



**Western Health
and Social Care Trust**

**INTERIM SERVICE USER, CARER AND
STAKEHOLDER REIMBURSEMENT
GUIDELINES & PROCEDURES**

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1.0 INTRODUCTION

- 1.1 There is increasing recognition of the need and right of service users, carers and stakeholders to be effectively and meaningfully engaged in all aspects of Health and Social Care service commissioning, development and delivery. Government policy has actively encouraged, and now in fact requires the involvement of service users in the commissioning, planning and evaluation of local services. The purpose of this involvement is to improve service user and carer experience of services and to make services more responsive to local need. Involvement of service users, carers and stakeholders is a central element of Health and Social Care activity. For effective involvement people need to feel supported and that their contribution valued by both the organisation and its staff.

- 1.2 In January 2009, The Department of Health, Social Services and Public Safety (DHSSPS), as part of its strategic intent to increase the opportunities for Personal and Public Involvement (PPI) within the Health and Social Care system, advised of its intention to harmonise current policies and procedures across the region for the reimbursement of expenses for PPI.

- 1.3 The Western Health and Social Care Trust (herein referred to as “the Trust”) identified the need for guidelines and procedures to be developed that would provide clarity and guidance on this issue. In line with this position the Trust has produced this Interim Service User, Carer and Stakeholder Reimbursement Guidelines and Procedures until regional guidance has been developed and agreed by the DHSSPS. This guidance has also been approved by the Public Health Agency’s Department of Finance and Her Majesty’s Revenue and Customs (HMRC), adopted by the Regional Health and Social Care Personal and Public Involvement Forum and has been recommended for adoption to other Health and Social Care Organisations

2.0 PURPOSE AND AIMS

- 2.1 The purpose of this document is to provide interim guidance on the reimbursement of out of pocket expenses for service users, carers and stakeholders involved in service improvement until regional guidance has been developed and agreed by the DHSSPS.
- 2.2 The aims of the reimbursement guidance are to:
 - 2.2.1 provide clarification on the role and responsibility of the Trust in respect of reimbursement guidelines until definitive guidance is forthcoming from the DHSSPS;
 - 2.2.2 provide clarification on the role and responsibility of service users, carers and stakeholders (Appendix 1);
 - 2.2.3 provide guidance on eligibility, exclusions and payment issues (Appendices 2 and 3);
 - 2.2.4 ensure that the Trust meets its statutory obligations in relation to the equality legislation.

3.0 GUIDANCE STATEMENT

- 3.1 The Trust recognises the need and right of service users, carers and stakeholders to be effectively and meaningfully engaged in health and social care service commissioning, development, delivery and evaluation.
- 3.2 The Trust supports the view that the appropriate and meaningful involvement of service users, carers and stakeholders is a central element within the on-going development and provision of Health and Social Care services.
- 3.3 The Trust believes that where service users, carers and stakeholders are involved in supporting the on-going development of services they should not be left “out of pocket” or financially worse off as a result.

- 3.4 The Trust will provide an efficient mechanism to reimburse service users, carers and stakeholders involved in service development activity for “out of pocket” expenses in keeping with the Department of Finance’s Guidelines and Procedures

4.0 SCOPE OF THE GUIDANCE

- 4.1 The guidelines apply to all service users, carers and stakeholders involved in supporting the service development and improvement work of the Trust. Essentially, out of pocket expenses incurred by service users, carers and stakeholders who are involved and participate in service commissioning, development, delivery and evaluation will be reimbursed and the type of expenses covered are detailed in Appendices 2 and 3 of this document.

5.0 RESPONSIBILITIES

5.1 Responsibility of the Chief Executive

The Trust’s Chief Executive as Accountable Officer has overall responsibility for ensuring that the purpose and aims of this guidance are met.

5.2 Responsibility of Lead Director

The Director of Performance and Service Improvement, as Lead Director for PPI, is responsible for the effective implementation of these guidelines and to ensure resources are used appropriately for the reimbursement of expenses incurred by service users, carers and stakeholders involved in supporting the service commissioning, development, delivery and evaluation of the work of the Trust.

5.3 Responsibility of Directors, Heads of Service and Senior Managers

All Trust Directors, Assistant Directors, Heads of Services and Senior Managers have responsibility for the effective implementation of these guidelines and to ensure that appropriate arrangements are in place within their Directorate/area of responsibility to support the involvement and reimbursement of service users, carers and stakeholders in relation to their support to the work of the Directorate.

Any agreed costs associated with service user involvement should be reimbursed through individual Directorate budgets.

5.4 Role of Service Managers and Staff

It is the responsibility of all Service Managers and staff to implement the guidelines and associated procedures as described within this document in a timely and appropriate manner.

6.0 LEGISLATIVE FRAMEWORK

6.1 The legislative framework that governs the service user reimbursement policy includes:

- Section 11 of the Health and Social Care Act 2001;
- Section 75 of the Northern Ireland Act 1998;
- Health and Social Care (Reform) Act (Northern Ireland) 2009.

7.0 EQUALITY AND HUMAN RIGHTS CONSIDERATIONS

7.1 This guidance has been screened for equality implications as required by Section 75 and Schedule 9 of the Northern Ireland Act 1998. Equality Commission guidance states that the purpose of screening is to identify those policies, guidelines, procedures and so on, which are likely to have significant impact on equality of opportunity so that greatest resources can be devoted to these.

7.2 Using the Equality Commission's screening criteria no significant equality implications have been identified. The guidance will therefore not be subject to an equality impact assessment.

7.3 Similarly, this guidance has been considered under the terms of Human Rights Act 1998, and was deemed compatible with the European Convention Rights contained in the Act.

8.0 ALTERNATIVE FORMATS

8.1 This document can be made available on request in alternative formats, e.g. Plain English, Braille, disc, audiocassette, and in other languages to meet the needs of those who are not fluent in English

9.0 DATA PROTECTION

9.1 Any information supplied when making an expenses reimbursement claim, or filling out the associated monitoring form will be subject to appropriate data protection legislation.

10.0 SOURCES OF ADVICE AND FURTHER INFORMATION

10.1 Further advice and information regarding this guidance document and its associated procedures can be obtained from the Trust's Equality & Involvement Team, contact: Equality & Involvement Office, Tyrone & Fermanagh Hospital, Omagh, BT79 0NS.

Telephone: 028 8283 5278

Email: equality.admin@westerntrust.hscni.net

Or go to the 'Involving You' section of the Trust's website:
www.westerntrust.hscni.net

Appendix 1

Roles and Responsibilities

Role and Responsibility of Western Health and Social Care Trust

- The Western Health and Social Care Trust has a duty of care towards service users, carers and stakeholders who become involved in service commissioning, development and improvement.
- The Western Health and Social Care Trust has a responsibility to provide adequate expertise, information, time, administrative and financial resources to support effective Personal and Public Involvement.
- The Western Health and Social Care Trust will agree, review and monitor reimbursement guidance.
- The Western Health and Social Care Trust will ensure that its reimbursement guidelines and procedures are written in Plain English and made available in different languages and formats on request to ensure that they are fully accessible.
- A copy of this guidance will be given to all those considering involvement with the Trust in relation to service development and improvement **prior to their commitment** to become involved. A summary version of the document containing the claim form, equality monitoring form and monitoring information leaflet is also attached at Appendix 4
- Support to complete any forms will be made available.
- Staff training will be provided to ensure all relevant staff are aware of the reimbursement guidelines and procedures.

Role and Responsibility of Service User/Carer

- Service users, carers and stakeholders need to understand and agree to the terms and conditions upon which they get involved.
- With regard to expenses as outlined in Appendix 3 service users, carers and stakeholders are required to choose the most cost-effective means available to them while still meeting their needs.
- Service users, carers and stakeholders are responsible for declaring any earnings to the tax and benefits offices as appropriate.
- Service users, carers and stakeholders in receipt of benefits should also:

- be aware that they are ultimately responsible for ensuring that they keep within benefit conditions;
- ensure that the sum amount of their involvement, if engaged in service involvement across more than one project or organisation, and any related payments or reimbursements do not breach their benefit conditions;
- keep to the benefit conditions that are required i.e. declaring voluntary work and expenses reimbursed.

Appendix 2

Who is reimbursed?

- The Western Health and Social Care Trust will pay out of pocket expenses to service users, carers and stakeholders who have agreed to become involved and participate in service development and improvement activity such as regular meetings, discussion fora, focus groups, training events, interview panels or a defined task or programme.
- Expenses **will not** be routinely reimbursed where a service user, carer or stakeholder chooses to attend an open meeting, where they are there as an individual in their own right, wanting to express their views of their own experiences, not as a user representative of the Trust.
- Expenses **will not** be routinely reimbursed where a service user, carer or stakeholder takes part in a large research survey or consultation. This also applies to people who are employed elsewhere and whose costs will be met by their employing organisation.

Appendix 3

Type of Expenses

The costs that a service user, carer or stakeholder is likely to incur in the course of the involvement should be discussed and agreed with the appropriate Trust Manager before the commencement of their involvement. The following out-of-pocket expenses will be reimbursed:

- **Travel**
 - Reimbursement for travel is offered in full at public transport rate of 28p per mile or on production of a valid bus or community transport receipt. Reimbursement for taxi fares will only be paid in exceptional circumstances at the discretion of and with prior approval from the Trust.
 - Service users and carers can be reimbursed actual travel expenses from home to venue.

- **Subsistence**

Service users and carers can be provided with tea, coffee, meals and other refreshments, if this is during the course of involvement. Service users and carers can be reimbursed the cost of their meals or refreshments that are incurred during the course of their involvement should it be over a lunch or evening period where these have not been provided, however this must be agreed in advance. Subsistence allowances will be reimbursed on the production of receipts but in any case will be capped in line with those payable under Agenda for Change detailed in Annex N of the Agenda for Change Handbook attached at Appendix 5.

- **Administration**

If a service user or carer has specific tasks to undertake that require administration, the Trust by prior agreement, on a case by case basis will provide the necessary resources. In exceptional circumstances, receipted costs for stationery, postage, photocopying and telephone

calls may be met provided this has been agreed in advance. These will not affect benefits.

- **Costs incurred for replacement care and individual support needs**
 - To ensure that involvement is accessible to all service users, the Trust will undertake to provide these support services. This may include interpreters, signers for those with hearing impairment; personal care assistants i.e. the cost of a personal assistant or support person who is needed to enable someone to participate, or consider the reimbursement of these costs. The exact arrangements should be discussed and agreed in advance. Where the Trust agrees to reimburse these costs, the claimant has a responsibility to ensure that these costs can be ignored for benefits purposes. Reimbursement will be made and capped at the standard rates the Trust would pay for similar services e.g. regional interpreting, direct payments etc.
 - Childcare costs will only be reimbursed when a Registered Childminder provides the care or where the person minding the child/ren is not required to register e.g. grandparent, brother, sister, uncle, aunt of the child/ren, or a person employed by the parents to look after the child in the child's own home. These costs need to be "wholly, exclusively and necessarily incurred" in the course of involvement. Evidence of the actual costs incurred will be required, including the production of invoices or receipts. The exact arrangements should be discussed and agreed in advance. Where the Trust agrees to reimburse these costs, the claimant remains responsible for ensuring that these reimbursed expenses are disregarded for benefits purposes. Reimbursement will be made and capped at the standard rates the Trust would pay for similar services e.g. Northern Ireland Child Minding Association (NICMA) child-minding rates attached at Appendix 6.
 - In relation to care costs, the exact arrangements should be discussed and agreed in advance. Reimbursed expenses for care costs will be ignored by the benefits system if these are agreed to be

expenses that are “wholly, exclusively and necessarily incurred” in the course of involvement. The interpretation of this rule can vary. The claimant is responsible for ensuring that these reimbursed expenses are disregarded for benefits purposes should the Trust agree to reimburse these costs. Within the Western Trust there are three possible methods by which respite can be provided to enable carers to participate in service development and improvement activity with the Trust:

- Direct care provision (arranged by the Trust);
- Direct payment (to enable the Carer to purchase their own care provision);
- Care purchased from the independent sector (arranged by the Trust).

All of these options can be arranged in advance with either the Social Worker or the Key Worker provided the carer knows the dates and times that care will be required.

Please note that the Trust will not be liable for the reimbursement of expenses that have not been agreed in advance as outlined above.

**INTERIM SERVICE USER,
CARER AND STAKEHOLDER
REIMBURSEMENT GUIDELINES
& PROCEDURES**

Summary Document

May 2015

Procedure for Reimbursement of Expenses Incurred by Service Users and Carers

Who can be reimbursed?

In accordance with the 'Interim Service User, Carer and Stakeholder Reimbursement Guidelines and Procedures', May 2015, the Western Health and Social Care Trust will pay expenses to service users, carers and stakeholders who have agreed to become involved and participate in service development and improvement activities such as meetings, discussion fora, focus groups, training events, interview panels or a defined task or work programme.

What expenses can be claimed?

The costs to you as a service user or carer that you are likely to incur in the course of your involvement will be discussed and agreed in advance. This will normally be with the person who is inviting you to become involved.

The following out of pocket expenses will normally be reimbursed.

Travel

- Service users and carers can be reimbursed travel expenses from home to place of meeting and the benefit system does not treat these expenses as income provided they are actual and not rounded up amounts.
- Reimbursement for travel is offered in full at public transport rate of 28p per mile or on production of a valid bus or Rural Transport receipt.
- Reimbursement for taxi fares will only be paid in exceptional circumstances at the discretion/prior approval from the Trust.

Subsistence

- Service users and carers can be provided with tea, coffee, meals and other refreshments, if this is during the course of involvement.
- Service users and carers can be reimbursed the cost of their meals or refreshments should the meeting/event occur over a lunch or an evening period where these have not been provided, however this must be agreed in advance. This will not affect benefits.
- Reimbursement of subsistence is offered on production of a valid receipt.
 - Tea/Coffee Allowance (up to 5 hours away from home)
Up to a maximum of £2.50

- Lunch Allowance (more than 5 hours away from home)
Up to a maximum of £5.00
- Evening Meal Allowance (more than 10 hours away from home and return after 7.00 pm)
Up to a maximum of £15.00

Costs incurred for Replacement Care and Individual Support Needs

Your exact replacement care costs and individual support needs should be discussed and agreed in advance with the person who has invited you to attend. Reimbursement of these costs will be in accordance with the 'Interim Service User, Carer and Stakeholder Reimbursement Guidelines and Procedures', May 2015.

How to Make Your Claim

1. Complete and sign the Claim Form, 'Service User/Carer Claim Form' which is attached at Appendix i, or which may be downloaded from the 'Involving You' section of the Trust website www.westerntrust.hscni.net Alternatively, you should ask the person who invited you to become involved.
2. Please make sure that you sign the form and that all relevant details are completed.
3. If you wish payment to be made directly to your bank account you must provide your account details on the form.
4. Return this claim form along with any receipts, e.g., to the **Chair** of the meeting that you are attending.

Equality Monitoring

If this is the first time you are claiming for out of pocket expenses we would ask that you also complete and return the Equality Monitoring Form at Appendix ii, or which may be downloaded from the 'Involving You' section Trust website www.westerntrust.hscni.net Alternatively, you should ask the person who invited you to become involved.

The Equality Monitoring Form should also be returned, e.g., to the Chair of the meeting. If your involvement is on-going, you only have to complete this with your first claim.

Further details

A full copy of the 'Interim Service User, Carer and Stakeholder Reimbursement Guidelines and Procedures', WHSCT, May 2015, can be found on the '**Involving You**' section of the Trust's website - www.westerntrust.hscni.net

SERVICE USER/CARER CLAIM FORM *(Please ensure information is included and correct otherwise this may delay payment)*

<p>Meeting/activity held at: _____</p> <p>Date: _____ Time: _____</p> <p>Purpose: _____</p> <p>Chairperson/Organiser: _____</p>	<p>Name of Payee _____</p> <p>Address: _____</p> <p>_____</p> <p>_____</p>	<p><u>For BACS Payment*</u></p> <p>Account Number: _____</p> <p>Sort Code: ___ / ___ / ___</p> <p>Name of Bank: _____</p>
<p>Mileage claimed _____ Or Fare claimed * _____</p> <p>Name of Transport Provider _____</p> <p>Other Expenses £ _____ * PLEASE ATTACH RECEIPTS</p> <p>Please specify: _____</p> <p>Signature: _____ Date: _____</p> <p>Chairperson/Organiser Signature: _____</p> <p>Date: _____</p>	<p><u>For Office Use Only:</u></p> <p>Total miles payable (Paid at 28p per mile) _____ Account code: 490B4290</p> <p>Bus Fare £ _____ (attach ticket) Account code: 650B4620</p> <p>Taxi Fare £ _____ (attach ticket) Account code: 650B4620</p> <p>Other Expenses £ _____ (attach receipts) Account code: 650B4620</p> <p>Total £ _____</p> <p><u>Payment method:</u></p> <p>Cash <input type="checkbox"/> Cheque <input type="checkbox"/> BACS <input type="checkbox"/> (Bank details required*)</p>	
<p><i>AUTHORISATION (Please print details clearly)</i></p> <p>Authorised by: _____</p> <p>Designation: _____</p> <p>Contact Email Address: _____</p> <p>Cost Centre: E0 _____</p> <p>Signature: _____ Date: _____</p>		

Monitoring Information Leaflet **Personal and Public Involvement (PPI)**

Why we need to ask you this information

PPI

There is increasing recognition of the need for, and right of service users, carers and stakeholders to be effectively and meaningfully engaged in all aspects of health and social care service development and delivery. Government policy actively encourages the involvement of service users in the development, delivery and evaluation of local services. The purpose of this involvement is to improve service user and carer experience of services and to make services more responsive to local need. Involvement of service users, carers and stakeholders is a central element of health and social care activity. For effective involvement people need to feel supported and that their contribution valued by both the organisation and its staff. The Trust is committed to ensuring that everyone who needs to and wishes to be involved is facilitated to do so irrespective of culture, language, skills, knowledge and experience. As part of its commitment to PPI the Trust has developed guidelines and procedures for the Reimbursement of Service Users, Carers and Stakeholders.

Why should I give this Monitoring Information?

The Trust will use the information collected on the monitoring form to demonstrate how reflective its public participation arrangements are of the community it serves. Monitoring will help to identify any barriers preventing the public from participating effectively and meaningfully in all aspects of health and social care service development and delivery. It will enable the Trust to target specific individuals or groups where there appears to be a lack of participation e.g. men and/or women, persons with a disability, racial groups, Lesbian, Gay and Bisexual community etc. Further, monitoring will enable the Trust to evidence the numbers of people it is supporting in terms of providing out-of-pocket expenses which in itself can act as a barrier to public participation.

Whilst the completion of this monitoring form is optional the Trust would appreciate your co-operation.

What benefit do I get from providing this information?

You will help the Trust to support effective personal and public involvement. This will improve service user and carer experience of services and help to make services more responsive to local need.

What happens to the information?

The information will be used for monitoring purposes and managed in accordance with the Data Protection Act (1998).

Will individual information be published?

No. Any published information will not identify individuals.

ACCESS TO ANY INFORMATION SUPPLIED WILL BE STRICTLY CONTROLLED
BY THE TRUST

THANK YOU FOR YOUR CO-OPERATION

EQUALITY MONITORING FORM

STRICTLY PRIVATE AND CONFIDENTIAL

Explanatory Note:

The Western Health and Social Care Trust wishes to ensure its services are accessible to everyone regardless of their age, gender, marital status, sexual orientation, transsexuality, religion, political opinion, race, nationality and whether or not they have a disability or dependents.

Whilst the completion of this monitoring form is optional, the Trust would appreciate your co-operation in order that it may monitor and evaluate that involvement in decision-making processes is accessible to all service users, carers and stakeholders.

ACCESS TO ANY INFORMATION SUPPLIED WILL BE STRICTLY CONTROLLED BY THE TRUST

1. COMMUNITY BACKGROUND

- I am a member of the Protestant Community
- I am a member of the Roman Catholic Community
- I am a member of neither the Protestant nor Roman Catholic Community

2. RELIGIOUS BELIEF

There may be occasions where religious belief differs from perceived community background. Would you please indicate below your religious belief (e.g. Muslim, Hindu, Sikh, Jewish, Buddhist, Christian, None, etc.)

Please specify: _____

3. GENDER

- Male
- Female

4. MARITAL STATUS

- Single
- Married/Civil Partnership
- Other

5. DISABILITY

Disability is defined as a physical or mental impairment which has a substantial and long-term adverse effect on the individual's ability to carry out normal day-to-day activities. *NB: When responding to this question, please **do not** take into consideration any medication, treatment or prostheses that help you manage your condition (with the exception of glasses or contact lenses).*

Do you consider yourself to have a disability? Yes No

If "Yes", please indicate the nature of your disability:

Physical Impairment, such as difficulty using arms or mobility requiring a wheelchair or crutches

Sensory Impairment, such as blind/visual impairment or deaf/hearing impairment

Mental Health Condition, such as depression or schizophrenia

Learning Disability, such as Down's Syndrome, Dyslexia or Cognitive Impairment such as Autism

Long standing illness, such as cancer, HIV, diabetes, chronic heart disease or epilepsy

Other _____

6. RACE/ETHNIC ORIGIN

White Black African

Bangladeshi Pakistani

Black Caribbean Irish Traveller

Chinese Indian

Filipino Mixed Ethnic Group

Black Other

Any other Ethnic Group (please specify) _____

7. NATIONALITY

(e.g. Latvian, Lithuanian, British, Portuguese, Irish, Polish, etc.)

Please specify: _____

8. POLITICAL OPINION

Broadly Unionist

Broadly Nationalist

Other

I do not wish to answer

9. CARING RESPONSIBILITIES

Do you have any dependants? Yes No

If "Yes", are you responsible for the:

- Care of a child/children
- Care of a dependent older person
- Care of a person(s) with a disability

10. DATE OF BIRTH

____ / ____ / ____

Please tick the age category to which you belong:

- 16 – 29
- 30 – 44
- 45 – 59
- Over 60

11. SEXUAL ORIENTATION

My sexual orientation is towards someone:

- Of the opposite sex
- Of the same sex
- Of the same sex and of the opposite sex
- I do not wish to answer

THANK YOU FOR YOUR CO-OPERATION

Appendix 5

Annex N - Subsistence Allowances

Schedule of recommended allowances

1. Night Allowances: first 30 nights
Actual receipted cost of bed and breakfast up to a maximum of £55
(subject to the provisions of paragraph 18.3 of Section 18 if this is exceeded for genuine business reasons)
2. Meals Allowance
Per 24 hour period: £20.00
3. Night allowances in non-commercial accommodation
Per 24 hour period: £25.00
4. Night Allowances: after first 30 nights
Married employees and employees with responsibilities equivalent to those married employees
Maximum amount payable: £35.00
5. Day Meals Subsistence Allowances
Lunch Allowance (more than five hours away from base, including the lunchtime period between 12.00 pm to 2.00 pm)
£5.00
Evening Meal Allowance (more than ten hours away from base and return after 7.00 pm)
£15.00
6. Incidental Expenses Allowance (this allowance is subject to a tax liability)
Per 24 hour period:
£4.20
7. Late Night Duties Allowance (this allowance is subject to a tax liability)
Per 24 hour period: £3.25

Appendix 6



NICMA - the Childminding Association

SHOULD YOU REQUIRE HELP WITH ANY OF THE ABOVE, NICMA PROVIDE AN INFORMATION / ADVICE SERVICE FOR MEMBERS & PARENTS

SUGGESTED CHILDMINDING CHARGES 2014 / 2015

These **guidelines** are reviewed annually and set by NICMA's Childminding Advisory Council.

DO YOU HAVE TO STICK TO THESE GUIDELINES?

Childminders are self-employed people running their own businesses. They are responsible for setting fees and charges to suit their own situation. Please note, everything in this document is negotiable. Of course childminding arrangements vary considerably. Some childminders may prefer to use their own discretion, charging more or less than the guidelines. It may be necessary to consider things such as local employment conditions and demand. (Refer to note 5 under Additional Advice).

MINIMUM CHARGES PER CHILD (CARE ONLY)

Minimum Hourly Rate	From:	£3.20 per hour
Part-time Rate	"	£3.50 per hour
Hours outside contracted hours	"	£4.00 per hour
Occasional unsocial hours (before 8.00 am and after 6.00 pm)		
Weekends and Bank Holidays	"	£4.00 per hour
School Age Children:		
Before and after School	"	£3.50 per hour
During School Holidays	"	£3.20 per hour
Minimum Session – i.e. 1 hour or less	"	£4.50 per hour
Sponsored Childminding/Respite Care	"	£4.80 per hour
Parents Maternity Leave Retainer		
More than 2 children from the same family		By Negotiation
Job share where hours are not standard over each week		By Negotiation
Meals; toiletries; etc.....		By Negotiation

SUGGESTED CHARGES FOR ABSENCE DUE TO:-

a. Parent or child/children's sickness	By Negotiation
b. Childminder's sickness	No Charge
c. Parents Occasional days off	By Negotiation

SUGGESTED HOLIDAY CHARGES (See note 15 Guidance Notes)

ADDITIONAL ADVICE

1. CHILDREN FROM THE SAME FAMILY: Some childminders may make a reduction for two or more children from the same family. One suggestion is to charge the full fee for the youngest child and a reduced fee for the older child. This should avoid confusion when the older child moves on to school.

2. PLAYGROUP AND NURSERY SCHOOL ATTENDANCE: During the time minded children are at a playgroup or any nursery provision where the childminder has responsibility, full payment is due. If the arrangement commences after playgroup/nursery/reception, the after school fee of £3.50 per hour, applies. Where there is a charge for any pre-school provision, this should be paid by the parent(s).

3. SPONSORED CHILDMINDING (Special Needs/Respite Care): NICMA strongly recommends that local Health Board rates for sponsored child minding should be at least equal to NICMA's suggested rates as detailed in this leaflet. (£4.80 per hour minimum).

4. ONE TO ONE CARE: In special circumstances where one to one care is required or specifically requested by the parent, the suggested rate is a minimum of £6.20 per hour.

5. CHILDMINDER'S EXPENSES: Childminders are self-employed and obviously incur a number of expenses when carrying out their work. Remember this when fixing your charges. Include such things as food, heating, lighting, wear and tear, toys and equipment, outings and petrol. Your expenses are tax deductible and should be recorded together with details of minded children's attendance and fees received. NICMA have a useful **Cash Book and Attendance Register** for this purpose. **It is now a legal requirement to keep records of your minded children.**

6. CHILDMINDER USING PRIVATE CAR FOR TRANSPORTATION OF CHILDREN IN THE COURSE OF THEIR WORK:

A childminder who uses a private car to transport children under their care can do so legally if

- the service is provided free of charge; or
- reward is collected in advance of the journey and does not exceed the running costs of the vehicle for the distance travelled. In other words, the childminder cannot receive payment for their time when driving the vehicle, but they can accept a contribution towards the actual running costs of the vehicle for the journey undertaken.

To keep things simple, NICMA therefore recommends that childminders do not charge separately for fuel costs but simply ensure that such costs are taken into account when calculating all relative childminding costs and thus setting their hourly rates.

Further information may be obtained from www.dvni.gov.uk

**SHOULD YOU REQUIRE HELP WITH ANY OF THE ABOVE,
NICMA PROVIDE AN INFORMATION / ADVICE SERVICE
FOR MEMBERS AND PARENTS.**

Appendix 7

How to make a claim

Service users/carers complete and sign the service user/carer claim form



Staff should have these forms available at the start of any involvement activity and if possible circulate them to participants in advance



In addition, claimants should also be asked to complete the Equality Monitoring Form (should be kept by Service)



If the involvement is on-going, participants should only be asked to complete the Equality Monitoring Form with their first claim



Service users/carers should be asked to return the claim form (and in the case of first time claims the Equality Monitoring Form) along with any receipts to the Chair



The Chair then needs to:

1. Countersign the Service User/Carer Claim Form
 2. Forward the Service User/Carer Claim Form along with any receipts to the Trust staff member who will authorise payment
- 

Once authorised, all documents need to be emailed from account of Trust staff member authorising payment to:

ManualPayments.WHSCT@hscni.net