

# Being involved

## Expenses and allowances for volunteers

### Financial assistance

We will provide financial assistance in the form of grants to help support local community groups.

These include:

**Start-up grants:** to help towards setting up a group.

**Annual grants:** to help pay the costs of running a group.

The above are subject to various criteria being met. Further details on the grants and funding available are provided in the Resident Association and Community Group Funding Policy available from Customer Engagement.

At certain times, opportunities arise for further funding that will help towards the cost of similar projects. Information on this will be advertised on our website ([ongo.co.uk](http://ongo.co.uk)) as and when this funding becomes available.

If you would like the full expenses policy, you can get in touch with the Customer Engagement team.

### Types of expenses we cover

We will pay standard class train fares, car mileage costs, bus and taxi fares, car parking costs, but not parking fines. If you are disabled and need someone to travel with you, we will meet that person's travel costs as well.

Apart from rail travel, you normally have to pay your own fares and reclaim the cost from us. If this is difficult, we may be able to make alternative arrangements (just chat to us).



## Car mileage

The current rate we pay is 45p per mile and 5p per mile for passengers (we encourage car sharing wherever possible).

## Bus & rail fares

You will pay your own fare and reclaim the cost from us. Where possible you should buy a day-saver or weekly pass.

If you are travelling by train, we will purchase the tickets in advance for you.

## Childcare costs

In exceptional circumstances, we will meet reasonable childcare costs for you to use a registered provider, which must be agreed with the Customer Engagement Manager or Head of Service before a claim is made. If possible, a receipt should be provided.

## Subsistence costs

For external events / conferences that are not held in-house and refreshments haven't been provided, we will pay reasonable costs towards a meal allowance up to the value of:

**Lunch:** £15.00

**Evening meal:** £25.00

You can claim for tea/coffee and soft drinks but not for alcohol.

We will pay for overnight stays in exceptional circumstances but will not pay costs for room service.

If you require a carer to travel with you, we will meet their costs.

If you are attending all-day meetings, lunch will be provided.

## Tax & benefits

Expenses paid to residents are not classed as earnings. They cover out-of-pocket expenses and should not affect a resident's entitlement to benefits, but they may affect the resident's tax position. Currently the tax-free allowance is 45p per mile up to 10,000 miles. Claims are subject to audit by internal and external auditors.

HM Revenue & Customs also inspect paid claims from time to time. We strongly advise residents to check their position.

## Claiming expenses

We encourage residents to get involved in our customer engagement activities. We will cover most out-of-pocket expenses for travel and other reasonable costs to enable residents to volunteer, attend meetings, events, workshops, conferences and training courses.

Expense claim forms are available from the Customer Engagement team. If claiming expenses, receipts must be attached to the claim form. All claims must be submitted monthly and sent to us by the end of each month.

## For more information

You can email us on **customer.engagement@ongo.co.uk**, visit our website **ongo.co.uk**, or call us on **01724 279900**.

We also have **Facebook** (OngoHomes) and **Twitter** (@ongoUK) that you can use to get in touch.

## If you would like this publication in a different language:

Jeśli chcesz tę ulotkę w języku polskim, zadzwoń na 01724 279900 (Polish)

Jei norėtumėte šio lapelio, savo kalbą, susisiekite su mumis 01724 279900 (Lithuanian)

Ja vēlaties šo instrukciju savā valodā, lūdzu, zvaniem mums uz 01724 279900 (Latvian)

Se você gostaria deste folheto na sua língua, por favor ligue para 01724 279900 (Portuguese)

আপনি আপনার ভাষায় এই লিফলেট চান, অনুগ্রহ করে আমাদের সাথে 01724 279900 (Bengali)

如果您想本小册子在你的语言, 请致电 01724 279900 (Chinese)

إذا كان هناك شخص ما على الفور هذا المنشور في اللغة، دعوة 01724 279900 (Arabic)