



Resident Involvement Expenses Guidance

Date of approval	September 2023
Responsible director	Sarah Klueter, Assistant Director of Customer Experience
Guidance monitoring body	GLT
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Linked strategies/policies	Resident Involvement Strategy Diversity Strategy
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Introduction

1. This guidance provides a framework for paying expenses to engaged residents.
2. The aim of this guidance is to ensure that residents who volunteer to take part in Wythenshawe Community Housing Group's (WCHG's) formal engagement activities will not be at a financial loss as a result of their engagement.
3. WCHG values the work of engaged residents in scrutinising, influencing and informing our services. Effective engagement underpins our ability to meet the diverse needs of our residents, the effective delivery of our corporate plan and our compliance with the standards set by our regulator.
4. This guidance aims to give clarity on which costs WCHG will reimburse.
5. This guidance applies to residents attending meetings arranged by WCHG only. Residents Associations are able to apply for funding support separately to cover group expenses.

Public Transport

6. All standard class public transport tickets will be reimbursed.

Mileage

7. Car mileage costs will be reimbursed. Mileage costs will be reimbursed at £0.45 per mile.

Car Parking

8. The cost of car parking will be reimbursed upon the production of valid receipts, assuming the expense has been necessarily incurred.

Taxis

9. Taxis will be paid, when public transport is not feasible. Use of taxi should be agreed in advance with a member of the Resident Involvement team.



Childcare

10. Reasonable costs for childcare will be paid subject to prior agreement with the Resident Involvement team. Childminders must be UK registered.

Care allowance

11. The cost of any care or support worker required to attend the meeting with an engaged customer will be reimbursed. It is expected that the carer is a registered carer.
12. Residents who act as carers may be reimbursed for a carer to substitute this duty while they attend a meeting, where this has been agreed in advance with the Resident Involvement team.

Refreshments and Subsistence

13. Hot and cold drinks and light refreshments for meetings will be provided by WCHG and food may be purchased at the discretion of the responsible officer, if the meeting / activity is longer than 2 hours and takes place during a typical meal time.
14. As a general rule, for meetings during the day hot and cold drinks will be provided.
15. In the event of residents attending conferences or external visits or meetings where meals are not provided, WCHG will fund the cost of meals. Residents can claim amounts up to; £10 for breakfast, £15 for lunch and £20 for an evening meal. This must be agreed in advance with the Resident Involvement Manager.

Interpreter / Signer

16. An interpreter / signer will be provided as required. Requests must be made in advance to the Resident Involvement team.



How to claim

17. Please provide receipts to a member of the Resident Involvement team. For mileage claims, please contact the Resident Involvement team for a claim form.
18. Expenses will be paid as soon as possible and in any case within 10 days of submission.
19. Residents can be paid in advance for expenses, if agreed in advance with the Resident Involvement Manager. Please contact a member of the Resident Involvement team if you would prefer expenses paying in advance for any reason.

Monitoring and Review

20. This guidance will be reviewed at least every three years with our engaged residents to ensure it is still meeting the requirements of residents and providing value for money.

Equality & Diversity

21. WCHG recognises that it operates in a community within which there is a wide social diversity, and are committed to providing equal opportunities and valuing diversity. WCHG aims to treat all residents fairly, with respect and professionalism regardless of their age, gender, race, disability, religion, sexual orientation, and marital or pregnancy and maternity status.
22. Any residents experiencing a barrier to taking part in Resident Involvement activities – financial or otherwise – can raise this with any member of the Resident Involvement team. The team will make any reasonable adjustments and consider updating this guidance. Thank you!