

A Guide for Claiming Travel & Subsistence Expenses

Tenant Participation Expenses Guide Overview

Housing, Customer & Building Services manage and adhere to this guide. This guide will be reviewed regularly to ensure compliance with government legislation and good practice guidance.



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Introduction

West Lothian Council is genuinely committed to involving tenants in running its housing service. As a result, we will ensure that tenants who get involved in the activities we organise are not out of pocket for their expenses.

Equality and Diversity

The Council is committed to promoting equality of opportunity in Housing, Customer and Building Services. It has procedures to ensure that all applicants and Tenants are treated fairly and without unlawful discrimination.

Policy Statement

We will support tenants who are entitled to claim expenses.

We will process claims for expenses promptly.

Tenants are expected to submit claims in writing and relevant receipts to ensure their claims are processed and paid accordingly.

We will organise taxi companies directly and process their invoices accordingly using the Council's procurement system.

What expenses can be claimed for?

- Travel Expenses
- Carer/support Expenses
- Subsistence Expenses

Additional guidance on the items included and the procedure that needs to be followed to claim is contained in the following table:

Travel Expenses

| Travel Costs | Requirements |
|--|--|
| Public Transport including train and bus. | Bus/train fares – ticket to be attached to claim form or if required for a return journey available for inspection upon request. Note: Bus/train tickets for travel outside West Lothian (e.g. for an event) should be booked through the Customer Participation Officer(s). |
| Mileage (Car sharing to venues is encouraged where possible) | Actual mileage travelled from home to venue and return journey can be claimed. Mileage will be paid in accordance with current HMRC approved mileage rates. Car 45p per mile Motorbike 24p per mile Bicycle 20p per mile All journeys need to be entered on the expenses claim form (see appendix 1). |
| Taxi fares (Taxi sharing to venues is encouraged where possible) | Taxis need to be booked at least two working days in advance by contacting the Customer Participation Officer(s). It will be your responsibility to ensure that you are on time for your arrival and departure journeys. |

| Travel Costs | Requirements |
|---|---|
| These will only be paid when no other form of transport is available to the representative. | |
| Car Parking Fees | <p>These can be claimed for the meeting duration (plus a maximum of 30 minutes surplus time).</p> <p>A receipt for parking fees will be required for a claim to be made and should be arranged to the relevant expenses form (see appendix 1).</p> |
| Travel outside the West Lothian boundary | Contact the Customer Participation Officers for guidance. |
| Support Working Travel Costs | When a tenant needs to bring a support worker with them, the additional travel costs will be paid to the tenant and not the support working in line with the criteria. |
| <p>Dependent Care</p> <p>Carer expenses will be paid to enable you to attend a meeting if;</p> <p>You have to provide care for a family member(s).</p> <p>You have to arrange care for children under the age of 14 years. (payment will not be made in respect of the care of children of compulsory school age during school hours).</p> | <p>When payment is to be made to registered carers (which could be a family member), a receipt outlining the breakdown of care must be provided before any reimbursement can be considered.</p> <p>Where a non-registered carer is used, please contact the Customer Participation Officer(s) for guidance.</p> <p>Current Rates as of 01/04/2022 are:</p> <p>Carer aged under 18; 4.81 per hour Carer aged 18-20; 6.83 per hour Carer aged 21-22; 9.18 per hour Carer aged 23 and over; 9.50 per hour</p> <p>Please note payments will be made to the claimant, not the carer. National Minimum Wage and National Living Wage rates - GOV.UK (www.gov.uk)</p> |

Subsistence Expenses

| Subsistence Costs | Requirements |
|-------------------|---|
| Meals | <p>If food is not provided at an event, the following will apply. One meal can be claimed for meetings over 4 hours but under 8 hours.</p> <p>Breakfast £5.08 (if you leave home prior to 7am). Lunch £6.99 (if away for more than 4 hours, covering 12pm to 2pm). Team/Coffee £2.76 (if away for more than 4 hours, covering the period 3pm to 6pm) Dinner £8.65 (if away for more than 4 hours ending after 7pm).</p> <p>Note: This allowance does not apply to meetings arranged by West Lothian Customer Participation Officer(s).</p> |

Who can claim?

Elected tenant representatives and individual tenants and residents who are invited to participate in events at which their opinions and suggestions on the housing service are specifically sought or where they are representing West Lothian Council officially.

How are expenses claimed?

Before claiming any expenses, tenants must submit the following information:

- Bank Account Number
- Sort Code
- Name of the account
- An e-mail address for remittance.

Tenants must provide these details via a signed written letter or e-mail from an 'identifiable' e-mail address. Expenses can be claimed by completing a claim form, either online or by post (see appendix 1). Completed forms must be returned to the West Lothian Customer Participation Officer(s) within 14 days of the event.

Contact the Customer Participation Officers(s) if assistance is required to complete the form or if you have any queries regarding the claim.

Expenses will be paid by BACs.

Tenants should inform a member of the team if payment has not been received within 20 working days of submitting their claim.

Tenants must submit expenses claims in writing to a Customer Participation Officer or e-mail TP@westlothian.gov.uk.

Contact Us

Customer Participation Officers
Performance and Change
Housing, Customer & Building Services
West Lothian Civic Centre
Howden South Road
Livingston
EH54 6FF

TP@westlothian.gov.uk

Appendix 1 – Tenant Expenses & Subsistence Claim Form



Out of Expenses
Claim Form.xlsx