

Resident and Service-Users Expenses Policy

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1.0. Aims

- 1.1. This policy outlines the approach to be applied by the Partnership when paying expenses to residents or service-users attending MHP meetings and events. The policy covers the payment of travel expenses and subsistence payments for meals.
- 1.2. This policy also covers allowances paid to residents and service-users who have been sponsored by MHP to attend a conference lasting two or more days with an overnight stay.
- 1.3. This policy does not include child care or carer costs which are covered in an alternative policy.

2.0. Scope

- 2.1. This policy applies to all parts of Metropolitan Housing Partnership.

3.0. Valuing diversity

- 3.1. In the implementation of this policy, MHP will adhere to its Equality and Diversity Policy, and as such will not discriminate against any resident/service-user on the grounds of their race, ethnic origin, gender, sexuality, marital status, disability, age, religion or class. (Please refer to the MHP's Equality and Diversity Strategy for further information).

4.0. Confidentiality

- 4.1. MHP has a confidentiality policy that sets out how we deal with confidential information about residents/service-users. MHP will treat as confidential all information on the personal circumstances of a resident/service-user claiming expenses or conference allowance. An individual's personal circumstances will not be made known or inferred to any other person unless we are authorised by the person concerned, or if it is required as part of legal proceedings. (Please refer to MHP's confidentiality policy for more information on this).

5.0. Appeals and Complaints

- 5.1. If a resident/service-user believes that their experience of claiming expenses or conference allowance does not reflect what has been stated in the policy, or they are unhappy about anything related to the policy, they may raise their concerns with the Metropolitan Housing Trust Resident Involvement Manager.
- 5.2. Should the issue then remain unresolved, they may raise their concerns through the relevant business unit's Complaints procedure.

6.0. General Statement

Our vision is:

'Working with residents for better homes and stronger communities'. To support this, Metropolitan Housing Partnership actively promotes, encourages and supports residents and service-users to get involved in working with us to improve services. The Partnership encourages all sections of the community to become involved and will actively support residents and service-users to have equal access to involvement opportunities without incurring any out of pocket expenses as a result of their voluntary activity.

Our corporate values are:

- We value people
- We put our customers first
- We celebrate diversity
- We have ambition and drive
- We strive for excellence

- 6.1. For the purpose of this policy, MHP defines expenses as travel costs that a resident/service-user must pay in order to travel to and from a meeting or event, to which they have been invited by MHP or a MHP business unit.
- 6.2. For the purpose of this policy, MHP defines subsistence as the cost of a meal, for a resident or service user who is attending a meeting or event with an early start (7.00am) or a late finish (22.00pm). The individual must be attending a meeting or event to which they have been invited by MHP or a MHP Business Unit, or have been sponsored to attend by the above, where meals are not being provided.
- 6.2. For the purpose of this policy, MHP defines conference allowance as a one-off payment made to a resident or service-user to cover out of pocket expenses, such as telephone calls home, whilst at a conference. The policy only applies to conferences lasting two or more days with an overnight stay, to which they have been sponsored to attend by MHP or a MHP Business Unit.

7.0. The Policy

7.1 Metropolitan Housing Partnership will pay travel and subsistence costs to enable a resident/service-user to attend a meeting or event hosted by Metropolitan Housing Partnership using the following guidelines:

Use of public transport	General principles Use of public transport by residents and service-users attending MHP meetings and events should be actively encouraged by MHP staff in line with the MHP Sustainability Strategy. Public transport costs will be paid by MHP on production of receipts, although it is accepted that with Oyster Cards for example, a receipt may not be obtained by the passenger. Residents/service-users should be encouraged to use the most economical form of transport available subject to any special needs	Procedure for claiming expenses - All expense claims should be made on the claim form in appendix 1 - Full details of costs incurred must be included on the form with receipts (where possible) attached - Claims should be made no later than one calendar month following the meeting or event	Officer responsible for administering claims Claims should be administered by the officer responsible for organising the meeting or event and this person should be clearly identified on all paperwork relating to the meeting or event
Car Mileage	<ul style="list-style-type: none"> - Car Mileage will be paid at a rate of <i>as per MHP corporate rate</i> per mile, regardless of the journey or type or engine size of the vehicle - If an individual decides to offer a lift to another resident or service-user attending the same MHP meeting or event, an enhanced mileage rate of an additional <i>as per MHP corporate rate</i> will be paid per passenger, in line with MHP's Sustainability Strategy - any additional passengers travel with the driver at their own risk 	As above	As above

<p>Subsistence</p>	<p>General principles Residents attending a MHP sponsored meeting or event are entitled to claim subsistence allowances for having to take a meal or meals away from their normal place of work or home. This policy only applies when meals are not provided at a meeting or event with an early start (7.00am) or a late finish (22.00pm).</p> <p>Breakfast allowance can be claimed if an event has an early start (7am) or if there is an overnight stay involved where no breakfast is provided.</p> <p>If lunch is not being provided at the meeting or event it may be taken between 9.15 a.m. and 5.15 p.m & a lunch allowance claimed. After 6.30 p.m. a dinner allowance can be claimed if the meeting or event has a late finish and a meal is not being provided (10pm)</p> <p>There is an overall principle that claims for expenses will only be considered on the basis of actual cost incurred up to the maximum of allowance and that original receipts for expenditure must be submitted with the original claim.</p> <p>Breakfast <i>as per MHP corporate rate</i> Lunch <i>as per MHP corporate rate</i> Evening Meal with no overnight stay away from home <i>as per MHP corporate rate</i> Evening Meal with an overnight stay</p>	<p>Procedure for claiming expenses</p> <ul style="list-style-type: none"> - All expense claims should be made on the claim form in appendix 1 - Full details of costs incurred must be included on the form with receipts attached - Claims should be made no later than one calendar month following the meeting or event <p>Please remember that receipts must be submitted with all claims for subsistence</p>	<p>Officer responsible for administering claims</p> <p>Claims should be administered by the officer responsible for organising the meeting or event and this person should be clearly identified on all paperwork relating to the meeting or event</p>
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	<p>away from home <i>as per MHP corporate rate</i></p>		
<p>Conference Allowances</p>	<p>MHP will provide residents and service-users with a conference allowance of £10 per day to enable residents to meet miscellaneous expenses when attending a conference, which lasts 2 or more days with an overnight stay</p> <p>This conference expenses allowance is paid to cover items such as:</p> <ul style="list-style-type: none"> • Drinks and snacks over and above those supplied as part of the delegate package • Networking costs • Telephone calls home <p>This list is not exclusive</p>	<p>Procedure for claiming Conference Allowance:</p> <p>- All expense claims should be made on the claim form in appendix 2</p> <p>-Residents and service-users are not required to provide receipts for this expenditure and it is up to the delegate to use it as they wish. This allowance is paid in recognition of the fact that MHP residents and service-users are giving up 2 or more days of their time to support landlord activities and may have to meet small additional costs at an event.</p> <p>The conference allowance is only payable to the delegate sponsored by MHP and does not cover carers or children who may accompany the sponsored delegate.</p>	<p>Officer responsible for administering claims</p> <p>Claims should be administered by the officer responsible for organising the meeting or event where possible and this person should be clearly identified on all paperwork relating to the meeting or event</p>

8. Promoting the Policy

8.1 We will help our residents and service-users understand this policy by providing them with the following:

- a copy of the written policy on request. This can also be made available in translation and other formats.
- a verbal explanation of the policy. A verbal summary of the policy should be given at relevant meetings and events and to individuals as necessary, particularly newly involved residents or service users.

The policy will also be actively promoted in all relevant publicity and notices of meetings and events.

9. Making payments

9.1 When administering payments for resident expenses MHP will ensure that receipts are obtained where possible before any payments are made to a resident or service-user. Any additional information required will also be obtained and verified before payments are made under the terms of this policy.

9.2 MHP will pay expenses and conference allowances under the terms of this policy without undue delay.

9.3 MHP reserve the right to suspend or withdraw expenses or the conference allowance if abuse of the policy is suspected or proven.