



**Policy Review**

<b>POLICY NAME</b>	<b>Expenses Policy</b>	<b>VERSION NO.</b>	<i>001</i>
<b>Date Written</b>	27/11/2023	<b>Date Signed Off</b>	December 2023
<b>Owner (s)</b>	CEO: Martyn Heginbotham	<b>Next Review Date</b>	December 2024

**Revision History. (Version Controlled)**

Version	Date	Page Number	Details of Change	Author

**Contact Information.**

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- **The Purpose of this Policy Guideline is:**

The purpose of this policy is to ensure that all staff understand the allowances available for necessary expenses and out-of-pocket costs incurred, exclusively in performing their role for the Company. It also sets out the process for reimbursement. This expense policy is in line with HMRC allowances and therefore will not incur tax or national insurance or affect the employee's PAYE coding.

- **Policy Statement:**

This policy details the expense approval and claims process for the reimbursement of allowable out-of-pocket costs and expenses incurred wholly, exclusively, and necessarily by an employee engaged in the lawful business of the Company.

When incurring out of pocket costs and expenses on behalf of the company, staff are requested to spend wisely and minimise costs incurred as far as possible. It is the staff members responsibility to ensure all out of pocket costs and expenses incurred remain strictly in line with the authorised spend limits in this policy. If there is any doubt, guidance should be sought from the line manager prior to committing to spending. Any out-of-pocket costs and expenses incurred in excess of this policies limits, and not previously agreed by the line manager, will be funded by the staff member or collected as a deduction from your wages.

The Claims process, including submission deadlines, are laid out clearly within this policy and must be followed to ensure timely reimbursement of expenses. Expense claims submitted over 3 months after the expense date, will not be reimbursed and will remain funded by the staff member.

It is important that staff familiarise themselves with the policy before incurring any expenses and claiming out of pocket expenses.



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## 1 Definitions:

“**Company**” means Milewood Holdings Ltd and associated companies, including Milewood Healthcare Ltd, Care Network Solutions Ltd, Amber Care Ltd, MGB Care Services Ltd, Elmcare Ltd, Whitwell Park, Walton Lodge, Care Tree Holdings, Care Tree Invest and Care Tree Invest 2 Ltd.

## 2 Travel

### 2.1 Overview

Travel should be by the most cost-effective and environmentally effective mode of transport, taking into consideration the nature of the journey, and the journey time. The reason for travel must be stated on all claims, including the start and end point. Reasonable expenses necessarily incurred for travelling in the performance of duties will be reimbursed for example, travel to and from events, external meetings, training, location visits etc

The following travel will not be reimbursed:

- Travel between home and the place of work the only exception to this rule is where the member of staff is contractually and exclusively home based.
- Where home workers regularly work at a place of work, for example once a week/fortnight, this is deemed to be a secondary workplace and travel between home and a secondary workplace will not be reimbursed in line with HMRC guidelines (EIM32140)
- Similarly, for workers who are based at a home and a place of work, both locations are considered permanent workplaces, and in line with HMRC guidelines (EIM32140), they may not claim travel expenses between the home and their place of work.
- The cost of any travel undertaken for personal reasons will not be reimbursed.
- Travel that is primarily for business purposes but is substantially the same as travel between home and the permanent place of work will not be reimbursed.

### 2.2 Travel by private vehicle or company car

2.2.1 Private cars may be used for Business travel, provided that:

- You have agreed the travel with your line manager in advance.
- You have a full and valid UK driving license.
- Your vehicle insurance policy specifically covers using the vehicle for business travel.
- Your vehicle has a current MOT certificate (if your vehicle is over 3 years old).
- Your vehicle is roadworthy.
- Your vehicle is in a clean and presentable condition (both externally and internally) on the basis that it represents the Company to its clients, customers, suppliers and others.
- You have completed and submitted the Driver Declaration form found in Appendix B of this policy.

Any individual in receipt of a car allowance should use their car rather than alternative transport, except where business travel involves very long distances, or journeys to destinations with limited parking. In these circumstances, other transport options may be considered.

**REMINDER: You must complete and submit the form in Appendix B prior to using your vehicle for business travel. Mileage claims made without this will not be valid.**

2.2.2 Mileage rates for private vehicle use

Mileage rates for private vehicles, with and without car allowance, are set within the HMRC guidelines and are found in Appendix A. Entirely at its discretion, the Company reserves the right to change the amount of the allowance from time to time.

All mileage claims must detail the start and finish point of each journey, the total number of miles travelled and the Business purpose for the journey.

<https://www.gov.uk/government/publications/rates-and-allowances-travel-mileage-and-fuel-allowances/travel-mileage-and-fuel-rates-and-allowances>

2.2.3 Fines and penalties

You are entirely responsible for the payment of any fines or charges incurred as a result of a motoring offence committed whilst driving on Company business, including, but not limited to, parking infringements, speeding fines, non-payment of charges.

2.2.4 Parking costs, tolls, congestion charges

Parking fees, toll charges and congestion charges necessarily incurred whilst on Company business will be reimbursed when supported by valid receipts. -Details of the date, location and reason for the parking cost must be included in the claim.

### **2.3 Travel by company car**

Employees who are authorised to use a Company car for business travel must

- have agreed the travel with their line manager in advance.
- have a full and valid UK driving license.
- detail the start and finish point of each journey, the total number of miles travelled and the Business purpose for the journey on the expenses claim form.
- provide original receipts for out-of-pocket fuel costs incurred in connection with the Company business travel.

### **2.4 Car Hire**

All car hire must be approved by your line manager in advance.

### **2.5 Rail and coach travel**

Employees required to travel on Company business by rail or coach may claim the full costs of standard class rail or coach fares. Valid receipts must be provided, alongside the expense claim form, as evidence of this out-of-pocket cost. Where the rail journey is to take longer than five hours station to station, or where there is a specific requirement, e.g. for mobility or health reasons, employees may seek the prior approval of their line manager to travel first class.

Except for short journeys under £30, rail or coach travel must be booked in advance. Employees are strongly encouraged to book well in advance to benefit from any discounts for early booking.

### **2.6 Air travel**

- 2.6.1 Employees wishing to travel by air must receive written prior approval from their line manager.
- 2.6.2 Air travel in the UK and Europe may only be used where it is cheaper than rail or vehicle travel or where the use of other means of transport would require an overnight stay away from home or an unreasonably late return. Flight selection should be based on the cheapest route, airport and time, rather than the most convenient, considering the overall journey costs. Under no circumstances should a first class or business class ticket be booked. For journeys outside the UK, premium economy tickets may be permitted, subject to the journey time, and by prior agreement with your line manager.
- 2.6.3 Where possible, air travel should be booked well in advance to benefit from any discounts for early booking.

## 2.7 Taxi Fares

Public transport should be used wherever possible. Taxi fares may only be reimbursed in the following circumstances:

- where suitable public transport is not available due to the transportation of heavy or bulky equipment, or where the employee has restricted mobility making public transport unsuitable.
- where there are several employees travelling together, making this more cost effective than public transport.
- for safety reasons
- Where there is limited public transport options e.g. train strike
- where the employee is, required to work unsociable hours between (21.00 - 06.00) where this is not a regular or frequent event (eg more than 30 times per year)

- 2.8 **A full explanation of the circumstances requiring taxi travel must be provided on the Expense Claim Form supported by a valid receipt as evidence of this out-of-pocket cost. Handwritten receipts are not acceptable for taxi claims unless they are on the taxi company's stationery.**
- 2.9 **The maximum taxi fare for an individual journey is £20 (-see also Appendix A). Any amount over this must have line manager approval.**

## 3 Accommodation

If you are required to stay away from home whilst on Company business, you may claim out-of-pocket costs of overnight accommodation **up to the amount in Appendix A**. Please note that these rates include breakfast. All accommodation must be booked as far in advance as possible to secure the most cost-effective option. Where suitable, stays in bed and breakfast, or Air BnB type accommodation is acceptable. It is important you use the most cost effective option.

## 4 Subsistence

- 4.1 When employees are required to work away from their normal place of work, out-of-pocket subsistence costs (excluding the cost of alcohol) will be reimbursed according to the amounts in Appendix A. Only actual costs can be claimed.
- 4.2 For each out-of-pocket cost being claimed, a detailed and original receipt must be submitted to support the Expense Claim Form. If you ask for a VAT receipt at the point of purchase, this will provide the required level of detail to support your expense claim. Credit card receipts or bank statements will not be accepted unless they specifically itemize the expenditure.
- 4.3 For small value items, where it has not been possible to obtain a receipt, eg for instance parking meters, the expense claim must clearly state the receipt is missing and provide an explanation as to why the receipt is missing along with description, detailing the location, date, time and reason for the cost being claimed.
- 4.4 Breakfast: the cost of breakfast, up to the approved rate (See also Appendix A), may be claimed if the journey commenced from home before 06:00 (6am).
- 4.5 Lunch: the cost of lunch, up to the approved rate (See also Appendix A), may be claimed if
- the employee is away from the normal place of work for at least five hours of the working day, and
  - lunch is not provided as part of the event or meeting.
- 4.6 Evening Meal: the cost of an evening meal, up to the approved rate (See also Appendix A), may be claimed if
- the employee is required to stay overnight as part of the business travel or
  - the employee is away from the normal place of work for at least five hours of the working day, and is not able to return home before 21:30 .
- 4.7 Refreshments: costs of snacks and non-alcoholic refreshments, up to the amount in Appendix A, may be claimed if the business travel is 3 hours or more in duration. One snack per day is allowable.
- Note:** The company will not accept any subsistence claims for alcohol or personal items such as newspapers, magazines, private telephone calls or laundry.
- 4.8 From time to time, employees may be requested to support service users on overnight stays or UK holidays. In this case, employees may claim expenses according to the maximum amounts per day given in the table below, and also found in Appendix A

	<b>Self-Catering</b>	<b>B&amp;B</b>	<b>Half Board</b>
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UK Holiday: food allowances	£15.00	£20.00	£5.00
UK Holiday: out of pocket expenses are expenses incurred specifically for the provision of support of the individual whilst on holiday, e.g. bus or taxi fares, snacks and drinks, museum or theme park entry costs.	£15 per day	£15 per day	£15 per day

**Note:**

- For employees supporting service users on overnight stays or holidays, the trip will be remunerated based on 11.5 hours normal pay per day,. These payments will be paid one month in arrears and subject to their normal tax and NI deductions.

## **5 Miscellaneous Expenses**

### **5.1 Telephone calls, data, office supplies and equipment**

- 5.1.1 The cost of telephone calls made by employees using their private telephones or their mobile phones, wholly, exclusively, and necessarily in connection with Company business, will be reimbursed. Fully itemised telephone bills are required to support these expense claims.
- 5.1.2 Wifi access charges incurred when travelling on company business will be reimbursed if there is a reasonable business requirement for access, however do ensure you attempt to use your work phone for tethering.
- 5.1.3 Office supplies and equipment will only be reimbursed by prior agreement with the employee's line manager.

### **5.2 Home telephone Lines**

Telephone lines may be provided to certain employees, in order to be on call as part of their employment.

- 5.2.1 Where a telephone line has been installed at the employee's home at the request of the Company and where the Company is responsible for paying the telephone bill directly, the employee is not permitted to use the telephone line for personal use.
- 5.2.2 Where the Company has provided a telephone line which is the only telephone line in the home and which is used by the employee for personal use, the employee is required to pay for the full cost of the line rental in addition to any private calls which are made. Fully itemised telephone bills are required to support the expense claim.

### **5.3 Professional and other subscriptions**

Expenses may be submitted for annual subscriptions to any professional bodies which are

- included in the HMRC approved list (see HMRC website for further guidance) and
- are directly relevant to your role and
- are agreed by your Line Manager in advance.

A receipt from the body, or other proof of payment, will be required for reimbursement.

### **5.4 Training**

All training, learning and development is managed through the Company's Learning and Development team. Training costs will only be reimbursed if prior approval has been granted, in writing, by that team.

### **5.5 Eye tests**

If an employee finds difficulties with their eyesight, whilst using a VDU for their work, then the company will reimburse the employee for an eyesight test up to £25 and on production of a valid receipt.

If, as a result of the test, corrective eyewear is required for VDU use only, the company will reimburse up to a maximum of £50 for the cost of a basic pair of spectacles (including lenses) for this purpose. A receipt and a letter from the examining optician, specifying the requirement is specifically for VDU wear, must be submitted with any claim.

Any spectacles prescribed in this way, must always be used whilst using a VDU at work.

### **5.6 Damaged eyewear**

Eyewear damaged in the course of an employee's duties will be reimbursed with prior approval from the line manager up to a maximum of £50 (including VAT) and against a valid receipt.

### **5.7 Protective Clothing**

Protective clothing will be provided where it is deemed necessary by the Company. All orders should be placed through an approved supplier and must be invoiced direct to the company.

### **5.8 Damaged Clothing**

Clothing damaged in the course of an employee's duties will be reimbursed up to a maximum of £25 per item and a total of £100 (including VAT). Claiming the cost of replacement items must be authorised by your line manager in writing prior to purchase and submitted as evidence with the expense claim. Once line manager authorisation is received similar replacement item/s should be purchased, and the receipts submitted to support the expense claim. Please note that in accordance with HMRC guidelines, these payments will be subject to tax and NI deductions.

## 5.9 Secondment

Where an employee has been asked to work at a temporary workplace, reasonable and necessary travel, accommodation, and subsistence costs will be reimbursed providing valid receipts are submitted to support the expense claim form. A period of secondment is considered a period of up to 12 months. Costs must be pre-approved in writing by the line manager.

Where it is more cost-effective for the Company to provide furnished accommodation rather than hotel accommodation, all invoices related to the furnished property must be invoiced directly to the relevant company.

In the case of secondment, if the employee is staying in hotel accommodation, please see Appendix A of this policy for what can be claimed. Please also refer to Appendix A for what can be claimed in terms of travel and subsistence.

**Note:** A temporary workplace is a workplace to which the employee goes only to perform a task of limited duration or for a temporary purpose.

## 5.10 Staff entertaining, Gifts and Awards

5.10.1 Only SLT members are permitted to claim back reasonable expenses incurred for staff entertaining. Where this occurs, full details of the expenditure must be shown on the expense claim form and original receipts must be provided as evidence of the cost incurred and please request a VAT receipt at the point of purchase as this will provide the required level of detail to support your expense claim. Details of the employees who were invited and those who were entertained must be shown, together with the reason why the event happened.

5.10.2 We will reimburse the cost of gifts and awards to staff only in the following circumstances:

- For a bereavement
- In cases of prolonged serious illness

The allowance for gifts and awards per person, per year, is up to a maximum of £45 (See also Appendix A)

## **6 Business entertaining**

Business or client entertaining means hospitality of any kind provided by the Company or its staff to non-Company employees in connection with the lawful business of the Company. All business entertaining expenses which are likely to be above a total of £500, inclusive of VAT, must be approved in advance by the Operations Director of the Company. In addition, the employee's line manager must agree to the level of any business entertaining expenditure in advance, before any out-of-pocket costs or expenses are incurred. All business or client entertaining must be reasonable and proportionate in all the circumstances.

- 6.1 Employees should be aware that business entertaining may amount to bribery, which is a criminal offence, where the person offering the hospitality intend the recipient to be influenced to act improperly. This is most likely to be the case when the hospitality is lavish, excessive, extraordinary or unreasonable.
- 6.2 Full details of business entertaining expenditure must be provided on the expense claim form, including the reason why the expenditure was necessary, the names of the persons being entertained, the companies they represent, and a breakdown of the expenditure incurred. Original receipts must be provided as evidence of the cost incurred and please request a VAT receipt at the point of purchase as this will provide the required level of detail to support your expense claim.
- 6.3 All business entertaining expenditure will be closely monitored by the company.

## **7 Other expenses**

If you have a question about a category of spend that is not covered by this policy, please speak to your Line Manager for clarification.

## **8 Compliance and Exceptions**

- 8.1 If there are exceptional circumstances where you believe that this policy does not apply to a particular situation, please seek advice in the first instance from your line manager. If it is agreed an exception applies, you must obtain written approval from your line manager before proceeding with the expense or out-of-pocket cost. This written approval must accompany your expense claim form when it is submitted as evidence approval was received.

- 8.2 If the Company considers that any expenditure claimed was not legitimately incurred on behalf of the Company or is a false expense claim, it may request further details from the employee. The Company will check and investigate any expenses claim as it sees fit.
- 8.3 Failure to adhere to this policy could result in breaches of the law, breaches of contract and/or reputational damage to the Company and may therefore result in disciplinary action through our policies and procedures.
- 8.4 Any deliberate abuse of this policy will not be tolerated, and action will be taken where appropriate under the Company's disciplinary procedure. Depending on the circumstances, the Company may treat a breach of this policy as potential gross misconduct, which could render the employee liable to summary dismissal. Furthermore, if there is evidence to suggest that a criminal offence may have been committed, the Company may report the matter to the police.

## 9 Claiming expenses

### 9.1 Expense Claim Process

- 9.1.1 Employees should ensure that all expense claims are made promptly and at the latest within four weeks of incurring the expense. In any event, all expense claims relating to a given financial year must be submitted at least seven days before the end of that financial year. Any claims which are submitted out of time may not be met by the Company and therefore any out-of pocket costs will be funded by the staff member.
- 9.1.2 All expense claims should be made on the Expense Claim Form. The form must be completed and signed by the employee, countersigned by the employee's line manager, and then submitted as follows:

For SLT/HR & Training Managers, please submit to:

- [invoices@milewood.co.uk](mailto:invoices@milewood.co.uk)

For all other expenses please submit according to the company, as follows:

Company	Email address for submission
Milewood	<a href="mailto:invoices@milewood.co.uk">invoices@milewood.co.uk</a>
Care Network Solutions	<a href="mailto:invoices@milewood.co.uk">invoices@milewood.co.uk</a>
Elmcare	<a href="mailto:invoices@elmcare.co.uk">invoices@elmcare.co.uk</a>
Whitwell Park	<a href="mailto:invoices@elmcare.co.uk">invoices@elmcare.co.uk</a>
MGB	<a href="mailto:invoices@mgbcareservices.co.uk">invoices@mgbcareservices.co.uk</a>

Ambercare	invoices@ambercare.co.uk
Walton Lodge	karen.hutton@waltonlodge.net

9.1.3 The Company will pay authorised expenses by BACS transfer into the same bank account into which an employee's salary is paid.

## 9.2 Provision of receipts

9.2.1 For audit purposes, employees must provide original VAT receipts for out-of-pocket costs and expenses incurred where this is reasonably possible as VAT receipts provide the level of detail the auditors will require. . Receipts must be submitted with the EXPENSE CLAIM FORM. Where it is not possible, the employee must give a detailed description of the expenditure incurred on the Expense Claim Form and the reason for there being no receipt provided.

9.2.2 The Company may return an Expense Claim Form to an employee without payment if it is completed incorrectly or lacks supporting evidence.

## 9.3 Advances of expenses

9.3.1 Except in exceptional circumstances, at the discretion of the Directors, the Company will not advance expenses.

## APPENDIX A: ALLOWANCES

Item	Section	Maximum Allowance	Comment
Business Mileage – own vehicle, no car allowance		£0.45 per mile for first 10,000 miles in a tax year £0.25 per mile over 10,000 business miles in a tax year.	
Fuel Allowance – Cars purchased using Car allowance or Company Car		£0.20 per mile to 31 <sup>st</sup> December 2023. From January 2024 please refer to Advisory Fuel Rate <a href="http://www.gov.uk">Advisory fuel rates - GOV.UK (www.gov.uk)</a>	
Taxi Fares, per journey	Section 2	£20	Above £20 need to be approved by line.
Accommodation (London, inside M25)/night		£165	Including breakfast
Accommodation (Rest of UK)/night		£100	Including breakfast
Holiday escort: food allowance/day		Self catering: £15 B&B: £20 Half Board: £5	
Holiday escort: out of pocket expense/day		£15	
Subsistence: Breakfast (including non alcoholic drink)		£5	For journeys starting before 6 a.m. or if not provided by hotel
Subsistence: Lunch		£5	For journeys of 5 hours or more; if lunch is not provided
Subsistence: Evening Meal		£25	For overnight stays or late return after 21:30
Staff Gift or Award		£45 per person per year	
Eye test		£25	
Corrective eyewear		£75	
Damaged eyewear		£75	

Damaged Clothing		£25 per item. Max £100	

**APPENDIX B – Driver declaration**

Declaration for use of Private Vehicles on Company Business

In order to use your private vehicle on Company Business, you must confirm the following statements are true:

My insurance cover provides:

- For use of my vehicle on my employer’s business
- Indemnification of your employer against third party claims, including those concerning passengers
- Insurance against claims in respect of injury or death of third parties including passengers.
- Insurance against claims in respect of Damage to the property of third parties

I will ensure that

- My insurance policy will meet the above requirements for as long as I use my car on official company business
- I will not seek recovery from my employer of any amount I may be called upon to pay as a result of the operation of any excess clause in my insurance policy

I confirm that:

- I have a current full driving license valid for use in the UK
- I will declare any points that are on my license or added to my license during my employment
- Where legally required, I have a valid MOT certificate for my vehicle
- I am free from a medical condition that may impact on my driving and have notified the DVLA of any medical condition or disability which may affect by driving (further details can be obtained from the gov.uk website)

I agree to notify the company immediately should any of the above statements change

Employees Name .....Date.....

Employees Signature.....

Authorised by:

Managers Name.....Date.....

Managers Signature.....




<b>Total Miles</b>	
<b>Total Claim (£)</b>	

**Signed:**

**Authorised:**

.....

.....

**Note: Mileage claims must detail the start and finish point of each journey, the total number of miles and the business purpose for the journey. Please refer to the expenses policy for the correct mileage rates.**

APPENDIX D - Business Expense Claim Form

Period:

Name:
Department/home:
Manager

Date	Receipt no	Description	Fuel £	Taxi £	Accommodation £	Subsistence £	Entertainment £	Other £
<b>TOTAL</b>								

<b>Total Expenses Claimed (£)</b>	
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<b>Signed by</b>		<b>Date</b>	
<b>Authorised by</b>		<b>Date</b>	

**Note:** Mileage claims must detail the start and finish point of each journey, the total number of miles and the business purpose for the journey. Please refer to the expenses policy for the correct mileage rates. All original receipts MUST be numbered and attached to the Expense Claim Form

- Authorisation and Signature

This Policy is the authorised version agreed by the Owners. The policy is also authorised by the CEO of Milewood Health Care and their associated organisations. All employees are expected to follow this policy and failure to do so could result in disciplinary action.

<b>Approved by CFO Signature</b>	<b>Harish Arora</b>
<b>Date:</b>	<b>27/11/2023</b>
<b>Approved by Head of HR</b>	<b>Dan Blackith</b>
<b>Date:</b>	<b>27/11/2023</b>
<b>Approved by Owner, Head of Quality</b>	<b>Bryony Kent</b>
<b>Date:</b>	<b>06/12/2023</b>