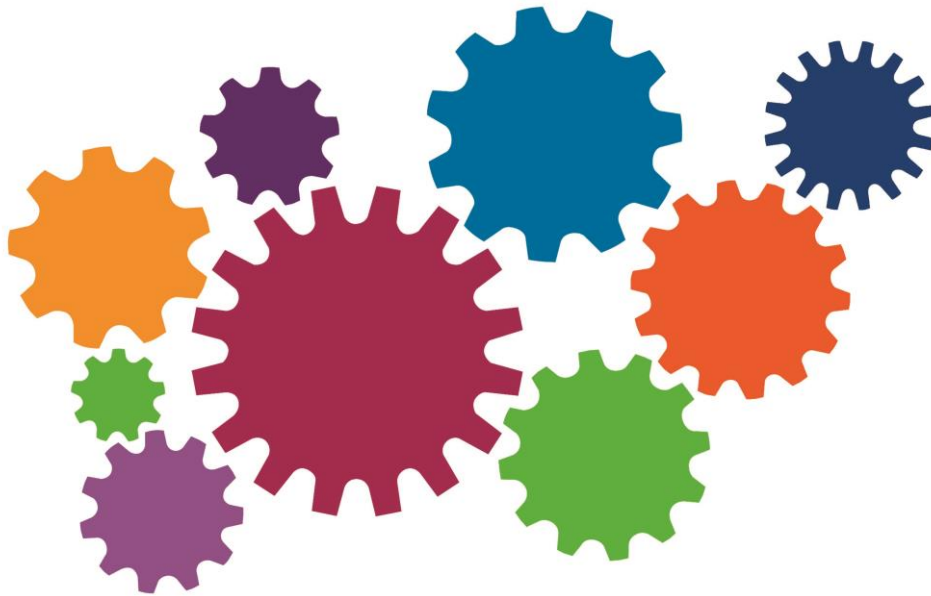


Tenant Expense Policy and Claims Form



Agreed by the CHRF : 26th August 2024
To be reviewed August 2026

Expenses policy

1. Charnwood Borough Council commitment

Charnwood Borough Council recognises the positive contribution that tenant volunteers make to improving the housing service by the reimbursement of Out of Pocket Expenses for people who attend meetings or participate in events where tenants views are actively sought by Landlord services.

Through this policy we aim to ensure that:

- Tenants and staff have a clear and transparent set of procedures relating to eligible expenses that will be paid
- There is a consistency of approach across the Landlord Services whichever team organises the event.
- Tenants are advised at the time they are invited to attend an event that expenses are payable.
- There is a simple and unobtrusive method of claiming expenses.
- Barriers to participation are minimised
- The policy does not inadvertently disadvantage anyone.

2. What expenses can be claimed?

The eligible expenses that can be claimed are:

- Travel expenses
- Carer/support expenses
- Subsistence expenses

Specific details are given in the table below:

Travel costs	
<i>Guidance</i>	<i>Evidence required</i>
<p>1. Bus/Local rail fares</p> <ul style="list-style-type: none"> • To and from home within the borough boundaries. User to make own arrangements 	<ul style="list-style-type: none"> • Bus fares – ticket to be attached except where this is required for the return journey, otherwise ticket should be shown on request • Staff may use the relevant bus companies websites to check for fares if no receipt is available. • Bus/train fares for travel to events outside the borough should be arranged through the Customer Engagement team prior to the journey

<p>2. Mileage</p> <ul style="list-style-type: none"> Actual journey mileage including return journey can be claimed Car sharing is encouraged 	<ul style="list-style-type: none"> Mileage – car 45p per mile motorcycle 24p per mile bicycle 20 per mile Journeys made to be entered on the expenses claim sheet or via the Customer Engagement pages on the Council's website
<p>3. Taxi fares</p> <ul style="list-style-type: none"> These will only be paid where no alternative means of transport is available. Those using public transport to come to meetings that finish late can claim taxi fares for the return journey Taxi sharing is encouraged 	<ul style="list-style-type: none"> If you require a taxi then contact the Customer Engagement Team who will make the arrangements
<p>4. Car parking fees</p> <ul style="list-style-type: none"> These can be claimed for the period of the meeting 	<ul style="list-style-type: none"> A receipt for these should be provided Staff can check the appropriate car park website to verify charges if a receipt is not available.
<p>5. Travel outside of the borough boundary</p> <ul style="list-style-type: none"> The Tenant Participation team will advise on the most cost-effective travel arrangements outside the borough 	<ul style="list-style-type: none"> Travel will be booked by through the Customer Engagement in advance so no expenses need to be claimed
<p>6. Support worker costs</p> <ul style="list-style-type: none"> The additional travel costs of a support worker to enable a tenant to attend an event will 	<ul style="list-style-type: none"> Payments will be made to the claimant, not the support worker

<p>be paid</p>	<ul style="list-style-type: none"> In some cases the support will be booked by Charnwood Borough Council in advance so no expenses need to be claimed Where payment is to be made to registered support worker, a receipt or letter addressed to the claimant detailing the rate of care must be provided before any reimbursement can be made. Payments will be made to the claimant, not the carer
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Carer/support costs	
Guidance	Evidence required
<p>1. Dependant care</p> <ul style="list-style-type: none"> Carer expenses will be paid if you have to provide care for a family member(s) to attend an event Payments are restricted to the care of children under the age of 12 years Payment will not normally be made in respect of the care of children of compulsory school age during school hours Rates are unrelated to the number of children cared for 	<ul style="list-style-type: none"> Where payment is to be made to registered carers, a receipt or letter addressed to the claimant detailing the rate of care must be provided before any reimbursement can be made. Payments will be made to the claimant, not the carer Where a non-registered carer is used reimbursement will be paid at the current national minimum wage, using the form provided by the Customer Engagement team Current rates as at 01/04/24 are: <p>Carers under 18 - £6.40 per hour Carers aged 18 – 20 £8.60 per hour</p>

	<p>Carers aged 20 or over £11.44 per hour</p> <p>Payments will be made to the claimant, not the carer</p>
<p>2. Support costs</p> <ul style="list-style-type: none"> Charnwood Borough Council will offer assistance to tenants who may require additional support to attend events. Contact the Customer Engagement team if you feel you require additional support 	<ul style="list-style-type: none"> Travel will be booked by the Customer Engagement team in advance so no expenses need to be claimed

Subsistence Guidance	Evidence required
<ul style="list-style-type: none"> Meals Most events arranged by Charnwood Borough Council will arrange for light refreshments to be provided for events which run over the day/early evening The invite to the event will indicate if refreshments are to be provided Where refreshments are not provided and an individual is involved in a number of meetings which run concurrently over lunchtime and it is neither cost/time effective to return home, or a meeting involves an early start or a late return a subsistence allowance will be paid This allowance does not apply to meetings arranged by local tenant and residents groups 	<ul style="list-style-type: none"> The individual shall be reimbursed for the costs of their meals up to the maximum rate set out in staff terms and conditions <p>Current maximum rates as at 01/04/24 are:</p> <p>Over 5 hours - £5 Over 10 hours - £10 Over 15 hours - £25</p> <ul style="list-style-type: none"> Individuals need to provide a receipt for the expenditure they have incurred

<p>1. Telephone calls</p> <ul style="list-style-type: none"> Where an individual makes telephone calls in relation to their involvement activity the costs of the calls will be refunded 	<ul style="list-style-type: none"> Individuals will need to provide an itemised bill showing the calls that they have made
<p>2. Overnight accommodation</p> <ul style="list-style-type: none"> Where an individual attends training or a conference that requires overnight accommodation this will be booked and paid for by Charnwood Borough Council 	

This policy does not relate to expenses incurred through attending Tenants and Residents groups. These groups have their own budgets and expenses policies.

3. Who can claim?

Elected tenant representatives and individual tenants and residents who are invited to participate in events at which their opinions and suggestions on **Landlord Services** are specifically sought or where they are representing Charnwood Borough Council in an official capacity may claim expenses.

4. How are expenses claimed?

To claim expenses the claimant must complete an expenses claim form and hand it to a member of staff who has organised the meeting/event.

This form must have:

- The name of the event, date, time and venue
- Name and address of the person claiming
- Details of expenses and amount claimed
- Declaration by claimant

A member of staff will assist the claimant in completing the form if required.



Receipts should normally be provided for travel expenses however payments will still be made without a receipt provided the authorising officer is satisfied with the claim.

Expenses claim forms will be available from members of staff at every event. They can also be posted out on request. The form will also be available on the website.

Out of Pocket expenses will normally be passed to the payments department within 5 days of receiving the claim. Payment will normally be made by cheque. Payments can be made by BACS if requested. If you do not have a bank account, or any delay in payment will cause unnecessary hardship, please speak to the **Customer Engagement** team.

If you have any doubts about what expenses can be claimed, please speak to the **Customer Engagement** team.

5. Fraudulent claims

It is the claimant's responsibility to ensure that their claim is accurate. They must sign the declaration on the claim form to this effect. If requested the claimant must provide supporting evidence for their claim.

Expenses claims may be checked/audited at any time, either by the Tenant Participation Manager or by Charnwood Borough Council's internal auditors.

Claims may be refused if there is any doubt about the validity of **any** part of a claim.

As expenses are paid for out of pocket expenses only, expenses claims will not usually affect any welfare benefits a claimant may receive. However, it is the claimant's responsibility to check with the relevant welfare benefit/taxation agencies for clarification of their individual position.

6. Policy review

Current rates are as at 01/04/24. Rates payable will be subject to annual review and will reflect the rates set by Local and National Government.

The **Charnwood Housing Residents Form (CHRF)** will be consulted on any changes to the rates or the policy.



**Charnwood Borough Council
Individual Meeting / Event Expenses Claim Form**

Please complete all the information requested for your claim – printing clearly - and return to the Customer Engagement Team who will organise reimbursement.

The postal address is: **Charnwood Borough Council, Southfield Rd,
Loughborough, LE11 2TR**

Name	
Address	
Telephone	
Email Address	

Venue / event attended	Date and time attended
	Date: Time:



I have incurred the following expenses due to attending the above event : (please attach receipts where appropriate)...

Mileage (write the total number of miles travelled - 45p per mile) motorcycle 24p per mile and bicycle 20p per mile	£
Car Parking (Please provide receipt)	£
Bus fares	£
Taxi / Train Fares (Please provide receipt)	£
Childcare for children under 12 Tell us the number of hours and hourly rate:	£
Other (please describe)	£
Total amount claimed	£

Bank Details for payment

Bank Name and Address:

Sort Code:

Account Number:

Account signatures:

Signed by claimant		Dated:	:
Signed by Officer		Dated:	
Approved by Officer		Dated:	

Date payment requested	
One off payment Reference number	
Finance approved	
Notes	



**Charnwood Borough Council
Meeting / Event Expenses QUARTERLEY Claim Form**

Please complete all the information requested for your claim – printing clearly - and return to the Customer Engagement Team who will organise reimbursement.

The postal address is: **Charnwood Borough Council, Southfield Rd,
Loughborough, LE11 2TR**

Name	
Address	
Telephone	
Email Address	



I have incurred the following expenses due to attending the above events : (please attach receipts where appropriate)...

Mileage (write the total number of miles travelled - 45p per mile) motorcycle 24p per mile and bicycle 20p per mile	£
Car Parking (Please provide receipt)	£
Bus fares	£
Taxi / Train Fares (Please provide receipt)	£
Childcare for children under 12 Tell us the number of hours and hourly rate:	£
Other (please describe)	£
Total amount claimed	£

Bank Details for payment

Bank Name and Address:

Sort Code:

Account Number:

Account signatures:

Signed by claimant		Dated:	:
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Signed by Officer		Dated:	
Approved by Officer		Dated:	

Date payment requested	
One off payment Reference number	
Finance approved	
Notes	