



# being involved

expenses and allowances for volunteers



## Claiming expenses

Here at ongo Homes, we encourage residents to get involved in our work. We will cover most out-of-pocket expenses for travel and other reasonable costs, to enable residents to volunteer with projects and activities, attend meetings, events, workshops, conferences and training courses.

Expense claim forms are available from the Project Coordinator where you volunteer or the Service Manager for the activity you attend.

If claiming expenses, receipts must be attached to the claim form.

## Tax & benefits

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

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

## 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 persons 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. If you volunteer for a project the maximum amount you can claim is £10 a day.

## Car mileage

The current rate we pay is 45p per mile  
(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.

## Child care costs

We will meet reasonable childcare costs, which must be agreed with the Project Coordinator or Service Manager before a claim is made. If possible a receipt should be provided.

## Subsistence costs

For events that are not held 'in house', we will pay a meal allowance of:

breakfast £5.80

evening meal £10.00

You can claim for tea/coffee and soft drinks but no alcohol.

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

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

If you volunteer for a project for over five hours, we will pay a meal allowance of £3.50 for lunch.



## Financial Assistance

ongo Homes 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.

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

If you would like the full expense and allowance guidelines you can get in touch with the Customer Engagement Team.

## For more info

For more information about claiming expenses, you can call us on

**01724 298868** or by visiting our website [www.ongo.co.uk](http://www.ongo.co.uk)

We also have a Facebook page <http://facebook.com/OngoHomes>

and a Twitter account [@ongo.co.uk](https://twitter.com/ongo.co.uk) that you can use to get in touch with us.



## No English? For information please call:

- **0800 707 6131** للحصول على المزيد من المعلومات اتصل بنا: (Arabic)
- **0800 707 6132** তথ্যের জন্যে জানতে হলে এই নম্বরে ফোন করুন: (Bengali)
- **0800 707 6133** 欲知粵語版的消息，請致電: (Cantonese)
- **0800 707 6134** या योग्य नंबर (Hindi)
- **0800 707 6135** بۆ زانیاری به کوردی سۆزانی تەلەفۆن بۆ ئامارە (Kurdish)
- **0800 707 6136** Nie mówisz po angielsku? Po informacji zadzwoń pod numer (Polish)
- **0800 707 6137** Para mais informação em português contacte-nos através do telephone (Portuguese)
- **0800 707 6138** ਪੰਜਾਬੀ ਵਿਚ ਜਾਣਕਾਰੀ ਲਈ (Punjabi)
- **0800 707 6139** Не знаете английский? Для информации звоните (Russian)
- **0800 707 6140** Warbixinta oo af Soomaali ah wac (Somali)
- **0800 707 6130** اردو میں انفارمیشن کے لیے اسے ٹیلیفون نمبر پر را ہلہ فرمائیں۔ (Urdu)

**For information in large print, audio or Braille  
please contact 01724 279900**

