

# Travel Expenses Policy

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<b>Document Purpose</b>	This policy relates to travel on Trust business, whether by the use of private vehicles, cycles or motorcycles, taxi or public transport.
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<b>Target Audience</b>	All Worcestershire Health and Care NHS Trust Staff
<b>Responsible Group</b>	Audit Committee
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If you would like this document in other languages or formats (i.e. large print), please contact the Communications Team on 01905 760020 or email [WHCNHS.Communications@nhs.net](mailto:WHCNHS.Communications@nhs.net)

### **Information Governance**

All staff have a personal responsibility to ensure that person identifiable, confidential or special category information is processed in line with the EU General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA18), the Records Management Code of Practice for Health and Social Care 2016 and the Confidentiality: NHS Code of Practice.

All staff should be aware of the requirements of the Freedom of Information Act 2000 and the Trust's procedures for dealing with requests for information in a timely manner.

## Version History

	Circulation Date	Job Title of Person/Name of Group circulated to	Brief Summary of Change
1.	Development of new policy – June 2013	Graham LaBouchardiere and John Bagnall	Harmonisation of two policies in line with new national agreement in relation to travel expenses
2.	1 <sup>st</sup> July 2013	Senior Human Resources Managers and Human Resources Managers	Minor grammatical changes
3.	18 <sup>th</sup> July 2013	Community Care Service Delivery Lead	No changes
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5.	18 <sup>th</sup> July 2013	Deputy Director of Service Delivery	No changes
6.	18 <sup>th</sup> July 2013	Children, Young People and Families Service Delivery Lead	No changes
7.	18 <sup>th</sup> July 2013	Specialist Primary Care Service Delivery Lead	No changes
8.	16 <sup>th</sup> August 2013 & 5 <sup>th</sup> September 2013	JNCC Sub-Group	Minor grammatical changes
9.	16 <sup>th</sup> September 2013	JNCC	No changes
10.	25 <sup>th</sup> September	Quality and Safety Committee	Ratification
11.	5 <sup>th</sup> December 2014	Senior Human Resources and Finance Managers. SBS ePay Lead	Process changes required for implementation of ePay system
12.	15 <sup>th</sup> December 2014	Audit Committee and JNCC	Ratification
13.	19 February 2015	Audit Committee	Amendment requested by JNCC from shortest to fastest most practical route.
14.	25 February 2016	Senior Human Resources and Finance Managers. ePay Lead	Process changes required for change to Duty of Care Checks
15.	2 March 2016	JNCC Sub Group, Directors, Health and Safety Manager, Service Delivery Unit SMTs	Minor change regarding car parking charges.

## Accessibility

Interpreting and Translation services are provided for Worcestershire Health and Care NHS Trust, including:

- Face to face interpreting;
- Instant telephone interpreting;
- Document translation; and
- British Sign Language interpreting.

Please refer to intranet page: <http://nww.hacw.nhs.uk/a-z/services/translation-services/> for full details of the service, how to book and associated costs.

## **Training and Development**

Worcestershire Health and Care NHS Trust recognise the importance of ensuring that its workforce has every opportunity to access relevant training. The Trust is committed to the provision of training and development opportunities that are in support of service needs and meet responsibilities for the provision of mandatory and statutory training.

**All staff employed by the Trust are required to attend the mandatory and statutory training that is relevant to their role and to ensure they meet their own continuous professional development.**

# TRAVEL EXPENSES POLICY

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# TRAVEL EXPENSES POLICY

## 1 INTRODUCTION

This policy relates to travel on Trust business, whether by the use of private vehicles, cycles or motorcycles, taxi or public transport. This document does not provide guidance for lease car or salary sacrifice car users in respect of use of their vehicles. Policy documents for these user types are available for viewing on the Trust intranet.

The policy is intended to be used by both staff and managers as to the correct procedures in respect of staff travel. It must be read in conjunction with National Terms & Conditions of Service documents (e.g. the Agenda for Change Handbook). Current versions of these may be viewed at [www.nhsemployers.org](http://www.nhsemployers.org).

The rates of re-imbusement are as detailed in Section 17 of the Agenda for Change Handbook. The rates of re-imbusement for staff covered by the National Medical and Dental terms and conditions of service are as detailed in the relevant Pay and Conditions Circular.

The overriding principles relating to the reimbursement of expenses are that the employee, in the course of their duty, necessarily incurs the costs; they reflect actual receipted expenditure by the employee and the expenditure is consistent with standards the employee would normally apply at their own expense.

## 2 PURPOSE OF DOCUMENT

### 2.1 Statement

The policy is necessary because it provides fairness and consistency in the treatment of Travel and Subsistence claims.

This document provides proof that managers are fulfilling their duty in providing staff with guidance.

## 3 DEFINITIONS

**Business Journey** – Travel for a necessary business purpose between one workplace and another – i.e. travel incurred by an employee in the performance of their duties as long as the journey is not ordinary commuting or private travel. This includes travel for training purposes.

**Motor Insurance Policy** - The written contract for insurance between the insurance company and the insured. This should be in the form of an insurance certificate and not schedule or proposal.

**Private Vehicle** - A vehicle not owned or leased by the Trust.

**Roadworthy Vehicle** - Fit to be driven on the open road/having valid MOT.

**Commuting** - This is the travel between home and the member of staff's principal base.

**Reserve Rate** - Previously known as the Public Transport Rate.

**ePay** - The application which allows employees to enter travel and expense claims online.

**Duty of Care Checks** - checks for motor insurance, MOT certificates and driving licences are carried out internally by ePay approvers.

With the exception of staff participating in the Salary Sacrifice or Lease Car schemes, GMP have now ceased carrying out any new checks on behalf of the Trust.

The new checking process involves claimants attaching scanned copies of their new insurance and/or MOT certificates to their next claim after the certificate has expired so that the approver can verify the renewed document. Driver licence checks are carried out using the DVLA website and claimants will need to obtain a code from DVLA to submit to their approver so that the approver can confirm the status of the claimants licence.

**Original Receipt** - The original merchant receipt or invoice issued by the supplier or service provider to document and substantiate the business transaction. When the original receipt is not available or does not contain adequate information, credit card receipt, supplier statement or a paid notice will be accepted. Scanned original receipts should be uploaded into the ePay system to support claims made; otherwise the claim will be subject to tax.

## **4 AUTHORISATION OF TRAVEL**

### **4.1 Authorisation of Travel**

Managers/Supervisors identified as ePay approvers are responsible for the authorisation of travel within their areas of responsibility. Where travel is a normal requirement of a job, prior authorisation of individual journeys would be inappropriate. Where travel is not a normal requirement of a job, staff should seek prior authorisation for the proposed journey, the means of travel etc.

The method of transport to be used and the route to be taken should be the most economic, taking into account the nature of the task, the time of the journey, its urgency and the availability of transport to the individual. Refer to section 10.1 for further details.

## **5 MODES OF TRAVEL**

This section notes the principles that should apply in selecting a mode of travel and the specific requirements around each particular mode.

### **5.1 Travel by Private Vehicle**

The Trust has a responsibility to ensure that staff who have to use their own vehicles for their duties only do so in a lawful and safe way.

Business journeys are journeys to any location carried out on employer's business other than journeys to and from the employee's main base or place of work and their home.

This policy applies equally to the use of staff's own private vehicle and/or any other privately owned vehicle staff are legally entitled to drive – such as a family vehicle which staff may choose to use for Trust business. Details of all vehicles used must be entered on the processing and payment systems.

For the purposes of this policy the above vehicles will be referred to as "the member of staff's own vehicle".

**Managers must:**

- Make staff aware of this policy and their responsibilities within it when asking them to use vehicles for Trust business;
- Complete the Duty of Care checks outlined below for all vehicles;
- Ensure that the claimant has a valid driving licence, current road fund licence, MOT certificate (if applicable) and that their insurance policy covers them for business use. NB. if it only refers to “commuting to the workplace” or “Social, domestic & pleasure” this is inadequate. This should be checked following policy renewal and should confirm that the vehicle is covered for business use; These document checks will need to be repeated annually, or as and when staff renew the expiry dates of their documents for the ePay system;
- Advise HR where a member of staff discloses their eligibility to drive is affected, if this impacts on their role;
- In reviewing claims from staff, ensure that items within the claim represent expenses that have been legitimately incurred or allowances, which may be legitimately claimed in accordance with this policy, including the requirement to examine receipts and other supplementary documentation provided by the claimant.

**Staff have a responsibility to:**

- Specifically ensure their vehicle insurance meets the requirements of their duties as outlined by their managers;
- Ensure that vehicles are safe for the member of staff, passengers and general road users, and that they are legally entitled to drive the vehicle;
- Any changes to staff eligibility to use their vehicle or change in vehicle for Trust business, along with their eligibility to drive must be reported to their line manager immediately. Where applicable staff must present all revised documentation;
- Ensure that they are able to drive on business, e.g. have appropriate insurance cover, before undertaking business journeys when they are using other vehicles, e.g. supplied by a garage or insurance company if their own car is being repaired;
- Where a member of staff ceases to have either: appropriate insurance cover, driving licence or valid MOT certificate for their vehicle where appropriate, they must immediately cease to undertake Trust business travel when using their own vehicle and notify their manager;
- When using other vehicles, e.g. supplied by a garage or insurance company if their own car is being repaired, staff must inform their manager of same and ensure that their insurance policy still covers business travel.

Staff carrying out business journeys who are not appropriately covered or legally entitled to drive the vehicle are breaking the law. In the event of an accident they will find that their insurers will not be liable and that they themselves would face personal liability. Employees may also find themselves subject to disciplinary procedures. In addition to this, the Trust itself could be subject to vicarious liability because the employee could be seen as an agent of the Trust engaged in Trust business.

Staff are required to certify on submitting claims that they are compliant with the current Duty of Care checks by having a valid driving licence, appropriate business cover on their insurance, current road fund licence and, if relevant, a valid MOT certificate.

Staff are reminded that the submission of any claims that they know to contain false or misleading information will be considered fraudulent behaviour and result in disciplinary, civil and criminal action being taken. Examples of such behaviour include dishonestly claiming for exaggerated mileage or for any journeys not actually undertaken.

### **5.1.1 Procedure for Authorising the Use of Private Vehicles for Trust Business**

Staff may use their own vehicle on Trust business only if they have:

- A full British Driving Licence or one that is legal valid for use in the United Kingdom (if unsure see [www.dft.gov.uk/dvla/drivers.aspx](http://www.dft.gov.uk/dvla/drivers.aspx) section 'Driving in Great Britain as a Visitor or a New Resident');
- A motor insurance policy that provides appropriate cover whilst on Trust business. (Note: not all motor vehicle insurance policies automatically include business use). Where staff are transporting clients the Trust requires the insurance certificate to state that they are insured to carry clients as passengers during the course of their business;
- A roadworthy vehicle;
- A valid MOT certificate where this is required by law.

Where a member of staff insures for normal Business Use and an extra cost is levied by the insurance company, this amount will be deemed to be reimbursed to staff through the normal rate per mile paid for business mileage.

The provisions in this document apply irrespective of whether the employee claims back the expense or not. They must be insured and comply with all the requirements to use a private vehicle for Trust business.

#### **Where private vehicles are used to transport service users or patients**

The member of staff must consider all risks, such as physical and mental condition of the patient or service user during that journey, length of journey and lone worker issues, therefore an appropriate risk assessment must be carried out by the employee (Please consult the Trust Health and Safety Team for further guidance). Staff vehicles are not to be used as a taxi service for patients/service users relatives or carers.

### **5.1.2 Accidents / Driving Offences / Fines**

Where a member of staff is involved in a motor accident whilst on Trust business this must be reported to their line manager at the earliest opportunity and recorded on the Trust's electronic incident reporting system.

The Trust will not reimburse the cost of any speeding, parking or other vehicle/travel related fines. These are the sole responsibility of the individual.

### **5.1.3 Parking**

Employees can reclaim reasonable expenditure on parking fees necessarily incurred in the course of business away from your normal place of work, subject to receipts being retained and provided with the ePay claim. The fees will be reimbursed as per the usual procedure for claiming travel expenses (section 10).

“Reasonable” in this context should be taken to mean in relation to the location of the appointment / meeting. The time of the parking charges should roughly correspond to the times of the meeting or visit and not extend for hours beyond it. Where staff choose to be parked for a longer period than required by the work commitment, only that portion of the parking charge may be reclaimed.

### **5.1.4 Tolls & Congestion Charges**

Tolls, tunnel fees or congestion charges incurred necessarily while on Trust business should be claimed for reimbursement as per the usual procedure for claiming travel expenses (section 10).

### **5.1.5 Passengers / Car Sharing**

Where two or more Trust staff attend the same meeting/function/training from the same site, they should liaise with one another and, wherever possible, arrange to travel together. Lease car users should use their vehicles in preference to private cars and are not eligible to claim passenger miles. Salary sacrifice car users can, however, claim passenger miles which is a taxable benefit for these users. (See the Education, Training and Employee Development Policy).

### **5.1.6 Travel to Attend Training Courses**

Travel to statutory and mandatory training (as per the Education, Training and Employee Development Policy) will be reimbursed at Standard Mileage Rate.

Travel to other training (e.g. a long or short course or a conference identified in a PDP) will continue to be reimbursed at the Reserve Rate.

Staff members travelling in order to deliver training will be reimbursed mileage at the Standard Mileage Rate.

## **5.2 Travel by Taxi**

Taxi fares shall be payable only in cases of urgency or in other cases in which transport is reasonably required and an adequate public service is not available. Where these conditions are not fulfilled members of staff using a taxi shall be entitled to claim the sum they would have paid had they travelled by public transport.

## **5.3 Travel by Bus**

Travel by bus is permissible, where this mode is the most economical, when considering the urgency, nature, safety, cost and duration of the journey or where journey by other means is impractical.

Where cash is paid, tickets must be retained and will be reimbursed as per the usual procedure for claiming travel expenses (section 10). Where an all-day or multi-day pass is purchased for use for business travel, HMRC rules state that the reimbursement payment

will be taxable as the pass could also be used for non-business travel. A multi-day pass will be reimbursed at a rate in proportion to the number of days on which it was used to travel on business.

Staff may wish to use services such as:

- [www.transportdirect.info](http://www.transportdirect.info) - which can be used to plan travel by public transport;

#### **5.4 Travel by Rail / Ferry**

Staff required to travel on Trust business should ensure a booking is made at the earliest possible opportunity to obtain the best rates. Staff may book directly e.g. through an on-line train booking service or with the train company direct.

All travel by rail should be in standard class, except in the following circumstances:

- The applicable First Class Advance fare is cheaper than the cheapest available Standard Class fare and the journey cannot be made at another time.

Receipts must be obtained when the booking is made directly, for the purposes of reimbursement (see section 10).

#### **5.5 Travel by Air**

Circumstances requiring air travel need approval in advance by the Chief Executive.

#### **5.6 Cycling / Walking**

Cycling or walking on Trust business is authorised and encouraged where this mode is the most economical, when considering the urgency, nature, safety, cost and duration of the journey or where journey by other means is impractical.

Staff using pedal cycles for travel for business purposes are entitled to claim for each mile cycled at the rate set out in Annex L of the Agenda for Change Terms & Conditions (same rate will apply for staff on other terms & conditions).

#### **5.7 Return to Work/On Call**

Return to work is defined as being when staff are required to return to or to attend their place or work outside their normal hours of duty in circumstances where they would be entitled to overtime or time off in lieu.

On-call is defined as being where staff are required to be on an on-call rota and are requested to undertake work at their place of work or other Trust premises. Payment will be at standard rate and taxed in accordance with HMRC guidelines for home to base mileage.

Expenses incurred in travelling from holiday leave to duty, or vice versa, shall not be allowed unless the member of staff was recalled by the Trust.

#### **5.8 Hired Motor Vehicles**

Payment for travel by a hired motor vehicle other than a taxi shall not exceed the mileage allowance which would have been payable had the vehicle belonged to a member of staff who hired it; provided that where the Trust so approves, payment be increased to an amount not exceeding the actual cost of the hiring. Arrangements for hired vehicles should be made through the Lease Car Administrator.

## **6. ATTENDANCE AT WORK OUTSIDE NORMAL WORKING HOURS**

Staff who are required to return to or to attend their place of employment outside their normal hours of duty shall be reimbursed any expenses which are in excess of those incurred as a result of their normal attendance at work and which are actually and necessarily incurred in travelling to and from home. Claims for expenses should not be met when no additional expenditure is incurred, e.g. when the members of staff concerned have a season ticket, or where the time lapse between the two periods is sufficiently short for it to be considered reasonable for the member of staff to remain at or near their offices. Payment will be at reserve rate and taxed in accordance with HMRC guidelines for home to base mileage.

## **7. TEMPORARY TRANSFER**

Staff who are required by the Trust to carry out temporary duties at a place other than their permanent place of employment, and who travel daily to their temporary headquarters whilst continuing to live near their permanent headquarters, may be reimbursed their excess travelling expenses on the basis of the reserve mileage rate or lease car mileage rate.

## **8. CHANGE OF BASE RESULTING FROM ORGANISATIONAL CHANGE**

Staff who are required to change their base as a result of organisational change should refer to the Change Management Policy.

## **9. SUBSISTENCE / ACCOMMODATION**

Where staff are required to be away from their normal place of work for a prolonged period they may claim subsistence allowances and amounts for accommodation as set out in the Agenda for Change Terms & Conditions, section 18 and Annex N. Staff on other terms and conditions, e.g. medical and dental staff should refer to the applicable handbook. Where no accommodation is available within the rates specified in the Terms & Conditions, e.g. in London, the manager (if a budget holder) may authorise a stay costing above the set rates.

Staff who are required to stay overnight in hotel accommodation should ensure they obtain authorisation for the cost from their manager or the relevant budget holder. The booking should be made at the earliest possible opportunity to obtain the best rates. Staff may then book directly e.g. through an on-line hotel booking service/travel agent or with the hotel direct.

If a member of staff were unable to return as planned from a business trip, for example due to adverse weather causing flights/trains to be cancelled, the discretion as to whether to reimburse the additional accommodation/subsistence costs would be authorised at the discretion of the line manager .

## **10 PROCEDURE FOR CLAIMING TRAVEL EXPENSES**

All claims made by Trust employees must be made via the ePay expenses system.

To register for ePay and make a claim, it is necessary that the employee has registered their vehicle and documentation details via the ePay system as part of the required 'Duty of Care' checks. Details of how to do this are available on the Trust intranet via the link <http://nww.hacw.nhs.uk/a-z/services/epay/>.

Please note this registration is only required for vehicle related claims mileage and parking.

**10.1** Under the ePay system the home to base mileage of staff is deducted automatically before any journey mileage is calculated, therefore travel claims entered onto the system should be from home or base wherever the business journey starts and finishes: specifically the detail required is:

- The postcode of each location visited; the nature of the journey (e.g. Business, Course, Seminar etc.)
- Receipts must be scanned and attached to the e-expenses claim

This is to enable the ePay approver and any independent reviewers, such as internal audit and counter fraud, to establish whether the mileages or sums claimed are legitimate and reasonably incurred.

It is the responsibility of the employee to evaluate which journeys undertaken are eligible for claiming as expenses.

**In terms of determining the distance between two points:** A key point to note with ePay is that the system is set up to pay the **fastest most practical route** (as per the Ordnance Survey road mapping) between postcodes and not the actual journey travelled. The system has been configured to use the fastest route between the destinations entered. This will generally be the fastest or most practical route, based on the speed vehicles typically transverse on individual roads, however in this scenario the fastest route could also be the shortest route.

In exceptional circumstances it may be appropriate to override the mileage calculated by ePay. In these circumstances staff must clearly indicate why they have overridden the system calculated mileage.

The lists below detail the majority of acceptable and unacceptable override reasons. However these lists are not exhaustive. Please note that all overrides will be monitored centrally and reported to the Head of Finance (Systems and Reporting).

#### **Acceptable Reasons for Overriding System Calculation**

- Diverted due to roadworks
- Diverted due to flooded road
- Diverted due to accident
- Congestion
- Given incorrect address
- The ePay approver must be satisfied by the reason for the override.

#### **Unacceptable Reasons for Overriding System Calculation**

- Getting lost
- Having to get petrol
- Finding a car parking space
- Not as per route finder / SAT NAV
- Milometer gives different mileage
- Overriding Terms and Conditions Changes

- 10.2** When authorising claims, managers must be aware of what they are checking and approving, that sufficient detail has been included, and that the declarations have been completed correctly. Managers must also check that claims have been submitted in a timely manner. Claims not completed correctly will not be approved.

Approvers must review claims and ensure that each claim is appropriate and correct before certifying for payment. This will include checking:

- The journeys and/or expenses were properly and necessarily incurred on behalf of the Trust.
- The postcodes for the start and end points of the journey are accurate and the reason for each journey is completed correctly.
- The claim has been correctly completed and complies with this policy and the appropriate Employment Terms and Conditions.
- As far as the approver is aware; there has not been any previous payment against the claim from whatever source.
- The claimant has verified the claim.

The above steps should be completed promptly after each calendar month end to ensure all claims are able to be processed and paid by Payroll no later than the 10th day of the following month. This will ensure that payments are made one month in arrears. Any ePay expense claims authorised after the **10<sup>th</sup> of the month** will not be paid until the following month i.e. two months in arrears.

Where ePay finds an error/query on a claim form that affects the total amount due, payment of any of that claim cannot be processed. Thus if staff have elements of a claim which will likely be the subject of a query from their manager, they should submit this element via a separate claim so as to avoid delays in processing the whole claim. Only when the claim is approved can payment via the Payroll system be made.

- 10.3** Claims should be submitted on a monthly basis and certainly no more than 90 days after the date when the business expense was incurred.
- 10.4** In very exceptional circumstances and for valid reasons, where the three month limit in 10.3 cannot be met authority to submit the claims late must be endorsed by the Director of Finance or his nominated deputy prior to them being submitted, stating the reason for the delay. The ePay System Administrator will have to intervene to allow such claims to be entered onto the system.
- 10.5** As separate rules apply to consultant medical staff, the approvers carrying out authorisation of consultant medical staff travel claims must confirm responsibility for the approval of travel claims and carrying out the checks detailed in this policy. Please also note the consultant contract rules on Home to Base and use of car subsequently should be considered on all medical staff claims.

Consultants are also still entitled to a max of 20 miles per day home to base on days they travel elsewhere other than their base.

Staff who are responsible for approving the travel claims of junior doctors on rotation should also be aware of the rules covering these grades of medical staff regarding travel claims and excess mileage.

The relevant rules for all grades of medical staff can be obtained from HR (Medical Staffing).

## 11 Tax

The Trust must comply with all relevant UK tax law and Her Majesty's Revenue and Customs guidance. UK Income Tax will be deducted from any expense payment which is considered to be taxable benefit, or if evidence cannot be provided to support the actual expense incurred bearing in mind the special dispensations the Trust holds from the HMRC.

In accordance with HMRC requirements, the Trust will deduct basic or higher rate of income tax depending upon the individual from any reimbursement received in respect of travel expenses considered by the HMRC to be a taxable benefit. The link to the HMRC website is shown below: <http://www.hmrc.gov.uk>

The taxable benefits associated with lease and salary sacrifice cars are set out in the current policies. The links to the Trust intranet are shown below:

For salary sacrifice:

<http://nww.hacw.nhs.uk/a-to-z/letter-s/>

For Lease Car:

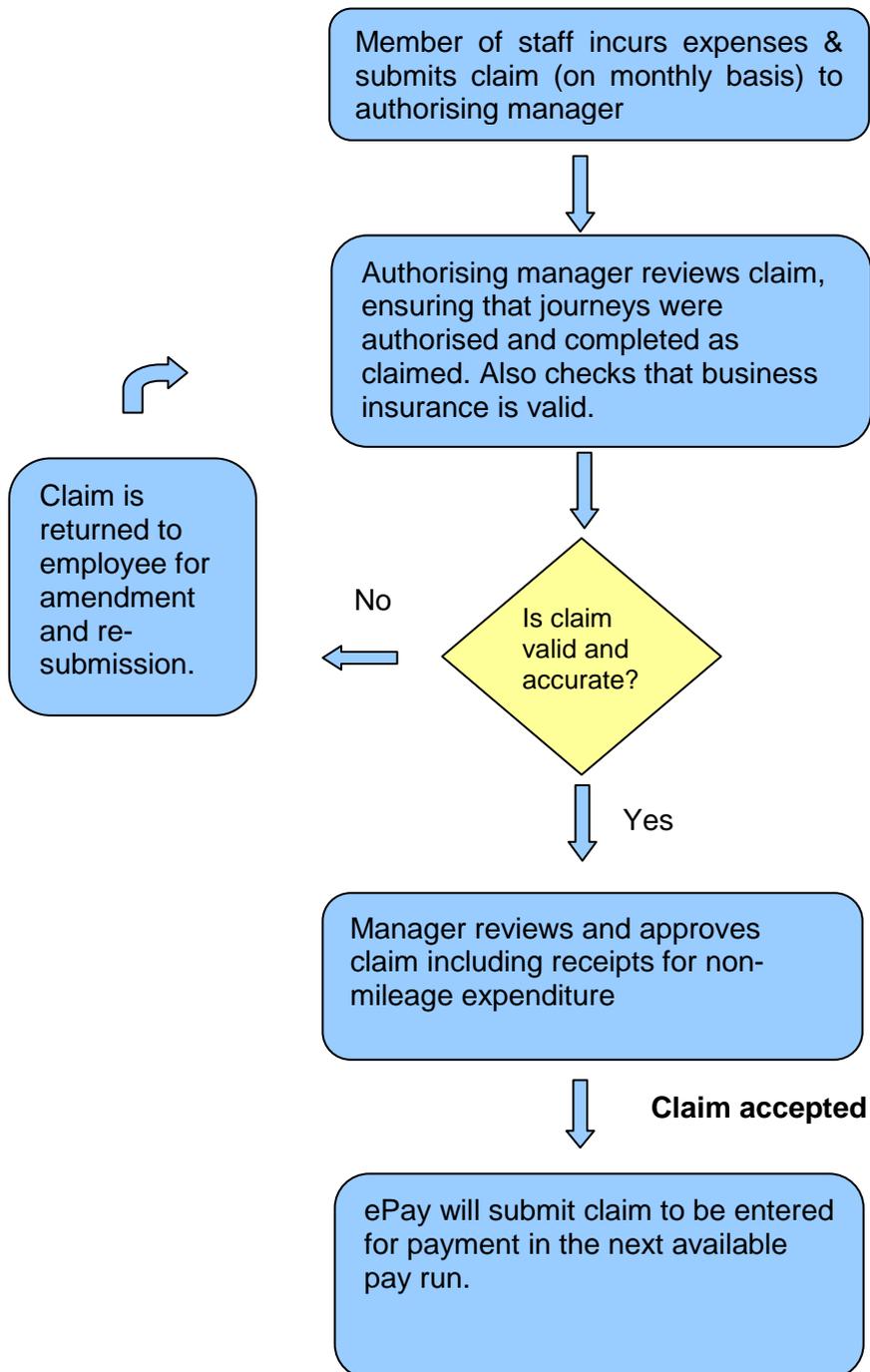
<http://nww.hacw.nhs.uk/policies/human-resources-policies/>

The taxable benefits include:

- a tax on a benefit in kind as the vehicle is available for private use and has been provided as a benefit through the Trust;
- reimbursement for business mileage when the value of the payment exceeds the HMRC approved values for company car reimbursement rates. The current rates can be found on the HMRC website. Typically this would be 16p a mile for those staff with a vehicle between 1,400cc and 2,000cc meaning that they would pay tax on the difference between this and the current AFC rate which is 56p per mile; Salary sacrifice only;
- Passenger miles which are currently paid at 5p per mile; Salary sacrifice only;
- Excess mileage;
- Mileage claimed whilst working overtime;
- Mileage claimed travelling to work whilst on-call.

**All employees are advised to ensure they evaluate their own lease car and salary sacrifice car tax liabilities.**

**FLOWCHART SHOWING PROCESS FOR CLAIMING EXPENSES**



**Links to detailed procedure notes for ePay approvers and Users**

Links to detailed procedure notes for ePay approvers and Users

Via the link below:

<http://www.hacw.nhs.uk/a-z/services/epay/>

These procedure notes have been developed by SBS colleagues.