

# Draft User Payment Policy Guidance

## Contents

	Page
<b>Purpose of policy</b>	<b>3</b>
<b>Scope of policy</b>	<b>3</b>
<b>Service user involvement in Haringey</b>	<b>3</b>
<b>Principles</b>	<b>4</b>
<b>Levels of involvement activity</b>	<b>4</b>
<b>Rates of Payment</b>	<b>5</b>
<b>Procedure for claiming payments</b> (and reimbursements of expenses)	<b>5</b>
<b>Legal implications</b>	<b>6</b>
<b>Funding</b>	<b>6</b>
<b>Implementation/Review</b>	<b>6</b>
<b>Appendices</b>	
(1) Procedure flowchart	To be developed
(2) Reimbursement request form	To be developed
(3) Receipt form	To be developed
(4) Service User/Carer Registration Agreement	To be developed
(5) Partner organisations	To be agreed

This policy will form part of Haringey's User and Carer Involvement Strategy (forthcoming).

## 1 Purpose of policy

This policy aims to support local health and social care organizations with the principle of reimbursing service users for their involvement. It aims to provide some consistency of approach to ensure that service users are treated fairly and appropriately so that they are able to make an informed choice about the arrangements concerning their involvement.<sup>1</sup>

## 2 Scope of policy

This policy relates to people aged 18 and over who are Haringey residents and particularly those who access or would benefit from health and/or social care / or wider well-being services.

It will enable invited participants to receive reimbursement of out-of-pocket expenses and/or payment as appropriate.

Individual organisations across statutory and voluntary sector agencies will set protocols for management of the scheme in their services.

The policy applies to all partner organisations represented on Haringey's Strategic Partnership (HSP)<sup>2</sup>.

*"I go to Haringey's Learning Disability Partnership Board not simply to chair it but I'm there to share my opinions and experiences as a service user with a learning disability.*

*I should be rewarded for my contributions to Board meetings just like the professionals that go to these meetings."*

Micheal Brookstein,  
Co-chair, Haringey Learning Disability Partnership Board  
& Membership Secretary for London People First.

*This is a guidance document recommended for endorsement by all partners.*

## 3 Service User Involvement

Service user involvement is defined as activity that enables users and potential users of services in Haringey to work in partnership with professionals to influence actions taken by those who make decisions at all levels within the organisation.

<sup>1</sup> Reward and Recognition DH August 2006 the policy will apply to all organisations in Haringey's Strategic Partnership (HSP) – see list in appendix C attached (add page no)

<sup>2</sup> Haringey's Strategic Partnership (HSP) is the overarching board that governs . . .

## 4 Principles

It is the intention that all payment rates are set at an agreed rate and are offered in a consistent manner so as to promptly meet out of pocket expenses and recognise the level of expertise/time offered by users/carers to improve the quality of local services.

## 5 Levels of Involvement Activity

Payments rates are set according to the type of involvement activity and the three levels are outlined below:

Involvement Activity	Payment
<b>Level 1 (Informing / Consulting – out of pocket expenses)</b>	
Level 1: <i>Informing and engaging</i> people about current and planned services	Expenses only
Level 1: <i>Consulting on decisions</i> , offering opinions, listening to feedback	Expenses only
<b>Level 2 (Representation - Standard involvement)</b>	
Level 2: <i>Deciding together</i> , encouraging additional ideas or options, seeking joint decisions	Payment at lower rate plus expenses
Level 2: <i>Acting together</i> , not only deciding jointly what to do, but actually doing it together “in partnership”	Payment at lower rate plus expenses
Level 2: <i>Encouraging independent initiatives</i> . Helping others to do what they want – perhaps within a framework of advice and support provided by those who control the resources	Payment at lower rate plus expenses
<b>Level 3 (Consultancy – Enhanced involvement)</b>	
Level 3: <i>Contribute to training, education and research</i> training/educating others work involving extensive preparation such as presenting at a seminar or conference	Payment at higher rate plus expenses
Level 3: <i>Undertaking work with a higher level of responsibility, or requiring a particular level of expertise.</i> (e.g. participating in recruitment and selection)	Payment at higher rate plus expenses

To ensure that those service users and carers whose mobility is restricted or who are unable to make their own way to/from a venue are able to participate, accessible transport will be offered and provided free of charge.

Training will be offered by partner agencies to support involvement activity.

## 6 Rates of payment

The following rates of payment will be offered:

### Level 1 Out-of-pocket expenses

Reimbursement	
Childcare costs	Up to £7.50 per hour
Replacement carer	Up to £7.50 per hour
Personal assistant	Up to £7.50 per hour*
Reasonable travel costs e.g. including public transport, bus, tube, train, car or taxi	At cost

### Level 2 – Standard involvement\*

Payment rate and reimbursements	
Standard rate of pay	<b>£7.50 per hour up to £55 per day</b>
Stationery, phone calls necessary for the involvement task	At cost upto a maximum of ??
Plus out of pocket reimbursement as Level 1 above	

### Level 3 – Enhanced involvement\*

Payment rates and reimbursements	
Enhanced rate of pay	<b>£15 per hour up to £120 per day</b>
Plus out of pocket reimbursement as Level 1 above	

\*consideration should be given to reasonable preparation time eg for chairing meeting.

### Level 4 - Individually negotiated contract

Haringey's user and carers involvement strategy<sup>3</sup> aspires to engage those with direct experience of services in the delivery of training and the provision of consultancy as part of wider commitment to improving the quality of these services.

Responsibility for a complex area of work, eg delivering training to staff, leading a workshop at an event or speaking at a conference	Individually negotiated contract
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It is recommended that for paid involvement (level 2 & 3), out of pocket expenses reimbursement or provision of travel tickets, etc, should be offered *in addition to the payment fee*.

## 7 Procedure for claiming payments (and reimbursements of expenses)

7.1 Reimbursement of out of pocket expenses (attendance at level 1 events)

**Add here** arrangement specific to each partner organisation

7.2 Payments to service users or carers

**Add here** arrangement specific to each partner organisation

7.3 Other methods of reimbursement

individually negotiated **add here** arrangement specific to each partner organisation

<sup>3</sup> This strategy is in development with an anticipated production later in 2009 / 10

The Partner Organisation's Finance Team will manage the administration of payments and will:

- Retain all documentation in relation to payments
- Issue payment (eg cash/cheque/electronic transfer) within a month
- Log all payment details electronically
- Provide reports on payments as and when requested.

Payments claimed to be countersigned by User Involvement designated lead person and processed by organisation concerned.

## 8 Legal /Equalities implications

Service users are supported to seek advice from Haringey Citizen's Advice Bureau (or other independent advice agency) such that they are not to be left out of pocket or put at risk of being financially worse off as a result of their involvement activity

If a service user is offered a role that involves unsupervised contact with vulnerable people, they will be required to undertake a CRB (Criminal Records Bureau) check, prior to undertaking such work. Partner organisations are obliged by the Department of Health to ensure that people working in their organisations, even as volunteers, have this clearance. Please note that a criminal record in itself will not mean that someone cannot be accepted to carry out a Level 1, 2 or 3 activity.

*Add here equalities impact monitoring and assessment referenced to each partner organisations policy.<sup>4</sup>*

## 9 Funding

9.1 Payments made to service users or carers under the terms of this policy will be separately coded and identified in the finance system. This will allow uptake of this policy to be monitored by locality and care group.

9.2 Payments under this policy will be funded from local budgets. The lead organisation for the Well-Being partnership board (currently shared by Haringey Council ACCS and NHS Haringey) will identify a user involvement budget and co-ordinate contributions for the designated partnership activities on an annual basis.

## 10 Implementation / Review

Timescale – pilot over 12months with 6 months review

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This policy has been drafted in April 2009 by the Making a Positive Contribution sub-group of Haringey's Well-Being Partnership Board and developed in accordance with DOH guidance:

**Reward and Recognition: The principles and practice of service user payment and reimbursement in health and social care.** (Dept of Health August 2006)

- Appendix 1 - Procedure Flowchart - to be developed
- Appendix 2 - Reimbursement request form - to be developed
- Appendix 3 - Receipt form - to be developed
- Appendix 4 - Service User/Carer Registration Agreement - to be developed

<sup>4</sup> cross reference to Haringey Council's Research Governance Framework (add date)