

Policies and procedures

Expenses

Created/revised:	October 2019
Approved by:	Governance Committee, 8/10/19
Next review due:	May 2022



The policy of Healthwatch Havering is that no member of the directing team, staff or volunteer team should be out-of-pocket as a result of participating in Healthwatch activity. All qualifying expenses wholly and necessarily incurred in carrying out Healthwatch activity will therefore be reimbursed on submission and approval of a valid claim.

Travel expenses

Travel expenses will be reimbursed as follows:

Employees: All travel undertaken, other than travel solely between home and Healthwatch's main office

Volunteers: All travel for Healthwatch

Reimbursement will be as follows:

By car - 45p (the HMRC limit) per mile

By bus - the actual cost incurred

By rail (National and TfL services) - the actual cost incurred (but only for standard class travel)

Where reimbursement of travel paid for using an Oyster card is sought, a print-out of the actual travel history for the day(s) in question will be required.

Costs of parking and road tolls will be reimbursed at the actual cost incurred.

Subsistence

Directors, staff and volunteers are entitled to claim for refreshments when circumstances make usual arrangements difficult.

Healthwatch Havering will reimburse reasonable costs for hot or cold drinks and light refreshments, such as biscuits or cakes,

where it is necessary to buy them as no alternative is available.

The maximum amount claimable for meals is:

Breakfast £4.48

Lunch £6.17

Evening Meal £7.64

Other expenses

The cost actually incurred.

Conditions

- 1 All costs must be “wholly and necessarily” incurred in carrying out Healthwatch activity. Where a Healthwatch activity is carried out during some private activity - for example, calling into the office while out shopping - only the cost directly attributable to Healthwatch activity may be claimed.
- 2 All claims must be evidenced by receipts, used tickets, Oyster Card statements or an explanatory note.
- 3 Each claim must be signed by the person making it and approved:
 - a. In the case of a director, by another director
 - b. For staff, by a director
 - c. For volunteers, by a director
- 4 Approval may be signified either by signing a hardcopy of a claim or processing an electronic copy for payment (or both).

What is Healthwatch Havering?

Healthwatch Havering is the local consumer champion for both health and social care in the London Borough of Havering. Our aim is to give local citizens and communities a stronger voice to influence and challenge how health and social care services are provided for all individuals locally.

We are an independent organisation, established by the Health and Social Care Act 2012, and employ our own staff and involve lay people/volunteers so that we can become the influential and effective voice of the public.

Healthwatch Havering is a Community Interest Company Limited by Guarantee, managed by three part-time directors, including the Chairman and the Company Secretary, supported by two part-time staff, and by volunteers, both from professional health and social care backgrounds and lay people who have an interest in health or social care issues.

Why is this important to you and your family and friends?

Following the public inquiry into the failings at Mid-Staffordshire Hospital, the Francis report reinforced the importance of the voices of patients and their relatives within the health and social care system.

Healthwatch England is the national organisation which enables the collective views of the people who use NHS and social services to influence national policy, advice and guidance.

Healthwatch Havering is your local organisation, enabling you on behalf of yourself, your family and your friends to ensure views and concerns about the local health and social services are understood.

Your contribution is vital in helping to build a picture of where services are doing well and where they need to be improved. This will help and support the Clinical Commissioning Groups, NHS Services and contractors, and the Local Authority to make sure their services really are designed to meet citizens' needs.

***'You make a living by what you get,
but you make a life by what you give.'***
Winston Churchill

Joining Healthwatch Havering

Local people who have time to spare are welcome to join us as volunteers. We need both people who work in health or social care services, and those who are simply interested in getting the best possible health and social care services for the people of Havering.

Our aim is to develop wide, comprehensive and inclusive involvement in Healthwatch Havering, to allow every individual and organisation of the Havering Community to have a role and a voice at a level they feel appropriate to their personal circumstances.

We are looking for:

Members

This is the key working role. For some, this role will provide an opportunity to help improve an area of health and social care where they, their families or friends have experienced problems or difficulties. Very often a life experience has encouraged people to think about giving something back to the local community or simply personal circumstances now allow individuals to have time to develop themselves. This role will enable people to extend their networks, and can help prepare for college, university or a change in the working life. There is no need for any prior experience in health or social care for this role.

The role provides the face to face contact with the community, listening, helping, signposting, providing advice. It also is part of ensuring the most isolated people within our community have a voice.

Some Members may wish to become **Specialists**, developing and using expertise in a particular area of social care or health services.

Supporters

Participation as a Supporter is open to every citizen and organisation that lives or operates within the London Borough of Havering. Supporters ensure that Healthwatch is rooted in the community and acts with a view to ensure that Healthwatch Havering represents and promotes community involvement in the commissioning, provision and scrutiny of health and social services.

Interested? Want to know more?



Call us on **01708 303 300**

email enquiries@healthwatchhaverling.co.uk

Find us on Twitter at [@HWHavering](https://twitter.com/HWHavering)



*Healthwatch Havering is the operating name of
Havering Healthwatch C.I.C.
A community interest company limited by guarantee
Registered in England and Wales
No. 08416383*

*Registered Office:
Queen's Court, 9-17 Eastern Road, Romford RM1 3NH
Telephone: 01708 303300*

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