

Council for Healthcare Regulatory Excellence
Staff Expenses Guide

Introduction

1. If you travel on official business, or live away from your main home for a period of detached duty, CHRE will pay the necessary, actual, extra costs of travel, accommodation, meals or other specified expenses up to certain limits set.
2. This guide sets out those procedures. It has three objectives:
 - **To provide appropriate arrangements for reimbursing you when you travel on business and incur costs from your own resources;**
 - **To make proper use of public funds, exercising due economy consistent with what is necessary to progress CHRE's business; and**
 - **To ensure consistency of treatment for all staff at CHRE.**

Responsibilities

3. You are responsible for ensuring that the expenses which you claim are repayable under CHRE's procedures.
4. Countersigning officers (usually your line manager) are responsible for confirming that expenses have been incurred on CHRE business, and that the expenses claimed are reasonable for that journey.
5. The Head of Governance and Operations and/or the contracted Accounting Manager will undertake checks on claims submitted and arrange payment to your bank account.
6. At all times you must do the following when making a claim:
 - **Ensure that receipts are provided for all expenditure;**
 - **Ensure that you only submit claims that are repayable under CHRE's procedures;**
 - **Check with the Head of Governance and Operations or the contracted Accounting Manager if you are uncertain about the policy.**

7. Claims for reimbursement should not normally be made for:
- **Rail or air tickets, which should be obtained from CHRE's authorised travel agent.**
 - **Stays in hotels, which should be booked through CHRE's hotel agent.**
 - **Some other travel (e.g. taxis) for which contracts may be available and should be used where possible.**

Claims procedure

8. The normal arrangement is for you to pay the necessary costs yourself and then claim reimbursement for the sum expended.

9. You should provide your receipts attached to a claim detailing the expenses incurred, and also a copy of your line manager's approval for the incurring of these expenses. This is particularly important in the case of any exceptional expenses or travel arrangements etc. Claim forms are processed on a weekly basis.

10. However for rail and air tickets, and hotel/guest house bookings, except in very exceptional circumstances, you must obtain tickets through CHRE's authorised travel and hotel agents.

11. Taxis must also be booked using CHRE's authorised providers and are therefore not normally reimbursed unless short notice of the need for travel makes it impossible to make a booking in time. Reimbursement of taxi fares will only be made on production of a valid receipt.

Liability to Tax/NI

12. None of these business expenses are considered as salaries for the purposes of calculating superannuation benefits. In some circumstances a liability to tax and/or National Insurance contributions arises on these expenses payments.

Payment of your expenses by an organisation other than CHRE.

13. If you are provided with accommodation or subsistence, or travel expenses, you are not entitled to claim the same from CHRE. However, you are entitled to claim for items that you could otherwise claim but which have not been provided. If CHRE has paid, or will pay, for expenses which are then reimbursed by another organisation you must ensure that the payment you receive is sent to the Head of Governance and Operations and/or the contracted Accounting Manager who will arrange for the appropriate cost centre to be credited.

SUMMARY OF CHRE RATES AND ALLOWANCES (all figures are inclusive of VAT)

14. Hotels – room plus breakfast

Hotels in the London postal area	up to £120 per night
Hotels elsewhere in the UK	up to £100 per night
Outside the UK	cost of a 'business standard' 4* hotel
Other overnight accommodation*	£20 (flat rate)

* *such as staying with friends or in a caravan*

15. Subsistence – actual expenses incurred, up to the maximum normally paid

Breakfast	£5
Lunch	£5
Dinner	£20

In addition to the above up to £5 per day can be claimed for incidental expenses (e.g. tea, coffee) where you have actually spent the money while on a business trip.

Cars etc

16. Staff who own their own vehicle for business use must have business use insurance cover on their personal insurance policy may be reimbursed at the rate of 40p per mile for the first 7,500 miles in any tax year (starting 6 April), and 25p per mile for subsequent miles.

17. For hire cars, actual petrol costs will be reimbursed.
Motorcycle travel: 20p per mile
Bicycle travel: 15p per mile

TRAVEL EXPENSES

18. This guide covers expenses normally incurred on business journeys, including related accommodation and subsistence. It does not cover other expenses, e.g. any non-business journeys or expenses, for example home-to-work travel, or any travel to or from a place visited for non-business purposes. It also does not cover overnight accommodation unless required as part of a business journey.

19. If you have business away from your permanent workplace for more than one day, you will need to agree with your line manager whether you should stay away or how often you should travel home. That agreement will need to take into account your own domestic circumstances and wishes, as well as the need to avoid unnecessary expenditure.

Class of travel

20. Staff may claim the actual cost of second class (or equivalent class) public transport fares, e.g. rail, coach, bus and air travel, provided that a receipt is obtained. All staff should, as a matter of course, travel in second class (or equivalent class).

21. In certain circumstances, such as the requirement to work en route, the actual cost of premium standard (where available) or first class rail fares, or business class air fares may instead be claimed.

22. Prior permission must be obtained from your line manager and will not be granted retrospectively. The employee must also be prepared to demonstrate what work was achieved during this time.

Travel by Air

23. CHRE's travel agents will normally reserve economy class tickets for air travel. Since meals and refreshments are normally provided by the carrier, subsistence is not usually payable during flights.

Travel by Train

24. CHRE's travel agents can provide rail tickets and reservations to all UK and foreign destinations. All staff should consider travelling standard (economy) class unless they have a special need related to their work such as the need for concentrated work prior to a meeting or privacy afforded by more spacious accommodation in first class. Very rarely should it be necessary to travel first class on short journeys where the journey time is 30 minutes or less.

25. On some services a 'standard plus' or similar arrangement is available which gives most the advantages of travelling first class at considerably less cost and should generally be used in preference to first class travel.

26. For all first class travel, prior permission must be obtained from your line manager and will not be granted retrospectively. The employee must also be prepared to demonstrate what work was achieved during this time (if asked).

Travel by public transport

27. Where travel costs are paid out directly (for bus/tube travel, or taxis) tickets for these services should be retained and presented with your claim. However, it is appreciated that this may not always be possible with, for example, London Underground tickets. Where it is not possible to retain the ticket you should make a note of the costs of such tickets for claim purposes.

Travel by private transport

28. Business journeys in your own car are reimbursed at the rate of 40p per mile for the first 4,000 miles in any tax year (i.e. 6th April to 5th April) and 25p per mile for subsequent miles in that year, except that staff are not to be reimbursed pursuant to this paragraph in respect of journeys for which the reimbursement of mileage costs would exceed the reasonable costs of hiring a car for the journey.

Travel by taxi

29. Taxis are an expensive form of transport and should only be used when cost effective and where no suitable public transport is available. In London taxis are only to be used in exceptional circumstances, e.g. where heavy documents need to be carried or meetings need to be held in private en route to your destination. Outside London taxi journeys may be used for short journeys as appropriate and where no suitable alternatives are available.

Additional motoring costs

30. Reasonable garage and parking expenses, and charges for tolls and ferries, may be reimbursed if a receipt is provided.

Road traffic offences and fines

31. CHRE will not pay any penalty imposed under the Road Traffic Acts or any associated expense arising from a traffic accident or offence. Parking fines will not be reimbursed.

STAYS WAY FROM HOME

32. If you have business away from your permanent workplace for more than one day, you will need to agree with your line manager whether you should stay away or how often you should travel home. That agreement will need to take into account your own domestic circumstances and wishes, as well as the need to avoid unnecessary expenditure.

33. If you have to stay away overnight you should normally book an hotel through CHRE's travel agents.

34. In addition, meals and incidental costs which you actually incur and are not covered by the hotel booking can be reimbursed.

35. If you stay away overnight other than in an hotel or guest house (e.g. staying with friends, or in a caravan) you may claim a flat rate of £20 to cover all expenses including dinner/breakfast.

36. If you book your own hotel/guest house, or ask CHRE providers to book accommodation above CHRE's cost guidelines, you will have to pay the hotel yourself and claim reimbursement. Actual costs incurred will be reimbursed, up to CHRE's cost guidelines. You will be expected to meet any additional cost yourself.

37. If a business case can be made that it is cheaper to stay at a club or association, the subscription may be paid in appropriate circumstances. Staff seeking reimbursement for club subscriptions should have this approved in advance by their line manager.

SUBSISTENCE

38. Subsistence payments cover meals and similar costs consequent on business journeys. Subsistence expenses are payable only if you need to take a meal away from your normal workplace because you have had to travel a significant distance away, e.g. in London, outside the central London area. You should claim only the **additional** expense of meals incurred where the cost necessarily costs more than at your normal place of work and a claim for lunch should be made only if the period of time away includes the lunch period.

OTHER BUSINESS EXPENSES

Tips and other gratuities

39. As a general rule CHRE does not reimburse gratuities.

Telephone expenses

40. If a home telephone is required for official use, you may apply for reimbursement of:

- Installation (including extensions and bells)
- Rental costs
- Business telephone calls

41. You should state on your claim form that the line is for business use only. Failure to make this clear may result in a taxable benefit being assumed.

42. If, however, you use your own line to make official calls and claim reimbursement of rental (in addition to call) costs, the cost of rental is considered to be a benefit in kind under Inland Revenue rules. Any such claims will be notified to Inland Revenue who will normally require you to pay tax on the sums involved.

43. If a business case is approved you may also apply for a mobile phone but you must agree and arrangement with your line manager to pay for personal calls from it.

PDA Expenses

44. PDAs are provided by CHRE to some staff for work purposes and their use is restricted to work related calls and emails. Staff are required to verify that all costs associated with use of the PDA are work related. Any expenditure related to personal use should be as the result of an urgent need unable to be met by use of their personal mobile or a work telephone and will need to be identified on the relevant invoice and, where appropriate, repaid to CHRE.

Broadband Connection

45. CHRE provides Broadband connections to some staff members so that they have the ability to work from home from time-to-time. Staff will not be reimbursed for use of existing internet connections for work purposes unless agreed in advance by their line manager. Staff must ensure that use of the internet connection provided by CHRE is governed by CHRE's IT Code of Conduct which is provided to all staff upon joining the organisation and readily available on the H Drive.

Entertaining and hospitality

46. Where meetings on business premises are hosted by CHRE, the actual costs of hospitality provided will be met by CHRE whether the food and drink is provided by CHRE's catering contractors, or where a member of staff meets the cost and claims reimbursement.

47. Hospitality provided at non-business locations (e.g. restaurants) is always a sensitive area. Full consideration should be given to avoiding any criticism of disproportionate expenditure, or any suggestion that staff are benefiting at the taxpayers' expense. The number of CHRE 'hosts' should be kept to a minimum and should never form a majority of the group. While the variety of circumstances means that no guideline limits on costs are sensible, a note of explanation should accompany any claim for reimbursement. As a guide staff should, where possible, aim to ensure that costs do not exceed £30 per head.

48. In either case, hospitality should be modest, and in keeping with the occasion, and justifiable as being necessary for the effective conduct of CHRE business (wholly, exclusively and necessarily in the performance of your work). There should be no presumption that the provision of hospitality is the norm or is justified solely to reciprocate. Hospitality should not be provided to non-business contacts (e.g. spouses, partners). Payment for alcoholic drink should be in exceptional circumstances only.

49. CHRE will not pay for the cost of non-business meetings or events (e.g. retirement or Christmas parties or events), whether held on or off CHRE premises.

Late night journeys home

50. Staff who are required to work late and cannot therefore use their normal transport home (because public transport is unavailable or unsafe, or a car-share arrangement is not available) can, with the agreement of their line managers claim reimbursement for the cost of alternative travel or overnight stay is necessary. Agreement from your line manager must be sought in advance of working late and will not be provided retrospectively.

Conferences and training courses

51. When all meals and accommodation are provided, for example at training and conference venues, reimbursement of extra incidental expenses up to £5 per day is payable both in the UK and overseas.

INSURANCE

Travel insurance

52. CHRE cannot reimburse the cost of individual travel insurance. There is no provision for medical or accident costs to be met within the UK. CHRE does not normally compensate for loss of personal possessions while travelling on official business within the UK.

53. When undertaking travel to destinations outside the UK, CHRE will arrange suitable travel insurance to cover possessions carried by staff and to provide emergency assistance.

Motor insurance

54. All drivers of motor vehicles and motor cycles must ensure they have at least the minimum legal insurance before they drive their own car on business. The insurance must permit the use of the vehicle by the staff member on the business of CHRE. Comprehensive insurance is not required but CHRE will not reimburse staff for losses (e.g. thefts) not covered by the member of staff's own insurance. Nor will CHRE meet any amount that a member of staff is required to pay as the result of the operation of any excess clause.

Schedule of allowances

55. Where applicable, amounts are inclusive of VAT.

1	Night allowance in commercial accommodation (hotel or guest house) including breakfast.	Up to £120 for the cost of bed and breakfast in London. Up to £100 for the cost of bed and breakfast outside London. In circumstances where breakfast is unable to be taken due to operational reasons, a breakfast allowance of up to £10 is payable.
2	Night allowance in non-commercial accommodation (i.e. friends, relatives, caravan or other non-commercial accommodation).	£20 This includes an allowance for meals and therefore the £30 evening meal allowance is not payable.

3	Meal allowance (per 24 hour period)	<p>Breakfast £5 per day Lunch £5 per day Dinner £20 per day</p> <p>Only if breakfast and/or dinner is not provided free of charge in (1) above or the employee is unable to take these meals due to operational reasons.</p> <p>The lunch allowance will be payable where the following conditions are met:</p> <ul style="list-style-type: none"> • the employee is away from base for more than 5 hours including the lunchtime period of 12noon to 2pm • the employee will be more than 5 miles from base • the employee necessarily spends more than usual at their usual place of work and therefore claims for the additional costs only. <p>The evening allowance will be payable where the following conditions will be met:</p> <ul style="list-style-type: none"> • The employee will be away from base for more than 10 hours • The employee will return after 7pm <p>In addition up to £5 may be claimed per day for incidental expenses (e.g. tea, coffee etc).</p> <p>Payment for alcoholic drink should be in exceptional circumstances only.</p>
4	Private transport	<p>Car 40p per mile for the first 7,500 miles in any tax year, 25p per mile thereafter. For hire cars - actual petrol costs.</p> <p>Motorcycle - 20p per mile Bicycle – 15p per mile</p>

OVERSEAS SUBSISTENCE

56. All foreign travel must be approved in advance and in writing by the Director. The list below gives rates for 31 cities world wide. Unless you are travelling to a city on this list claims will be reimbursed on the basis of actual receipted expenses for hotels and meals. You may add £4 a day to cover personal incidental expenses.

57. Europe-Euro area

City	Level	24 hour rate	5 hours	10 hours	12+hours
		€	€	€	€
Amsterdam	Above pay bands 1-5	221.00	23.00	55.00	78.00
Amsterdam	Pay bands 1-5	172.00	18.00	49.00	55.00
Athens	All	170.00	24.00	60.00	65.00
Barcelona	Above pay bands 1-5	247.00	24.00	63.00	86.00
Barcelona	Pay bands 1-5	211.00	18.00	45.00	70.00
Berlin	All	192.00	13.00	44.00	67.00
Brussels	Above pay bands 1-5	212.00	33.00	76.00	82.00
Brussels	Pay bands 1-5	177.00	24.00	56.00	62.00
Dublin	Above pay bands 1-5	174.00	18.00	41.00	62.00
Dublin	Pay bands 1-5	147.00	15.00	47.00	60.00
Frankfurt	All	257.00	21.00	49.00	70.00
Helsinki	Above pay bands 1-5	212.00	24.00	63.00	69.00
Helsinki	Pay bands 1-5	178.00	24.00	63.00	69.00
Lisbon	All	135.00	21.00	53.00	60.00
Luxembourg	All	268.00	26.00	71.00	96.00
Madrid	All	252.00	28.00	63.00	86.00
Milan	Above pay bands 1-5	222.00	28.00	63.00	74.00
Milan	Pay bands 1-5	185.00	28.00	63.00	74.00
Munich	Above pay bands 1-5	216.00	17.00	47.00	53.00
Munich	Pay bands 1-5	150.00	17.00	47.00	53.00
Paris	Above pay bands 1-5	228.00	26.00	67.00	87.00
Paris	Pay bands 1-5	163.00	26.00	67.00	78.00
Rome	Above pay bands 1-5	215.00	19.00	59.00	65.00
Rome	Pay bands 1-5	145.00	19.00	59.00	65.00
Strasbourg	Above pay bands 1-5	259.00	30.00	71.00	93.00
Strasbourg	Pay bands 1-5	173.00	28.00	65.00	86.00
Vienna	All	174.00	30.00	66.00	72.00

58. Europe – non euro (currency in bracket next to city)

City	Level	24 hour rate	5 hours	10 hours	12+hours
Copenhagen (DKK)	All	1,407.00	200.00	519.00	662.00
Geneva (CHF)	Above pay bands 1-5	340.00	54.00	123.00	132.00
Geneva (CHF)	Pay bands 1-5	305.00	54.00	123.00	132.00
Oslo (NKK) weekday	Above pay bands 1-5	2,176.00	374.00	853.00	906.00
Oslo (NKK) Fri-Sat-Sun	Above pay bands 1-5	1,776.00	374.00	853.00	906.00
Oslo (NKK) weekday	Pay bands 1-5	1,584.00	213.00	701.00	754.00
Oslo (NKK) Fri-Sat-Sun	Pay bands 1-5	1,354.00	213.00	701.00	754.00
Stockholm (SEK)	All	2,423.00	200.00	599.00	798.00

59. USA

City	Level	24 hour rate	5 hours	10 hours	12+hours
		US \$	US \$	US \$	US \$
Chicago	All	280.00	31.00	71.00	97.00
Los Angeles	All	254.00	25.00	66.00	87.00
Miami	All	264.00	34.00	84.00	108.00
New York	All	334.00	32.00	71.00	92.00
San Francisco	All	312.00	30.00	77.00	100.00
Washington	All	268.00	37.00	100.00	119.00

60. CANADA

City	Level	24 hour rate	5 hours	10 hours	12+hours
		Canadian \$	Canadian \$	Canadian \$	Canadian \$
Montreal (Jan-Apr)	All	253.00	38.00	89.00	116.00
Montreal (May-Dec)	All	299.00	38.00	89.00	116.00
Quebec City (Jan-May, Nov-Dec)	All	304.00	34.00	83.00	109.00
Quebec City (Jun-Oct)	All	453.00	34.00	83.00	109.00
Toronto (Dec-Apr)	All	343.00	43.00	105.00	135.00
Toronto (May-Dec)	All	354.00	43.00	105.00	135.00
Vancouver (Feb-Apr)	All	288.00	35.00	82.00	112.00
Vancouver (May-Oct)	All	404.00	35.00	82.00	112.00
Vancouver (Nov-Apr)	All	288.00	35.00	82.00	112.00

61. ASIA (currency in bracket next to city)

City	Level	24 hour rate	5 hours	10 hours	12+hours
Bangkok (BAHT)	All	5,769.00	824.00	1,989.00	2,238.00
Singapore (Singapore \$)	All	390.00	58.00	145.00	155.00
Tokyo (Yen)	All	29,074.00	4,562.00	10,396.00	11,074.00

62. AUSTRALIA

City	Level	24 hour rate	5 hours	10 hours	12+hours
		Australian \$	Australian \$	Australian \$	Australian \$
Canberra	All	282.00	38.00	96.00	124.00
Melbourne	Above pay bands 1-5	289.00	41.00	92.00	126.00
Melbourne	Pay bands 1-5	242.00	33.00	80.00	110.00
Perth	Above pay bands 1-5	295.00	42.00	103.00	143.00
Perth	Pay bands 1-5	192.00	35.00	79.00	107.00
Sydney	Above pay bands 1-5	349.00	52.00	122.00	164.00
Sydney	Pay bands 1-5	244.00	35.00	86.00	117.00

Please ensure you retain all receipts. Reimbursement of expenses may be refused if you fail to produce receipts and appropriate justification for incurring of costs.

Any misuse of this policy may result in disciplinary action.

Date of Issue: October 2005

Rates verified: October 2006 / October 2007