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Frequently Asked Questions

When will I get paid?

Unless otherwise specified to you in your job offer letter your salary will be paid to you monthly, on the 15th of each month, except when the 15th is a Saturday or a Sunday, when payment will be made on the 13th or 14th respectively.

When will I receive my increment?

Currently increments are paid on the 1st April each year until the maximum of the scale is reached, subject to 6 months service in the grade and subject to satisfactory performance. However from April 2013 increments will only be awarded for 'exceptional' performance based on set performance criteria. This criteria will be launched shortly.

When do we receive cost of living payments?

Subject to affordability, if any cost of living award is agreed this will be paid from the 1st July and be included in your July pay. If agreed after this date it will be backdated.

What's my probation period and how do I know I have passed?

The appointment of any new member of staff shall be subject to a 6 month probation period.

If you are an existing employee who is promoted to a higher graded post, or appointed to alternative employment in a different area of work at an equivalent grade, including being re-deployed, you will be subject to a probationary period of 3 months.

How do I give notice that I wish to resign my post?

Notice to terminate your employment must be given in writing to your Line Manager.

How long is my notice period and how much notice must I give Impact?

The minimum periods of notice to be **given by Impact** to you are currently as follows:

Continuous Employment	Period of Notice
Less than 6 months service	1 week
Between 6 and 4 years	1 calendar month
Between 5 and 11 years	1 calendar month plus 1 additional week for each completed years' service over 4 years
12 years or more	12 weeks

The minimum periods of notice to be **given by staff** to Impact :

Role	Period of Notice
Chief Executive and Directors	3 calendar months
Senior Managers e.g. Asset Manager, Capital Projects Manager etc	2 calendar months
All other staff	1 calendar month (New staff within their initial probationary period may give 1 week's notice.)

What mileage payments am I entitled to receive?

The current mileage rates are:

No of Miles	**451-999 cc**	**Rates**
Up to 8500	Essential	36.9p
Up to 8500	Casual	46.9p
No of Miles	**1000-1199 cc**	**Rates**
Up to 8500	Essential	40.9p
Up to 8500	Casual	52.2p
No of Miles	**1200-1450 cc**	**Rates**
Up to 8500	Essential	50.5p
Up to 8500	Casual	65.0p
Over 8500	Casual	16.4p
Company Car User		16.0p

From the 1st April 2012 these will follow the HMRC approved rates for essential, casual and contract hire cars subject to a cap on the highest emissions band. Your status i.e. whether you are an essential car user will be detailed in your offer letter.

What is the minimum mileage I need to carry out to become an Essential Car User?

From the 1st April 2012 this will be 3,000 business miles per annum.

What is the minimum mileage I need to carry out to be eligible for a Contract Hire Car?

From the 1st April 2012 this will be 6,000 business miles per annum.

As a current Contract Hire Car User what compensation will I be awarded if I no longer meet the minimum mileage criteria?

Compensation to be offered to those losing a contract hire car is £7,500 for a contract that ends by the 31st March 2012 reducing to £5,000 for a contract that ends 31st March 2014 (based on a reduction of 1/24 for each month expired between these two dates).

Am I eligible for an interest free car loan?

Car loans are available only to members of staff who are designated essential car users.

How do I claim my travel expenses?

For day to day travel expenses an expenses claim form must be filled out and approved by your Line Manager and sent to the Finance Team by the date specified each month (normally around the 3rd) with all relevant receipts attached. The form requires details such as the date of the journey, the reason for the journey and the amount of miles to claim etc. This should be filled out monthly and in arrears.

How much is reasonable to spend on an overnight hotel stay?

The Association expects you to book accommodation that provides value for money whilst being at a reasonable distance from the event you are attending and being a safe environment for you to stay. To aid this we recommend you book your hotel as soon as is practical to assure a choice of accommodation and a good room rate. We would normally expect you to spend no more than £60- £90 (less where possible!) but we understand that they are exceptions to this.

What subsistence expenses am I allowed to claim?

Subsistence allowances are payable to members of staff who are prevented by their official duties from taking a meal at home, administrative centre or establishment where they normally take their meals, and thereby incur additional expenditure. The current allowances are:

- Dinner - £13.00* (if not included in the accommodation)
- Breakfast - £5.00* (if not included in the accommodation)
- Lunch - £5.00 (if not included as part of the course)
- Tea - £4.00 on the outward and return journeys
- Out of Pocket Allowance - £3.63 per night

*If you decide to eat in the accommodation restaurant you will be eligible to claim the cost of the breakfast/dinner there, i.e. their evening meal menu (not a la carte), plus one drink, and their usual breakfast menu, either continental

or cooked. We would expect the cost of dinner in the hotel to be no more than £20.00/£25.00, and breakfast to be between £5.00 & £12.00.

Terms and Conditions

During your employment with Impact your terms and conditions will be governed by reference to the staff handbook, the relevant job description, the individual contract and offer or confirmation of employment letter. Impact aims to be a reasonable employer that recognises the principle of fairly rewarding employees for their efforts. It is a principle that any concerns regarding employment conditions should be openly discussed with individual staff and representatives, both on an individual basis and through the Joint Consultative Negotiating Committee (JCNG).

If you are a member of staff who has transferred into the organisation via TUPE your terms and conditions will be governed by your previous employer. However Impact's other employment conditions such as absence reporting, disciplinary and grievance procedures etc will apply. If you are unsure of any of these please contact a member of the HR Team.

Salary and Progression

Salary Grades

The following salary scales apply to employees of Impact:

Grade	From Spinal Column Point	To Spinal Column Point
WAREHOUSE ASSISTANT	6	9
DRIVER	11	14
DRIVER / PROJECT CO-ORDINATOR	14	17
IFS MANAGER	27	30
ASSISTANT 1	14	17
ASSISTANT 2	18	21
CONCIERGE/ NIGHT SUPPORT WORKER	11	14
SUPPORT ASSISTANT	14	17
SUPPORT WORKER	17	20
SUPPORT TEAM LEADER	23	27
DOMESTIC VIOLENCE FLOATING SUPPORT	18	20
INDEPENDENT DOMESTIC VIOLENCE ADVISOR	20	22
INDEPENDENT DOMESTIC VIOLENCE ADVISOR TEAM LEADER	23	25

SENIOR ASSISTANT 1	23	26
SENIOR ASSISTANT 2	27	30
SENIOR ASSISTANT 3	29	32
NEIGHBOURHOOD CO-ORDINATOR	32	35
OFFICER 1	32	35
OFFICER 2	34	37
ASSET MANANGEMENT TEAM LEADER	34	37
HOUSING MANAGEMENT TEAM LEADER	34	37
CARE AND SUPPORT MANAGER	35	38
SENIOR OFFICER 1	35	38
SENIOR OFFICER 2	38	41
MANAGER 1	41	44
MANAGER 2	45	48
MANAGER 3	47	50

Directors: Locally agreed spot points (Board have determined that because these salaries are not on scales and would require replacement following national recruitment, these salaries are subject to external market re-evaluation every 3 years)

Separate salary point apply to cleaners, domestic assistants and bank staff.

NB These are the new scales as of the 1st April 2012. Due to some staff having the potential to progress either by one or several points up the incremental scale if they were moved straight to their new scale (whilst other areas of the organisation are undergoing pay cuts), we have put a restriction in place until the 1st April 2013 to limit progression up the incremental salary scale this year to one increment. This may mean some members of staff are between scales from the 1st April 2012 to the 1st April 2013. However from April 2013 increments will only be awarded for ‘exceptional’ performance based on set performance criteria. This criteria will be launched shortly.

Payment of Salary

Unless otherwise specified to you in your job offer letter your salary will be paid to you monthly, two weeks in advance and two weeks in arrears, on the 15th of each month, except when the 15th is a Saturday or a Sunday, when payment will be made on the 13th or 14th respectively.

Payment will be made by BACS direct to your bank account. You will receive your payslip by email prior to payday.

Any queries regarding your pay should be directed to Payroll Team within the Finance, Audit and Business Systems Team or the Human Resource Team.

Cost of Living

Subject to affordability any cost of living award is agreed and payable from the 1st July and will be paid to you in your July pay or backdated if agreed in arrears.

Increments

Increments are paid on the 1st April each year until the maximum of the scale is reached, subject to 6 months service in the grade (whether that grade has been attained by appointment, promotion or re-grading. Any employee who is promoted will receive a minimum of one increment at the point of promotion.

There is no automatic right to an increment; this is subject to performance against agreed targets and objectives (normally agreed through the appraisal process). Full guidance on this process will be available in Spring 2012 to help managers monitor performance and decide whether staff performance merits the award of an increment from April 2013 onwards.

An employee will have the right of internal appeal against a decision to withhold an annual increment, to the HR Director.

In exceptional circumstances, consideration can be given by the HR Director to the award of additional increments. This facility will only be exercised when it can clearly be demonstrated, that this is in relation to performance over and above the norm, and is likely in most occasions to reflect an employee undertaking "substantial" additional duties and responsibilities, over and above the requirements of the post, and probably at a higher level. Where these additional duties and responsibilities are not of a permanent nature, then rather than additional increments, an honorarium payment may be proposed.

Bonus Fund

Effective from the 1st April 2013 a bonus fund will be available to reward staff for 'going the extra mile'. The criteria for how the scheme will be administered and further details will be available from HR.

Deductions from Salary

The Association reserves the right to deduct from your salary any sums which you may owe to the Association. Including but not limited to:

- When there has been for any reason an overpayment of remuneration, or;
- In the case of expenses/ allowance, the amount of any advance or overpayment paid to you or;
- In the case of annual leave and bank holidays, the amount which has been overtaken by you.

Salary Grading Review Procedure

All members of staff work to a job description, which outlines the main duties and areas of work and also specifies the grade of salary attached to their post. The particular duties and responsibilities of many jobs are of necessity somewhat difficult to define, and may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations will not in themselves justify re-consideration of job grading.

However, where a member of staff believes that there have been substantial changes in the duties and responsibilities of their job, since taking up their appointment or since their job was last graded, whichever was the later, which go beyond variations of the kind referred to above, and which may be perceived as equivalent to doing work at a higher level, they may make an application to have the grade of their job reviewed.

Any member of staff who considers they have a genuine case for seeking a regrading of their job may request a review of this salary grade at any time, but on not more than one occasion in any 12 month period.

Intention to apply for a regrading of salary should be made in writing to your Line Manager. Your Line Manager will put the request, to your Function Director who will make a recommendation to the Human Resources Director.

The written submission must state the reason for application and show how the duties and work actually undertaken differs in a substantial way from duties and work outlined in the applicant's job description. This should be representative of the actual situation and include details of areas of reduced duties and responsibilities, as well as any increases.

The Human Resources Director will consider the application and recommendation against the competency requirements of both this post and other posts at the same level, and higher graded posts and will reach a decision on the application. The Human Resources Director will communicate the decision to the employee within 4 working weeks from the date of receipt.

If the member of staff is not satisfied with the decision of the Human Resources Director they may submit an appeal, provided it is received in writing by the Human Resources Director within 14 calendar days of receipt of the decision. This appeal will be considered by the Chief Executive At this meeting the member of staff, who may be accompanied by their Trade Union Representative (if applicable) or another employee of Impact, will be entitled to present submissions in support of the application.

The Chief Executive, who may confirm or vary the Human Resources Director’s decision, will communicate their decision in writing to the applicant within 7 calendar days of the appeal hearing.

The decision of the Chief Executive will be final and no further right of appeal will exist beyond this point.

Probationary Period

The appointment of any new member of staff shall be subject to a 6 month probationary period.

At the end of this period you will normally receive a letter confirming the satisfactory completion of the probationary period.

If there are any issues in this time Impact may decide to extend the probationary period for up to 3 months, during which time your performance shall be monitored on at least a monthly basis. Clear guidance will be provided to you to highlight deficiencies and expected areas of improvement and support given as far as reasonably practicable e.g. work shadowing, mentoring etc. Probationary employees will be required to demonstrate during this extended period, evidence of sustainable improvement to the required standards in the deficient areas. This evidence will determine your ability to sustain the performance required. Employees who cannot demonstrate these improvements during any extended probationary period will have their employment summarily terminated at the end of the 3 months.

All new staff within their initial probationary period will only be entitled to one week's notice of dismissal. This will revert to the standard Impact terms and conditions at the satisfactory completion of the probationary period.

If you are an existing employee who is promoted to a higher graded post, or appointed to alternative employment in a different area of work at an equivalent grade, including being re-deployed, you will be subject to a probationary period of 3 months.

In the event that a new appointment is not confirmed you will be returned to your old position, or to the nearest equivalent position that is available at the time. Payment of any new rate of salary will continue for 3 calendar months after the return to the old position, and shall thereafter continue at the rate in force (subject to any pay awards since that date) immediately prior to the promotion or transfer of the employee.

Employees transferring to a post within a similar area of work activity, at the same salary level, (just at a different work location) will not be subject to a further probationary period.

Staff Temporarily Undertaking Additional Duties

A member of staff who, for any reason other than the annual leave of another member of staff, is called upon at the request of the Line Manager to undertake the full duties and responsibilities of a higher graded post for a continuous period of at least 4 weeks, is entitled to receive a salary in accordance with the grading of the post temporarily occupied. The salary to be paid in such circumstances is the salary that would apply were the member of staff promoted to the higher graded post. This will normally be at the minimum of the scale, but in the event that no increase would occur (due to

grade overlaps), then a minimum of one increment will be paid. Once the qualifying period of 4 weeks has been satisfied, the higher salary will be paid with effect from the first day on which the member of staff was required to undertake the duties and responsibilities of the higher post.

The provision above applies only where a member of staff is required to undertake the full duties and responsibilities of a higher graded post, and cannot therefore be applied in cases where the duties and responsibilities are shared between more than one member of staff. In these cases, each member of staff involved will be considered for an honorarium payment, using the criteria outlined below.

Where any changes to duties and responsibilities are as a result of assuming higher level responsibilities, rather than additional responsibilities, then such instances will be considered under the Grading Review Procedure. Except in cases where the additional, higher level duties and responsibilities are only to be assumed for a temporary period. Under these circumstances an honorarium payment may be more appropriate. The level of payment will be dependent upon the salary level of the higher graded post, the period over which the additional duties are to be undertaken, and the respective proportion of the additional work that each employee undertakes.

In any case where there is no entitlement to a higher salary the Association may consider granting additional increments, or honorarium payments, in accordance with the Grading Review Procedure, to staff who perform duties outside the scope of their post over an extended period, or where the additional duties and responsibilities involved are exceptionally onerous.

Notice to Terminate Employment

Notice to terminate your employment must be given in writing to your Line Manager.

The minimum periods of notice to be **given by Impact** to you are currently as follows:

Continuous Employment	Period of Notice
Less than 6 months service	1 week
Between 6 and 4 years	1 calendar month
Between 5 and 11 years	1 calendar month plus 1 additional week for each completed years' service over 4 years
12 years or more	12 weeks

The minimum periods of notice to be **given by staff** to Impact :

	Period of Notice
Chief Executive and Directors	3 calendar months
Senior Managers e.g. Asset Manager, Capital Projects Manager etc	2 calendar months

All other staff	1 calendar month (New staff within their initial probationary period may give 1 week's notice.)

Periods of notice shall be effective from the dates on which they have been served.

These arrangements shall not prevent Impact or a member of staff from giving or agreeing to give a longer period of notice than the minimum.

Pension Scheme

Impact is a member of the Social Housing Pension Scheme (SHPS). All members of staff, except bank staff, aged between 16 and 64 (inclusive) are eligible to join the scheme. There are two pension options available the Final Salary (1/60th) Scheme or the Defined Contribution Scheme which are detailed below.

Please note an existing member of staff is able to stay in the scheme beyond their 65th birthday if they so wish.

Final Salary Scheme

Members of staff's contributions vary between 8.05% - 10.05%% of salary (dependent upon age when joining the scheme - for the exact percentage at time of joining please contact the Human Resources Team) and Impact's contribution is a further 15.75% of salary, which includes all the administrative costs of the scheme.

The current contributions rates are as follows:

Age	Contribution %
Under 30	8.05
30-39	9.05
40 plus	10.05

Contributions will increase at the different age points illustrated above.

Withdrawal from the Scheme

If a member of staff leaves either the pension scheme or Impact with less than 2 years' service;

- Contributions will be refunded with interest*, less the amount to buy back State benefits and less tax providing the member of staff has not transferred a pension from a previous fund into the scheme;

- Or a deferred pension calculated in the same way as at retirement will remain in the scheme and become payable at Normal Pension Age (NPA**). You can apply for early payment of the deferred pension any time after age 55;

- Or a transfer payment to another pension scheme may be made.

* Note: if interest is paid in your refund then you will need to notify the tax office of the amount of interest received. This is because the law now requires that gross interest is paid. Your tax office will then notify you of any tax charge applicable to this sum.

** NPA (Normal Pension Age) under the scheme is 65.

If a member of staff leaves either the pension scheme or Impact with more than 2 years' service;

- A deferred pension calculated in the same way as at retirement will remain in the scheme and become payable at Normal Pension Age (NPA**). You can apply for early payment of the deferred pension any time after age 55;

- Or a transfer payment to another pension scheme may be made.

** NPA (Normal Pension Age) under the scheme is 65.

Death in Service

- A lump sum payment will be made of 3 x your pensionable earnings at the date of your death, plus a refund of your contributions with interest.

- Plus a *survivor's pension of 50% of the pension you would have received at normal retirement age assuming the same pensionable earnings for those members of staff who joined the scheme on or after the 1st October 1997. For those members of staff who joined the pension scheme prior to the 1st October 1997, and did not opt to pay the optional survivior's pension, there will be no survivor's pension payable. However, the regulations governing schemes which are contracted out of the additional State Pension require that the spouse's/civil partner's GMP, or Reference Scheme pension for service from 6th April 1997, must be paid to your legal spouse/civil partner at the date of your death.

  *If the survivor is more than 10 years younger than the member of staff, their pension will be reduced by 2.5% for each year younger in excess of 10 years.

- Plus dependent children, 12.5% of prospective pension for each child up to a maximum of 4 up to the age of 18, or in full-time education up

to the age of 22, or a dependent child may be any age if they have a disability and are unable to earn a living. Orphans receive 25% of prospective pensions up to a maximum of 4.

Children's benefits will cease when they no longer meet these conditions.

A survivor's pension may be paid to your spouse or civil partner; or a child who is disabled and is unable to earn a living (in this case the child would be paid the survivor's pension, but not the child's pension); or you may nominate a dependant child to receive the survivor's pension, but this would stop when they ceased to be treated as a child (i.e. age 18 or 22 if in full time education) and the child would receive the survivor's pension in place of the child's pension); or anyone who lives with you and shares living expenses; or anyone who is largely financially dependent on you.

Retiring Early

A member of staff can take early retirement from age 55 even if you choose to continue working. You may take your pension benefits between ages 50 and 55 if you have a Protected Pension Age (members who joined the scheme before 1st April 2006 have a PPA of 50 from the 6th April 2010; this allows those members to retire from age 50, but If they retire before age 55 they will be required to leave the employment to which the pension relates), or at any age if you are retiring on grounds of ill health (subject to approval, see below for further details). Your pension will usually be lower than that at NPA because it is reduced to allow for the potentially longer period of payment.

Continuing after Normal Pension Age

If you continue working after age 65, with Impact, you may continue as a member and contribute to the Scheme until your 75th birthday. You must take your pension by age 75, even if you continue to work.

Retiring Through Ill Health

Provided there is satisfactory medical evidence that you are and will continue to be unable to work again in any capacity, your pension can be paid immediately, regardless of your age. (Further guidance is available from the Social Housing Pension Scheme.)

A pension which reflects your accrued service in the pension scheme, plus half of prospective service to age 60 without actuarial reductions will be paid. The pension is calculated using your Final Pensionable Earnings at the actual date of retirement. (Final Pensionable Earnings is the yearly average of your pensionable earnings in the last 3 years of employment increased in line with the rise in the Retail Price Index in the year ending 6 months before the date of retirement.)

Cash Option upon Retirement

Upon retirement, a member of staff has the option to convert part of their pension to a cash sum, which under present law, is tax free. Further details of how much cash you would receive and how much your annual pension would be reduced as a result can be given by the Pension Trust at any time.

Additional Voluntary Contributions

Additional Voluntary Contributions may be paid into the Scheme. Please contact the Human Resources Team for a leaflet and an application form or the Pensions Trust for further information.

Pensions and Maternity

As with the current procedure, on commencement of maternity leave all contributions cease for both the member and the employer. The member's pension benefits then accrue for up to 26 weeks as if they had continued paying into the scheme as normal.

For further details on what happens beyond 26 weeks, please refer to the Maternity Leave

Family Leave

In the SHPS rules, family leave means leave that men or women are entitled to take by law – either paternity leave, adoption leave or parental leave to care for a child. If such leave is paid (which parental leave is not), the rules apply as for maternity leave. If unpaid, the rules apply as for any other temporary absence, see Temporary Absence section.

Temporary Absence

If your absence is due to illness or injury, or you are on family leave as allowed by law, and your pay ceases, contributions will stop. When you return to work, you will have the option to pay the contributions missed. If you opt to do so, Impact, may at its discretion, also choose to pay the employer contributions missed.

If both you and Impact pay full contributions, you will have full benefits for the period of absence. Please note, should Impact decline to pay arrears, you may, if you wish, pay the employer's share to provide full service.

If anything less than the full amount is paid, your benefits will be adjusted to reflect the proportion of the full contributions that has been paid.

Should you choose not to pay the contributions missed, you will not accrue any pension benefits for that period.

Part-Time Staff

If you work part-time your contributions will be based on your actual part-time pay. When your benefits are calculated, the service and pensionable earnings will be converted to full-time equivalent amounts. Whilst you work part-time any death benefits will be based on your actual part-time pay and any prospective service will be included assuming no change to the hours you worked at the date of death.

For more in depth details on the Final Salary Pension Scheme please contact the Human Resources Team or the Pensions Trust direct.

Defined Contribution

As an alternative from 1st October 2010, staff may join a Defined Contribution Scheme instead. The contribution rates for this scheme are 3% for staff and 3% for Impact.

Withdrawal from the Scheme

If you leave Impact you cannot continue as a member of the Scheme. The options you would have are the same that apply if you want to stop saving for your retirement but are remaining with Impact. The options are:

- Leave your savings invested (become a deferred member) - this means holding your savings in the same place until you retire - you can only do this if you have more than two years' service in the Scheme.

- Transfer your savings - you can move your savings to another pension arrangement so you have everything in one place - this option is only available if you have more than three months service in the Scheme.

- Take a refund of your savings - you can only do this if you have been a member for less than two years and it is only the value of the contributions you have paid that is refunded. Your employer's contributions would be forfeited if you select this option.

Retiring through Ill Health

If you are unable to continue working due to ill-health your personal fund can be used to buy an annuity before Normal Pension Age. Some medical conditions or lifestyle choices qualify for an 'impaired life annuity' which is likely to provide a higher pension than a standard product. No credit is given for prospective service in the Defined Contribution benefit structure.

Death in Service

If you were to die while still working and saving for your pension your dependants would receive a lump sum death benefit of three times your pensionable earnings at the date of your death and the value of your fund.

If you were to die after you have stopped contributing the value of your fund would be returned to your dependants.

Cash Option upon Retirement

Upon retirement, a member of staff has the option to convert part of their pension to a cash sum, which under present law, is tax free. A maximum of 25% can be converted. Further details of how much cash you would receive and how much their annual pension would be reduced as a result can be given by the Pension Trust at any time.

For further details please contact the HR Team or visit www.shpsdc.org.uk

Other Benefits

Simplyhealth

All staff are automatically enrolled in the Simplyhealth Scheme from the date they commence employment. Impact puts in £1.00 per week to pay for this and you will receive an Information Pack directly from Simplyhealth outlining the benefits. You are taxed on this benefit, so if you wish to be withdrawn from this scheme, please contact a member of the HR Team as soon as possible.

Cycle to Work Scheme

A Cycle to Work scheme is available for staff to subscribe to; please note that this scheme is subject to status and eligibility criteria. For further details please contact HR.

Child Care Vouchers

A Child Care Voucher scheme is available to staff to subscribe to. For further details please contact HR.

Confidential Staff Counselling Scheme

A confidential staff counselling scheme is available to all staff. The service is provided by trained and experienced counsellors whose names, addresses and phone numbers are listed in the folder (follow the hyperlink above).

If you feel you need someone to talk through a problem then you may call a counsellor directly. The scheme is completely confidential and there is no reporting back (unless a life threatening emergency demands a legitimate break in confidentiality).

If you are doubtful you can discuss your uncertainty with one of the counsellors. You may also, if you wish, discuss the counselling service with the Senior Human Resources Officer.

Eye Tests

In accordance with our health and safety procedures, Impact expects all staff who work on a VDU for more than 2 hours per day to have a regular eyesight test – this is normally every 2 years. Impact covers this cost.

The list of opticians we use is:

Braniff & Davidson, 1-2 New Oxford Street, Workington. Tel: 01900 606111

Stephen Rowe's, Steelmen's Walk, Workington. Tel: 01900 62508

Stephen Rowe's, St Cuthberts Lane, Carlisle. Tel: 01228 536050

Stephen Rowe's, 26 Cornmarket, Penrith Tel: 01768 862440

Stephen Rowe's, 229 Dalton Road, Barrow Tel: 01229 837277

Specsavers, 37 Stricklandgate, Kendal Tel: 01539 734 777

We have vouchers to be used at Specsavers so if you wish to use this option in Kendal please contact either of the Admin Assistants in the HR Team, so that we can arrange payment of your eyesight test.

Staff need to make their own appointments and should have regard to the needs of the service if making these in work time, and approve the time to attend with their line manager (it can often be tied in to the beginning/end of the day or at lunchtime). Please inform the optician that you work at Impact Housing Association and that the eyesight report (including VDU use) and invoice should be sent to the Nook Street Office.

The optician sends a report in to Impact and this advises whether or not you require corrective lenses solely for use with VDUs. If it does, then Impact will pay £80 to cover the cost of lenses and a basic frame – receipts need to be provided or Impact will pay the invoice directly. If you wanted something more fancy/specific, then you would need to cover any additional costs yourself (you may be able to use the Simplyhealth scheme to help cover any additional cost). Please note that Impact does not pay for lenses/frames required due to normal wear and tear of/general deterioration in your eyesight.

Travel Allowances and Payments

Car Allowances General Conditions

Staff requiring the use of motor vehicles for the efficient performance of their duties will be eligible to receive allowances for the use of their cars on business only after being so authorised by Impact. This authorisation will be based on the duties and responsibilities of the post and the requirements of the service.

Impact shall have the right to require a member of staff authorised to receive car allowances, to carry official passengers without any additional payment.

Public conveyance (e.g. train) must be used on all appropriate occasions. Journeys should be authorised by the Line Manager concerned and claims for travelling allowance must be submitted and approved by them. Staff must maintain an official record of their journeys, giving full particulars of and reasons for each, including names of official passengers carried. Staff shall not use their own cars on journeys when there is room in the car of another member of staff making the same journey on the same business, and as far as is possible journeys over the same route by members of a team should be arranged so as to synchronise.

Where privately owned vehicles, as well as Contract Hire Cars, are used on official business they should be insured to include business usage to indemnify Impact against any liability for claims incurred whilst using the vehicle for business purposes. Impact will require staff to undergo an annual driving licence check, and provide copies of their vehicle registration document, insurance policy, which confirms that business use is covered and MOT certificate, if the car has one. The mileage rates are based on the costs of running a vehicle including car insurance. Impact will not accept responsibility for any damage however caused, to a member of staff's vehicle or to its occupants or contents whilst it is being used on official business. However, if there is a clear link that damage has occurred because of a person's employment with Impact, then the organisation will consider applications for compensation, where this damage leads to an employee been out of pocket

Casual User Allowance

Casual users are deemed to be those members of staff who require a car for their role, whether only occasionally or very regularly but who will not carry out the level of mileage required to qualify as an Essential user.

Current mileage rates are available from the Human Resources Team and the Finance Team. With effect from the 1st April 2012 these will be based on the HMRC approved rate.

Essential User Allowance

Essential users are deemed to be staff whose duties mean it is essential for them to have a car at their disposal whenever required and who satisfy the minimum mileage requirements annually. The criteria for determining the appropriate car user status for your role is outlined in "criteria for determining car status" below. Such members of staff shall be entitled to receive the appropriate lump sum and mileage rates. The current rates are available from the Human Resources Team and Finance Team. With effect from the 1st April 2012 these will be based on the HMRC approved rate.

As noted above, in addition to the mileage rate an essential user allowance i.e. 'lump sum' will be payable. With effect from the 1st April 2012 this will be a maximum of £1,000 per annum (linked to CO_2 emissions). The lump sum allowance will be divided into 12 monthly instalments and should be claimed with mileage expenses at the end of every calendar month. The period over which car allowances are paid extends from 1st April to the succeeding 31st March. NB the current procedure for payment is to pay the monthly lump sum in the month in which it is due e.g. you are paid your monthly lump sum for December in your December salary but you will claim your December mileage at that end of December to be paid in your January salary.

In the case of a member of staff who takes up employment with Impact or is designated an Essential car user after 1st April in any year, the lump sum payment should be so calculated that the amount payable bears the same proportion in the year during which the member of staff uses their car bears to 12.

Where a car is not in use as a result of either a mechanical defect or the absence of the member of staff through illness:

- The lump sum payment should be paid for the remainder of the month in which the car first became out of use, and for a further 3 months thereafter. For the following 3 months, payment should be made at the rate of 50% of the lump sum payment.

- During the period when a car is "off the road" for repairs, out-of-pocket expenses in respect of travel by other forms of transport will be borne by Impact, i.e. reimbursement of bus & train fares for actual business journeys undertaken.

Note: This does not extend to the payment of hire car costs, which must be borne by the individual staff member, if the individual wishes to enter into such an arrangement.

Contract Car Hire Scheme

For staff who regularly undertake business miles a contract hire car scheme is available. The criteria for determining the appropriate car user status for your role is outlined in "criteria for determining car status" below.

With effect from the 1st April 2012 staff have the ability to choose a car up to a maximum monthly rental benchmark value of £250.00 (including finance and service) plus VAT. Any excess of this amount will be paid by the member of staff.

The car chosen, in all cases, must have CO_2 emissions of 150 or below, have a driver seat air bag and be capable of carrying 4 adults. The Chief Executive/Human Resources Director has the ultimate veto over something wildly outrageous!

Contract Hire Car users are able to set themselves the total number of "contract miles", over the 3 year contract period, ensuring they consider an estimated total number of business miles, and a total number of home to work and personal miles, which they are liable for. Anybody who exceeds their total contract mileage over the period of the contract will be liable to pay the excess vehicle mileage costs, which is a set amount per mile, plus VAT, as stipulated in the contract. The Human Resources Director has to sign all contract hire car orders, and has the right to question the contract mileage if it is felt that this could be under-estimated. If the job role/base of work of a contract hire car user changes during the period of a contract and their business mileage may increase/decrease, then it is the responsibility of the member of staff to highlight this to the Human Resources Team and request a contract re-adjustment. In the case of the contract mileage exceeding the original mileage set, a contract re-adjustment may be cheaper than a total excess mileage payment at the end of the contract. If any increase in mileage is due to "business use" an assessment of total miles to date will be made by the Human Resources Director to analyse the total business miles, total home to work miles and total personal miles. The results of this assessment will then inform who is liable, i.e. Impact or the contract hire car holder, for any additional charges, be they part or in full.

When a contract hire car holder has decided on the cars they are interested in, please contact the Senior Human Resources Assistant who will obtain quotes from the different contract car hire suppliers, for the appropriate models. Quotes will be based on a 3-year lease, and will include road tax and full service.

As part of the authorisation process, these quotes will be shown to the Human Resources Director (or Chief Executive), for endorsement of the vehicle proposed. Under normal circumstances no reasonable option will be refused subject to it meeting the criteria set out above. The Human Resources Director will place the official order for the vehicle and will retain details of the selected vehicle together with the employee details within the Human Resources Office. All written quotes, together with a copy of the official order, will be retained within the Human Resources Office.

If there are any additional Contract Hire costs, then the Human Resources Team will need a signed copy of the member of staff's Agreement of Deduction form which will be provided to the Finance Team for the necessary payroll deductions to be made. The additional contract hire costs will be

deducted from salary each month. This information must be given before an official order will be placed with the leasing company.

The HR Director (or in his absence either the Chief Executive or Finance Director), must sign the Contract Hire Agreement with the supplier for each Contract Hire Car user.

Each Contract Hire Car user must also sign a Statement of Agreement with Impact at the same time as the Contract Hire Agreement with the supplier is signed. There will be 2 copies, one copy will be retained by the member of staff and the other will be retained on their Personnel file. This Statement confirms that they accept the contract hire car under the terms of the contract, including service and maintenance as required and that if they exceed the contract mileage then, they will be liable for any excess mileage payments, as stipulated in the contract (unless this is proved to be due to change to base or of work/job role, see above).

Contract Hire Car users must take out a fully comprehensive insurance policy in their own name, to cover at least themselves and business use. The Contract Hire Car user must ensure that they declare to the insurance company that it is a Contract Hire Car and that the suppliers are the owners of the vehicle. A copy of each Contract Hire Car user's insurance policy must be forwarded to the Human Resources Team.

If a contract hire car user’s spouse, partner or other person will also be using the car, then they will also be required to undertake an annual driving licence check. To arrange this, the member of staff should contact the Senior Human Resources Assistant.

Impact will pay a contribution currently of £420 per annum towards the insurance costs of contract car users, which will be paid in 12ths (£35 per month), each month with salary. This figure will be reviewed annually on the 1st April on the basis of any changes in average prices. If a member of staff's insurance costs are less than £420 p.a. then they are liable for tax on the difference.

Staff are responsible for the payment of any excess if and when they make any insurance claims.

Contract Hire Car users are expected to use the provided car every day for work and the car should normally be available at their place of work all day. Exceptions to this requirement may be where a contract hire car user knows that they are not going to require the use of their car on a particular day, and they choose to either travel to work by bicycle or on foot. In moving towards more environmentally practices, in these circumstances, alternative, environmentally friendly ways of travelling will be encouraged.

Contract Hire Car users must comply with all the Supplier Terms and Conditions and other details of the Contract Hire Agreement.

Contract Hire Car users must make their own arrangements for servicing of the vehicle etc within the terms of the Supplier Agreement.

Contract Hire Car users are responsible for providing all fuel for the car and the current fuel allowance will be paid monthly in respect of business mileage. With effect from 1st April 2012, the mileage rates applicable to contract hire cars will be directly linked to the HMRC approved mileage rates for company cars. (Subject to a cap by Impact of the highest band).

If a Contract Hire Car user voluntarily leaves the Association, or wishes to "hand-back" the vehicle before the 3-year Contract Hire Agreement expires then they may be liable to meet some of the costs that will fall on the Association due to the early termination. Prior to these being determined, Impact will explore both the reasons for resignation or "handing-back" as well as alternative options for the use of the vehicle during the remaining contract term. However, in the event that no alternative uses can be found, the Contract Hire Car user will be expected to meet any extra costs that will fall back on the Association, beyond the benchmark vehicle costs (to clarify, you will have to pay the surplus charges above the benchmark price to the expiry date of the contract before you leave/hand the car back). The costs of a contract hire agreement are substantial, and any employee who does not believe that they will remain with Impact for the 3 year contract term should consider seriously whether a contract hire vehicle is the right option. If a Contract Hire Car user leaves and wishes to purchase their car they would have to negotiate individually with the supplier over costs, terms and conditions, etc.

Contract Hire Car users will have to pay tax on their Contract Hire Car and declare this benefit to the Inland Revenue. The tax liability is currently based on the value of the car and the level of CO_2 emissions. Up to date information on current tax liability is available on the Customs & Excise website, hmrc.gov.uk.

When Contract Hire Agreements are renewed the same procedures as above should be followed with the note that this is a Renewal.

Bicycle Allowance

As an alternative to using a car, train or bus for business mileage, where appropriate, staff may use a bicycle to carry out their duties. Staff wishing to travel in this way may claim an allowance per mile. For details of the up to date allowance per mile please contact the Human Resources Team or Finance Team. With effect from the 1st April 2012 these will be based on the HMRC approved rate.

Travel by Public Transport

Public conveyance (e.g. trains, buses) must be used on all appropriate occasions. Journeys should be authorised by the Line Manager concerned and claims for travelling allowance must be submitted and approved by them.

Staff must maintain an official record of their journeys, giving full particulars of and reasons for each, including names of official passengers carried. Staff shall not use their own cars on journeys when there is room in the car of another member of staff making the same journey on the same business, and as far as is possible journeys over the same route by members of a team should be arranged so as to synchronise.

Where staff need to travel by taxi or underground railway (eg when attending a training course/meeting and travelling by train and they need to take a taxi etc to get to the venue/hotel), then receipts must be obtained and submitted when claiming back expenses.

Criteria for Determining Car Status

Due to the nature of the duties and responsibilities of some jobs, it is essential that a car will be required for the efficient performance of the role. This section sets out the basis by which Impact will assess the requirement for a vehicle and specifies what assistance will be made available.

There will be some senior posts which will not do a minimum number of miles each year, but will attract an entitlement to a Contract Hire Car, due to the nature of the post, and the need to make them attractive to recruit and retain high calibre candidates in the housing sector. It is expected that this will generally only apply to the Chief Executive and Directors' posts.

With effect from the 1st April 2012 to be eligible for Essential Car User status a minimum of 3,000 business miles per annum must be undertaken.

With effect from the 1st April 2012 to be eligible for a Contract Hire Car a minimum of 6,000 business miles per annum must be undertaken.

Staff who are required to travel to conferences, seminars and training events that might accrue substantial mileage, but only on a limited number of occasions each year will not be eligible for designated essential car status or a contract hire car.

Whilst, the above information sets out the main criteria for determining Essential User Car Status/ Contract Hire Car User Status, the final determination rests with the Chief Executive and Human Resources Director. In considering the eligibility of a person to be awarded Essential User Status, they will also consider whether an exceptional mileage total is a seasonal / annual exception, eg if someone is attending day release at e.g. Newcastle, Blackburn etc which requires a lot of travel from the normal workplace, to the training venue, but this may only be for a year or so. They will also consider whether the post will require extensive travel, either long-term, or just whilst a time-limited project is being undertaken.

Essential User Status will be reviewed every 12 months and Contract Hire Car Status will be reviewed every 3 years to clarify whether the need for a car for use for business purposes remains.

Anybody dissatisfied with the outcome of an application to have their car status reviewed will be able to appeal through the Grievance Procedure

Guideline on Claiming Car Allowances

Any employee required to use their vehicle for business use needs to ensure that they have been authorised to do so, by their Line Manager, and have satisfied the requirements set out in "Car Allowances General Conditions" in relation to insurance, MOT, driving licence check etc.

For day to day travel expenses an expenses claim form must be filled out , approved by your line manager and sent to the Finance Team by the date specified each month (normally around the 3rd) with all relevant receipts attached. The form requires details such as the date of the journey, the reason for the journey and the amount of miles to claim etc. This should be submitted monthly in arrears eg travel expenses for January should be submitted in February.

The general rule in relation to the payment of car allowances for business usage, is that you are claiming the excess mileage incurred on business use. Normal home to work travel is not covered under the definition of business mileage and is not claimable. Anybody travelling to or from a different workplace at the beginning or end of each day needs to ensure that their normal home to work mileage is deducted. As an example, if somebody lives in Cockermouth and normally works in Workington, then the normal home to work mileage will be approximately 20 miles. If on a working day this person travels to the Greenhill Hotel,near Wigton and spends all day working there and returns directly home, the actual eligible travel to be claimed is 30 miles, minus the normal 20 miles home to work travel, leaving a claim of 10 miles.

The only exception to this rule is if the same person was required to attend an evening meeting, which is outside normal office hours and additional to the normal day's journey, when the full journey, 30 miles could be claimed. Similarly, if a shift worker was attending an event, such as a training event on a non–work day, then they would be entitled to claim the full journey, as they would not have normally incurred any home to work mileage that day. On a normal day of work however, they would also be expected to deduct their normal home to work travel.

The overriding principal in claiming travel expenses is that employees should only be claiming for items that are additional to their normal daily travel expenses to work. Anybody in any doubt on claiming appropriate car allowances should contact the Human Resources Team for clarification on the interpretation of the rules.

From the 1st April 2012 Casual and Essential Car Users will be able to claim journeys of up to 110 miles (round trip) at their normal mileage rate and then at Contract Hire Car rate for the remainder of the journey. Subject to the deduction of home to work mileage. This applies to all

journeys whether inside or outside of the County. For example after normal home to work miles are deducted the journey is a 150 mile round trip the first 110 miles would be claimed as normal and the remaining 40 miles would be claimed at Contract Hire Car rate.

Consideration should be given to whether the journey can be made via public transport. This may reduce travel costs, be more environmentally friendly and be a safer, less tiring option.

For very long journeys it may be cheaper to use a hire car rather than your own vehicle. This option should be considered.

Consideration of which mode of transport should be used for long journeys should be discussed with your Line Manager, who will take into account all budgetary and health and safety implications.

Any potential claim for expenses outside of these guidelines needs to be agreed in advance with your line manager, who in turn will need to seek authorisation from the Human Resources Director or Senior Human Resources Officer. If no agreement is reached to pay any variation to the above proposals, then the amount claimable will be limited to the proposed rates.

Assisted Car Purchase Scheme

Car loans are available only to members of staff who are designated Essential car users.

The loan is interest free and repayable over 3-years. The maximum value of the loan is £8,000 or 90% of the value of the car, subject to that not exceeding 90% of the value as assessed by the independent engineer).

Whilst the loan is interest free, staff will be liable to pay tax on the interest they would have normally paid on the loan. Tax will be calculated at the base rate x the interest that would have been paid and the individual's tax code will be adjusted accordingly. For example, if the loan was for £5,000 and the interest rate was 3%, there would be £150 interest to be paid normally. Staff would therefore be liable to pay tax on the £150 (the rate will be dependent on their tax bracket).

No type of car is specified, but the CO_2 emissions must be 150 or below. The car to be purchased must be suitable for the performance of the official duties for which it is required, be capable of carrying 4 adults, and its estimated life must not be less than the period of the loan.

An application must be accompanied by documents showing the following requirements:

- purchase price.

- sale/part exchange of value of existing car.

- in respect of second-hand cars - an AA or RAC approved independent Automobile Engineer's Certificate which must include his opinion in respect of:

    - the reasonableness of the purchase price.
    - the full details proclaiming the vehicle's
    - roadworthiness.
    - the estimated future life of the vehicle.

- a pro forma invoice from the vendor of the vehicle which will include the name of the vendor to whom Impact's cheque will be made payable, and

- the deposit (to be paid by the employee) must amount to at least 10% of the total on the road cost of the car.

No loan will exceed the purchase price of the new or second-hand car which the member of staff proposes to acquire, after taking into account any allowance which may be made for the value of any car which the member of staff offers in part exchange, or sells independently.

Repayment of the loan will be made monthly by deduction from salary.

During the period of the loan, a member of staff shall undertake to maintain a comprehensive policy of insurance (to include business use) in respect of the vehicle and to provide a copy of the policy to the Human Resources Director/ Finance Director at the time of taking out the loan. **The insurer must be informed that Impact Housing has an interest in the car, so that in the event of any accident/pay-out, Impact will be reimbursed its investment in the vehicle.**

An official application form/agreement for a car loan should be completed and submitted to the Human Resources Director. Final approval rests with the Chief Executive. The Loan Agreement clarifies that the employee agrees to repay the loan by monthly deduction from their salary, the details of the re-payment schedule, including the amount to be paid each month and the period of the repayment.

Members of staff are advised to obtain approval to their applications prior to making any contractual commitment and shall allow 7 working days for the preparation of the Agreement and cheque from the date of final approval.

A new loan will not normally be granted within 3 years of the issue of a previous loan, nor before a vehicle purchased by an earlier loan has completed 20,000 miles since acquisition.

A member of staff to whom assistance under this Scheme has been granted shall, in the event of leaving Impact's employment, whether this be through

resignation or the termination of the contract of employment prior to the completion of repayment of the loan, be liable to repay the balance outstanding by the leaving date.

A member of staff to whom assistance under this scheme has been granted shall undertake not to dispose of the vehicle (on which the loan is made) without the previous consent of Impact at any time prior to the repayment of the full amount of the loan. Should disposal be authorised the balance shall immediately become repayable to Impact.

Further clarification on any of the points raised in this guidance should be obtained by speaking to a member of the Human Resources Team, particularly the Senior Human Resources Assistant.

Travelling and Disturbance Allowances for Transferred Members of Staff

If a reorganisation within Impact results in a change in administrative centres for any members of staff, meaning they incur additional expenditure in respect of additional daily travel, then an allowance will be paid equal to the difference between the cost of travelling:

(i) from their home to their new place of work and
(ii) from their home to their old place of work.

Such allowances to be paid for a period of 18 months.

Expenses and Subsistence

Overnight Accommodation

Entitlement to overnight accommodation is based on where you live in relation to the event location, and start/finish times in relation to an estimated time you will need to leave home. General guidance regarding travel to and from an event or meeting on the same day is if the event is being held in area stretching from Glasgow & Edinburgh in Scotland to Manchester, Liverpool, York, Leeds, it is not unreasonable for staff as a “one off” to be able to travel and attend the event or meeting in the same day. However, if does depend on the starting time, whether staff are driving/ travelling by train and the time of year etc.

If staff require overnight accommodation and this is not included as part of the event, then you will be responsible for booking this. You can claim any accommodation costs back on the normal expenses claim form. Please attach a receipt. See separate section for details on Claiming Expenses/Accommodation Costs.

As Impact is a registered social landlord and charitable organisation we have a duty to ensure “value for money” as far as possible, we expect a reasonable hotel room to cost between £60-£90 dependant on area. If an event is being held in a hotel, the event provider has often negotiated special rates for

guests attending the event, so this should be checked out in the first instance. If this is not the case, or if the accommodation is still too costly, it is expected that staff shop around for reasonably priced good quality accommodation, considering the location of any accommodation in relation to the venue and other amenities, i.e. restaurants if the accommodation has no restaurant/evening meal service available. If staff are not sure of the location of any accommodation, then they should research this on the internet in terms of assessing the reputation of the area. Impact would not expect any member of staff to stay in an area where they felt unsafe however we do expect that they are frugal in their selection of accommodation.

From previous experience the following contacts can provide good quality, low cost accommodation:

Travel Lodge –	www.travelodge.co.uk or ring 08700 850950
Premier Inn –	www.premiertravelinn.com or ring 0870 242 8000
Ibis Hotels –	www.ibishotel.com or ring 0208 283 4550
Holiday Inn Expess –	www.hiexpress.co.uk
Jurys Inn-	www.jurysinns.com
Last Minute-	www.lastminute.com
Late Room-	www.laterooms.co.uk
Booking.com-	www.booking.com

Subsistence Allowances

Subsistence allowances are payable to members of staff who are prevented by their official duties from taking a meal at home, administrative centre or establishment where they normally take their meals, and thereby incur additional expenditure. The allowance shall not be paid where a suitable meal is provided or has been reimbursed. The current allowances are:

Dinner - £13.00* (if not included in the accommodation)

Breakfast - £5.00* (if not included in the accommodation)

Lunch - £5.00 (if not included as part of the course)

Tea - £4.00 on the outward and return journeys

Out of Pocket Allowance - £3.63 per night

*If you decide to eat in the accommodation restaurant you will be eligible to claim the cost of the breakfast/dinner there, ie. their evening meal menu (not a la carte), plus one drink, and their usual breakfast menu, either continental or cooked. We would expect the cost of dinner in the hotel to be no more than £20.00/£25.00, and breakfast to be between £5.00 & £12.00.

Please note that these are maximum amounts and if, for example, dinner costs only £11.00, you would only be re-imbursed that amount. Again, you must ensure that receipts are submitted.

Claims for any expenses should be made on the usual expenses claim form, but you must submit receipts for all claims, eg accommodation costs, car parking (at the train station), public transport/taxi fares. Any claims should be made on your usual monthly expenses claim form. Further information regarding claims is detailed in the separate section on Claiming Expenses/Accommodation Costs.

In exceptional circumstances and where authorisation has been given by Impact prior to expenditure being incurred, additional expense, beyond the allowances above shall be payable.

Parking Fees/Parking Fines

If free parking is not provided at a meeting/training event/visit, staff will be re-imbursed any parking fees incurred. Please attach the parking receipt to your expenses claim form and specify on the expenses claim form the date of the parking fee and reason for it. Staff should try and find the cheapest possible option for parking, but please bear in mind your health and safety.

Please note that whilst Impact will re-imburse your parking fee, parking fines will not be re-imbursed even if they are incurred whilst on Impact business. Therefore if you decide to park on the street and you forget to put up your disc, do not return in the permitted time e.g. if your meeting overruns etc, or you put insufficient time on your parking fee, you will be liable for any fines imposed.

Re-imbursement of Childcare Costs

Staff attending organisationally required mandatory training events such as Equality and Diversity, Preventing Bullying at Work, Personal Safety etc, or Staff Day or their team's Annual Planning Day can claim child care costs over and above what they would have usually paid. For example if attendance at one of these events requires you paying for an additional 2 hours childcare costs over your usual payment, Impact will re-imburse this additional cost upon production of a receipt which should detail the establishment, name/s of the child/children and cost incurred.

Claiming Expenses/ Accommodation Costs

Due to the high cost involved in booking hotel accommodation and public transport these costs can be claimed back immediately ie at the time of booking – please attach receipts. Staff do not have to wait until the end of the month to submit these costs with their usual expenses claim form – however a travel expenses claim form should still be completed and authorised by the line manager, with confirmation of the booking and costs attached. This can either be paid by BACs straight into your bank account or cheque as requested. If the event is to be paid for through the central training budget

held by HR, this should be detailed on the expense form and the Senior HR Officer should be notified.

If staff experience any problems with this they can speak to their line manager or a member of the Finance or Human Resources Team, to explore alternative arrangements.

For day to day expenses an expenses claim form must be filled out and sent to the Finance Team by the date specified each month (normally around the 3rd) with all relevant receipts attached. The form requires details such as the date of the expense, the reason for the expense etc. These should be submitted in the month after the month in which the expense was incurred.