Policy for the Payment & Reimbursement of Service Users, Patients, Carers and members of the Public.

## ASSOCIATED DOCUMENTATION

- CG-0009-Procedure for the Repayment of Governors' Expenses
- HR-0007-*Volunteering Procedure*
- PEEPS

## STANDARDS/KEY PERFORMANCE INDICATORS

Reporting impact and outcomes is a vital element of the policy and is core in ensuring that we:

- Effectively monitor the use of the policy on a periodical basis
- Monitor the impact of the policy in terms of achieving the outcomes that the policy is intended for via the Patient Experience and Involvement Strategic Reference Group

Follow up and capture any good practice including positive actions that result from the policy with evidence based approach and lessons learnt across the Trust from all stakeholders.

## EQUALITY IMPACT

The Trust has a duty under the Equality Act 2010 to have due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations between people from different groups. Consideration must be given to any potential impacts that the application of this policy/procedure might have on these requirements and on the nine protected groups identified by the Act (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, gender and sexual orientation).

Declaration: The potential impacts on the application of this policy/procedure have been fully considered for all nine protected groups. Through this process I have/have not\* identified any potential negative impacts for any of the nine protected groups.

Print name: **Louisa Weeks**

Job title: **Patient Experience Lead**

Date: **February 2020**

If any potential negative impacts are identified the Diversity Team must be contacted for advice and guidance: email; [diversity.lypft@nhs.net](mailto:diversity.lypft@nhs.net).

## CHECKLIST

To be completed and attached to any draft version of a procedural document when submitted to the appropriate group/committee to support its consideration and approval/ratification of the procedural document.

This checklist is part of the working papers.

	<b>Title of document being newly created / reviewed:</b>	<b>Yes / No</b>
<b>1. Title</b>		
	Is the title clear and unambiguous?	Yes
	Is the procedural document in the correct format and style?	Yes
<b>2. Development Process</b>		
	Is there evidence of reasonable attempts to ensure relevant expertise has been used?	Yes
<b>3. Content</b>		
	Is the Purpose of the document clear?	Yes
<b>5. Approval</b>		
	Does the document identify which committee/group will approve it?	Yes
<b>6. Equality Impact Assessment</b>		
	Has the declaration been completed?	Yes
<b>7. Review Date</b>		
	Is the review date identified?	Yes
	Is the frequency of review identified and acceptable?	Yes
<b>8. Overall Responsibility for the Document</b>		
	Is it clear who will be responsible for co-ordinating the dissemination, implementation and review of the document?	Yes

<b>Name of the Chair of the Committee / Group approving</b>			
If you are assured this document meets requirements and that it will provide an essential element in ensuring a safe and effective workforce, please sign and date below and forward to the chair of the committee/group where it will be ratified.			
Name	Cathy Woffendin	Date	07/06/2022
<b>Name of the chair of the Group/Committee ratifying</b>			
If you are assured that the group or committee approving this procedural document have fulfilled its obligation please sign and date it and return to the procedural document author who will ensure the document is disseminated and uploaded onto Staffnet.			
Name	Cath Hill	Date	08/09/2022