



Executive Partnership Board

Report

Title: Service User and Carer Expense Policy

Date:

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Background:

At the first meeting of the Executive Partnership Board – 14th November 2011, it was agreed that in order to meet the Terms of Reference for both the Executive Board and Partnership Boards a clear policy of intent stating Bucks County Council's commitment to ensuring that service users and carers are not financially disadvantaged as result of attending meetings needed to be in place.

The Policy:

The Bucks User Lead organisation – 'The Service User and Carer Organisation' (SUCO) has developed a draft policy to be applied across all Partnership Boards and other areas of service user engagement. The full policy and claim form can be found at appendix 1 and 2.

In terms of processing claims, a simple 4 step procedure will be implemented:

1. Claimant completes and submits forms and corresponding receipts to Development Worker either by email, hand or post. We will make sure that forms are available at all Partnership Board meetings.
2. Development Worker will check claims and arranged for sign off within 2 working days of receipt.
3. Once completed, signed forms and receipts will be forwarded to Finance Manager at Carers Bucks for processing.
4. Payment will be made either by cheque posted to claimant, or by bacs – depending on their preferred method of payment.

In practice the ULO need to have the flexibility to process and pay some claims immediately at Partnership Board meetings to meet particular individual needs. The ULO may also need to book and replacement care and transport in order to meet individual needs.

Next Steps:

The policy will be reviewed after six months with full activity report to be produced for commissioners.