

Involving patients and the public as public contributors in research and innovation: Reimbursement and payment for involvement and sharing of expertise in research (PIER)

SOP RD011-01 PIER

Document Reference No.	To be allocated by the Policy Manager
Replacing document	New document
Target audience	KMPT staff and external researchers wishing to incorporate public contributors into research in our organisation
Author	Research and Innovation Team in co-production with lived experience volunteer
Group responsible for developing document	R&I Partnership and Engagement working group.
Status	Version 1
Authorised/Ratified By	Trust Wide Patient and Carer Experience Group (TWPCEG)
Authorised/Ratified On	24.07.2023
Date of Implementation	From the date of ratification
Review Date	1 year from Implementation
Review	This document will be reviewed prior to review date if a legislative change or other event otherwise dictates.
Distribution date	From the date of ratification
Number of Pages	25 including cover sheets
Contact Point for Queries	kmpt.policies@nhs.net
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DOCUMENT TRACKING SHEET

Policy Title				
Version	Status	Date	Issued to/approved by	Comments
0.1	Draft	22/02/23	Sarah Dickens Deputy Director of R&I	Additions to content and amendments made include 1. Ensuring all forms used are professionally formatted and standardised. 2. In sec 9151 it is clear that expenses are not viewed as payment for those receiving benefits
0.2	Draft	06/03/23	Alisha O'Connor, Research Facilitator	Refer to the NIHR payment guidance in section 5
0.3	Draft for approval	Shared on 23/03/23	Finance	
0.3		Shared on 23/03/23	Julia Wilson, Strategic Lead for Allied Health Professionals / Chair of TW	Ensure consistency on font size in sec 6. Query as to how we can ensure equality in payments – the NIHR payment structure ensures this as it is national guidance for payments in research.
0.3	Draft for approval	Shared on 23/03/23	Catronia Toms, Assistant Director of Partnership Development	In section 2, factor in that co-production is also about co-delivery. Section 7, ESR is a manual process rather than public contributor being signed up as non-employee and allocated an assignment number. Section 8, Advise an electronic storage of receipt of vouchers Appendix C - add R&I budget code Section 2&8 – ensure consistency that vouchers are not used as remuneration
	Draft for approval		ESR	

0.3	Draft for approval	Shared on 23/03/23	Professor Lisa Dikomitis, KMPT	
Version 1	Final doc for ratification	Shared on 17/07/2023	TWPCEG (Trust Wide Patient and Carer Experience Group)	Ratified by the group 24.07.2023

REFERENCES

Centre for Engagement and Dissemination Policy, NIHR
NIHR payment guidance for researchers and professionals: https://www.nihr.ac.uk/documents/payment-guidance-for-researchers-and-professionals/27392
Nesta: By us, for us: The power of co-design and co-delivery (2013) https://media.nesta.org.uk/documents/the_power_of_co-design_and_co-delivery.pdf
HM Revenue and Customs - https://www.gov.uk/government/organisations/hm-revenue-customs
Reward and Recognition: The principles and practice of service user payment and reimbursement in health and social care. (Department of Health, August 2006) - http://www.alps-cetl.ac.uk/len/RewardAndRecognitionDHGuidance.pdf

RELATED POLICIES/PROCEDURES/protocols/forms/leaflets

Participation and Involvement Strategy (KMPT, 2020)	
Participation and Involvement Strategy – initial engagement process (KMPT, 2020)	
Participation and Involvement strategy – Payment policy (KMPT, 2020)	

SUMMARY OF CHANGES

Date	Author	Page	Changes (brief summary)
22/02/23	AWW	15	Is clear that expenses are not taxable.
06/03/23	AWW	8	Added link to NIHR payment guidance
26/05/23	AWW	9	Changed font size of diagram to align with others in document
06/06/23	AWW	5	Highlighted that co-production is also about co-delivery.
		12	

		14 19 14	<p>Removed that public contributors are signed up on ESR as non-employee and allocated an assignment number.</p> <p>Advised an electronic storage of receipt of vouchers</p> <p>Added R&I budget code to claim form</p> <p>That it is clearly that vouchers are not used as remuneration</p>
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1. INTRODUCTION

- 1.1. The Research and Innovation team are committed to embedding lived experience into the work of the department, and through doing so offering payment to public contributors for sharing their time, knowledge and experience
- 1.2. There is no 'one size fits all' approach to public involvement, and with many different types of involvement activities, a flexible approach to payment that meets individual needs and circumstances is important.
- 1.3. Reward and recognition through monetary or non-monetary means (e.g. co-authorship, recognition of contribution) is essential. In addition, public contributors can decline payment or negotiate the conditions for a specific task/role in order to suit their financial situation (e.g. suggest changes the role/payment banding so that the income does not negatively impact on their welfare benefits). These discussions **MUST** be led by the public contributor. Furthermore, out of pocket expenses should always be reimbursed (see section 7).
- 1.4. The Research and Innovation team endeavour to uphold the payment guidance of the National Institute of Health Research (NIHR), as well as guidance set out by the KMPT Participation and Involvement team. However, due to the varying nature of the work supported by the Research and Innovation team, some variation in reimbursement and remuneration is necessary. This document sets out the required processes to ensure that decisions around reimbursement and remuneration are standardised (where possible).

2. DEFINITIONS

- 2.1. **Co-Production:** Involving people who can benefit from research in shaping and making decisions about the research from the very beginning, as equal partners. This leads to higher quality, impactful research which is focussed on the needs of those it should ultimately benefit.

As part of co-production, co-design and co-delivery are equally important in ensuring there is an ethos and recognition that those who provide and experience services should have an equal say and role in how such services are designed and delivered (Nesta, 2013).

- 2.2. **Consultation:** This is when researchers ask public contributors for their views and use these views to inform their decisions about research. This might be a one-off meeting or conversation to share feedback on a proposal or study documentation.
- 2.3. **Engagement:** We use the NIHR definition for engagement which "is where information and knowledge about research is provided and disseminated".

- 2.4. **Patient and public involvement (PPI):** This umbrella term describes different ways public contributors can get involved in the development and sharing of research through co-production and consultation.
- 2.5. **Public contributors:** We use the NIHR definition of ‘public’ which includes: “patients, potential patients, carers, people who use health and social care partnerships, members of public, as well as people from specific communities and from organisations that represent people who use services. Also included are people with lived experience of one or more health conditions, whether they’re current patients or not.”
- 2.6. **Research participant:** A person is defined as a research participant when they consent to take part in a research study that has received the appropriate approvals from the Health Research Authority and from the KMPT Research and Innovation team. Examples of taking part in research include being recruited to a clinical trial or other research study (e.g. to test the efficacy of a new treatment), completing a questionnaire or participating in a focus group as part of a research study. The data being collected through research participation will be analysed as indicated in the study protocol to answer a research question. This is **not the same as patient and public involvement and engagement** and may be costed and paid differently, as per the study protocol.
- 2.7. **Reimbursement:** The payment to public contributors to reimburse for *expenses* incurred, i.e. giving money back for what they have already spent
- 2.8. **Remuneration:** The payment for *work completed* by public contributors for coproduction and consultation work as recognition for their expertise, time and contribution.
- 2.9. **The Research PPIE pool:** Public contributors who are registered with the Research and Innovation team and are keen to use their lived experience knowledge and expertise in Patient and Public Involvement and Engagement (PPIE) activities.
- 2.10. **Vouchers:** This refers to gift cards/vouchers which are provided as a thank-you gift to acknowledge contribution for consultation or research participation. Gift vouchers can be physical or online (e.g. e-vouchers), and **will not be used as remuneration of work carried out.**

3. WHO DOES THIS POLICY APPLY TO?

- 3.1. Staff of the Research and Innovation team who are costing patient and public involvement into research bids and/or directly involved in reimbursement and remuneration.
- 3.2. KMPT staff who wish to involve public contributors in their research.

- 3.3. Academic partners who wish to involve public contributors in their collaborative research with KMPT.
- 3.4. Public contributors who wish to work alongside us.

4. PURPOSE

- 4.1. The Research & Innovation team carries out high quality and impactful research and values the involvement and engagement of public contributors to achieve this. This document sets out the principles and practice for remunerating and reimbursing public contributors for their involvement in research activities.

5. DUTIES

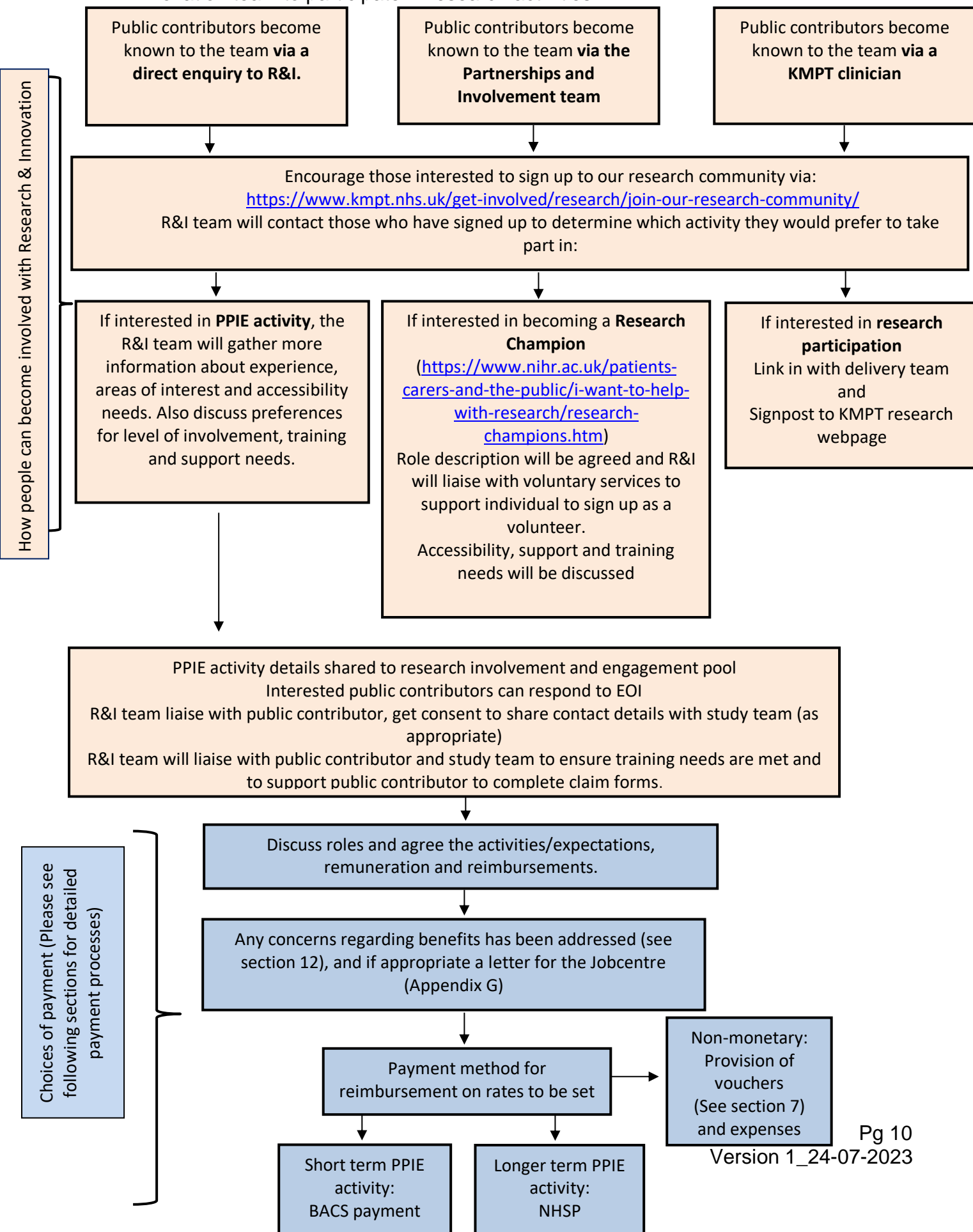
- 5.1. Research & Innovation is responsible for ensuring that the remuneration and reimbursement of patient and public involvement and engagement is compliant with the associated financial obligations as detailed in study protocols and NIHR recognised best practice.
- 5.2. Research & Innovation will be able to provide information about the contribution made if this is required for the Department of Work and Pensions (DWP), or other government bodies (See section 12 for further guidance).
- 5.3. Research & Innovation will signpost individuals who are in receipt of benefits and who wish to become public contributors to the HM Revenue & Customs and the Department of Work and Pensions (DWP), as well as benefit agencies relevant to them for further information on how payment for involvement and engagement may affect receipt of benefits (see section 9 for further guidance).
- 5.4. To acknowledge the value placed on lived experience, Research & Innovation offer payment at a level that is commensurate with the nature and demands of the activity undertaken.
- 5.5. Ensure that all activity and its remuneration, reimbursement and acknowledgement are confirmed with the individual prior to commencement. For those not wishing to be compensated, ensure appropriate acknowledgement of their contributions (e.g. through co-authorship, recognition in meeting minutes for their contributions, as well as in reports and presentations). It is however best practice, and expected that all contributors, regardless of payment should be fully acknowledged and recognised.
- 5.6. It is essential that public contributors are not financially worse off as a result of undertaking involvement and engagement activities. It is the duty of R&I staff who are communicating with public contributors and undertaking involvement and

engagement activities that they are confident in signposting to HM Revenues & Customs, DWP and/or relevant benefits agencies.

- 5.7. Payment is offered as recognition of time, skill and expertise and the rate paid will depend on a number of factors for each situation (e.g. difference in being consulted on vs co-producing research, and time required to complete tasks). When payment is being made via BACS, and you are unsure at what level to cost involvement, please refer to the NIHR payment guidance for researchers and professionals via: <https://www.nihr.ac.uk/documents/payment-guidance-for-researchers-and-professionals/27392>. This guidance does not relate to payments made via NHSP. For NHSP costings, a mid-point band 7 at a rate of £22.40 per hour is the nearest equivalent to the NIHR guidance of £25 per hour.
- 5.8. When considering enlisting public contributors and costing for their time, researchers need to complete the PPIE Checklist (Appendix A). This ensures that all considerations have been made and that decisions around payment are standardised. The Lived Expertise Research Lead will have oversight of this process, and can work with researchers to complete this.

6 FLOWCHART SHOWING DIFFERENT WAYS INDIVIDUALS CAN BE INVOLVED IN RESEARCH

6.1. This section describes the varied ways that individuals can approach the Research & Innovation team to participate in research activities.



7 REMUNERATION AND REIMBURSEMENT

7.1. Remuneration and reimbursement via BACS (i.e. direct to bank account):

7.1.1. Public contributors who are undertaking these specific PPI activities (likely to be one-off) will be paid via BACS. The schedule below, taken from the NIHR centre for Engagement and Dissemination Payment Policy (May, 2021) sets out the nature and duration of involvement and the payment offered to individuals.

Rate of payment	Length of Activity	Example activity
£12.50	For involvement in a task or activity which equates to less than half an hour	Reading and commenting on an abstract
£25	For involvement in a task or activity requiring little or no preparation and which equates to approximately one hour of activity or less	Participating in a focus group to provide feedback on a proposal.
£50	For involvement in a task or activity likely to require some preparation and which equates to approximately two hours of activity.	a teleconference with related papers to read or review a few short documents.
£75	For involvement in a task or activity where preparation is required and which equates to approximately half a day's activity	Participating in a focus group, or delivering training.
£150	For involvement in a task or activity that require a full day	Attending a committee or panel meeting as an observer prior to becoming an active public member of a committee/panel.
£300	For involvement in a task or activity that require a full day and substantial preparation.	Chairing or co-chairing a meeting or when carrying out other discretionary work, which requires additional responsibilities.

7.1.2. Public contributors will need to complete the personal details form (Appendix B) and Claim Form (Appendix C) which needs to be returned to: kmpt.research.pmo@nhs.net who will then forward via email to: kmpt.workforce.information@nhs.net.

7.1.3. For those who are already signed up as a non-employee, they will just need to complete the claim form.

7.1.4. The claim form can be used for **reimbursement (expenses) as well as remuneration (time)**. The table below provides more details of the rates of reimbursement for expenses.

Public transport	Research & Innovation will reimburse any public travel costs with the relevant ticket. Parking tickets need to be attached to the claim form. The reimbursement of taxi fares will be made only when other transport costs have been considered. If this is the most viable for of transport, reimbursement up to £15 will be made with a receipt.
Driving/riding/cycling	Mileage allowance is paid at 45p per mile plus parking cost. Parking tickets need to be attached to the claim form. The use of a motorbike is at 24p per mile, and 20p per mile for using a bicycle.

7.1.5. Individuals may choose to decline remuneration and undertake this work as a volunteer. They do not have to sign up as a KMPT volunteer to undertake this work. The study team will ensure that all public contributors (including those who choose to undertake work without payment) are appropriately acknowledged in all work.

7.1.6. Overview of payment process for remuneration via BACS payment:

When designing the activity and applying for PPI funding, the project lead will need to consider rates of payment, method of payment and travel expenses. These are decided **jointly** by the R&I team, study/project team and public contributors and will be in accordance with NIHR payment rates (see 7.1.1.).



Once funding is awarded, an expression of interest will be circulated to the research involvement and engagement pool. Interested individuals can register their interest and give consent for their contact details to be shared with the study team (as appropriate)



Once the activity is completed, the public contributor completes the **personal details form** and **claim form**. Please note the claim form is for both **remuneration of time**, and **reimbursement of expenses** and needs to be completed for each activity as bank details are not stored by R&I.



Once completed the activity lead will forward the forms to KMPT Workforce and check back to confirm if payment has been received.

7.2. Remuneration and reimbursement via NHS Professionals (NHSP):

- 7.2.1. Public contributors who do not hold a substantive position with KMPT can join NHS Professionals (NHSP). Indications for this form of payment would be if somebody is working a number of hours for a project over a short time frame. For guidance for substantive and/or clinical staff please visit:
<https://www.nhsprofessionals.nhs.uk/login/join-bank-links>
- 7.2.2. Individuals who join NHSP will be asked to complete a timesheet to confirm the hours they have worked. This timesheet will be sent to kmpt.research.pmo@nhs.net for processing. Employment via NHSP will enable individuals to be paid on a weekly basis, however please note that the individual will have a contract to work with NHSP, not KMPT, which may affect access to KMPT training and resources.
- 7.2.3. Please send timesheets in **weekly** to the above address by 5pm each Friday.
- 7.2.4. To join NHSP the following information is needed: 1x proof of right to work document, 1x proof of identity document, 2x proof of address documents and the completion of x2 forms, (See flowchart below for further guidance). Required information is then sent to: nonclinicalteam@NHSProfessionals.nhs.uk
- 7.2.5. Once the required checks have been undertaken by the NHSP team and the individual is cleared to start work, it is the responsibility of the researcher leading the involvement or engagement activity to sign off on NHSP timesheets to ensure accurate payment.
- 7.2.6. Please note that there are mandatory training modules which NHSP will require you to undertake. These need to be completed within 6 weeks or your ability to work will be impacted.
- 7.2.7. If expenses should be claimed, contact nonclinicalteam@NHSProfessionals.nhs.uk for expenses claim form.
- 7.2.8. Travel expenses/ remuneration for time are paid by the end of each month for expenses/ time incurred in the previous month. This can take up to 28 days. All expenses/ remuneration payments must be claimed within three months of being incurred. The cut off for payment is the first Monday of the month.

7.2.9. Overview of payment process for remuneration via NHSP:

When designing the activity and applying for PPI funding, the project lead will need to consider rates of payment, method of payment and travel expenses. These are decided **jointly** by the R&I team, study/project team and public contributors and will be in accordance with NIHR payment rates (see 7.1.1.). If a public contributor is working a **large number of hours** over a **short period of time**, payment via NHSP may be the most appropriate means of remuneration.



Once funding is awarded, an expression of interest will be circulated to the research involvement and engagement pool (if required). Interested individuals can register their interest and give consent for their contact details to be shared with the study/project team (as appropriate)



Once agreed, the R&I staff member supporting the activity will contact: Nonclinicalteam@NHSPprofessionals.nhs.uk and **complete** the **a)** non-clinical request form with details of the job that the public contributor will be doing and **b)** CSRF form to authorise NHSP to register the public contributor and indicate the banding they will be paid at. *Please ensure a contact number/email for the applicant is also provided



Once the NHSP team receive and process these forms, an NHSP representative will contact the applicant and send them full details of the registration process.



Once the applicant has registered, another representative from the NHSP compliance team will contact the applicant and guide them through the ID requirements, which are:

- 1x Proof of Right to Work Document
- 1x Proof of Identity Document
- 2x Proof of Address Documents (These need to be original documents and not printed)

Once relevant ID has been uploaded by the applicant, they will be approved by the compliance team and the applicant will be invited to book an in-person ID verification meeting at a venue best suited to the applicant.



Once ID has been approved and the system has been updated (can take up to 24 hours), the applicant will be instructed to complete and submit the required forms (i.e. occupational health, COVID risk assessment etc). once these have been received, the applicant will be sent a confirmation that they are able to undertake their work.

8. VOUCHERS

- 8.1. Vouchers are to be provided to public contributors as a thank you gift for their time, and **will not be used as remuneration of work carried out**.
- 8.2. The type of vouchers (gift cards or e-vouchers) will be based on the population that is being worked with and the nature of the activity. The R&I team will accommodate for the choice of voucher preferred e.g. supermarket or high street shops.
- 8.3. Vouchers will be purchased online by the Deputy Director of R&I using the R&I Procurement card.
- 8.4. Once purchased vouchers are to be kept securely in the safe located at Beech House, and clearly marked with what project they are for and the voucher amount.
- 8.5. When vouchers are provided to the public contributor, the R&I team member supporting the activity will ensure that the receipt is signed for. If e-vouchers are to be used the receipt can be emailed to the public contributor. Appendix E provides a template that should be used. Once signed a copy is provided to the public contributor and the hard copy stored on the R&I shared drive.
- 8.6. Overview of payment process for remuneration via gifting of vouchers

When designing the activity and applying for PPI funding, the project lead will need to consider the value of the voucher, type of voucher and travel expenses. These are decided **jointly** by the R&I team, study/project team and public contributors and will be in **accordance with NIHR payment rates (see 7.1.1.)**. If the type of activity is a 'one off' and public contributors are being consulted to give their feedback, a gift voucher may be the most appropriate method of acknowledgement.



Once funding is awarded, an expression of interest will be circulated to the research involvement and engagement pool (if required). Interested individuals can register their interest and give consent for their contact details to be shared with the study/project team



Vouchers will be purchased online by the Deputy Director of R&I using the R&I Procurement card and stored in the safe at Beech House marked with the amount and for what activity they are for.



R&I staff will provide voucher to public contributor once activity has been completed.



Public contributors are asked to sign to confirm receipt of voucher. If e-vouchers are to be used, the receipt needs to be sent to the public contributor via email. Signed receipts should be stored on the R&I shared drive and a copy provided to the public contributor.

9 FOR INDIVIDUALS IN RECEIPT OF BENEFITS

- 9.1. It is essential that those contributing to the work of Research & Innovation are not financially worse off as a result of losing benefits due to their involvement.
- 9.2. Individuals in receipt of benefits should discuss the potential impact of any payments on them with the HM Revenue & Customs and the Department of Work and Pensions (DWP) / benefit agencies as relevant to them. A letter can be supplied (See appendix F) which public contributors can then provide for the Department for Work and Pensions that addresses the regulations covering payment for 'service user involvement'.
- 9.3. Public contributors who receive benefits are encouraged to talk to the Research & Innovation team if they feel their benefits would be compromised by receiving payments from the trust.
- 9.4. It is the individual's responsibility to ensure they have the correct information regarding payments and understand any implications in terms of benefit entitlements. This is not the responsibility of Research & Innovation.
- 9.5. Universal Credit work allowances and Permitted Work rates are revised annually in April. The updated details of benefit rates and rules are available on the government website.

10 TAX IMPLICATIONS

- 10.1. Remuneration payments made by Kent and Medway NHS and Social Care Partnership Trust under this system may be subject to being taxable income. Reimbursements (expenses) are not taxable.

11 EQUALITY IMPACT ASSESSMENT SUMMARY

- 11.1. The Equality Act 2010 places a statutory duty on public bodies to have due regard in the exercise of their functions. The duty also requires public bodies to consider how the decisions they make, and the services they deliver, affect people who share equality protected characteristics and those who do not. In KMPT the culture of Equality Impact Assessment will be pursued in order to provide assurance that the Trust has carefully considered any potential negative outcomes that can occur before implementation. The Trust will monitor the implementation of the various functions/policies and refresh them in a timely manner in order to incorporate any positive changes.

APPENDIX A PPIE CHECKLIST

<p align="center">KMPT R&I PPIE checklist to support involvement and engagement in research</p> <p align="center"><i>To be completed by the member of staff leading the engagement activity to ensure aspects relating to payment of public contributors has been considered.</i></p>	
A.Developing PPIE activity	
<p>1. Have you already identified public contributors? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p><i>* If no, and your project would benefit from involvement, please contact the R&I team</i></p>	
<p>2. Have you discussed the proposed PPIE activity with lived experience experts/Lived Experience Research Lead/R&I team to agree specifics of the project such as expected time commitment, form of involvement, rate of payment and duration of activity? Yes <input type="checkbox"/> * No <input type="checkbox"/></p> <p><i>* If no, please contact the R&I team</i></p>	
<p>3. How is your PPIE activity being funded?</p>	
<p>4. Which organisation/service is the budget holder?</p>	
<p>5. Have you agreed how the public contributors will be remunerated? Yes <input type="checkbox"/> *No <input type="checkbox"/></p> <p><i>* If payment is to be made via NHSP, please ensure costings reflect NHSP costs rather than Agenda for Change Banding as extra costs are incurred when using NHSP</i></p>	
<p>6. Is a DBS required and costed in for this activity? Yes <input type="checkbox"/> No <input type="checkbox"/></p>	
<p>7. How will the information from the activity be used?</p>	
2.Payment for involvement	
<p>1. Is the payment method viable in the time required to undertake the activity? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p><i>E.g. if using vouchers can they be purchased online and easily distributed? If using NHSP, can the public contributor be set up in time for the activity?</i></p>	
<p>2. Has the level of payment been discussed and with the public contributors? Yes <input type="checkbox"/> *No <input type="checkbox"/></p> <p><i>* If no, please refer to Appendix D to help you identify the most appropriate level of payment.</i></p>	
<p>3. Has the reimbursement of expenses been discussed with the public contributors? Yes <input type="checkbox"/> *No <input type="checkbox"/></p> <p><i>* If no, please discuss to ensure public contributors are aware what they can claim for</i></p>	
<p>4. Have you had a conversation with public contributors about benefits, and if appropriate signposted them to relevant agencies for advice? Yes <input type="checkbox"/> *No <input type="checkbox"/></p> <p><i>* If no, please have this conversation as individuals in receipt of benefits may have to consider how involvement may impact their benefits. Please consider us of Appendix E if a letter of support is needed.</i></p>	

APPENDIX B PERSONAL DETAILS FORM FOR BACS PAYMENT

PRIVATE & CONFIDENTIAL

EMPLOYERTRUST

PERSONAL DETAILS:

Full Name:

.....Mr/Mrs/Miss/Ms/Dr
Delete as applicable

Address:

(Including)

Postcode)

Date of Birth: *

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National Insurance No:

--	--	--	--	--	--	--	--

Name of Bank:

Address of Branch:

.....

Bank Sort Code:

--	--	--	--	--	--

Account Name:

Account Number:

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Building Soc. Roll No:
(if applicable)

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I confirm that all payments made to me in respect of expenses should be credited to my bank account as detailed above

Signed:

Date:

Following completion and approval this form should be returned to the Travel & Expenses Section, Payroll Services Department.

Notes on completion:

All details must be completed

**This information is required in order to comply with Inland Revenue regulations*

Form PR/PD

APPENDIX C BACS REMUNERATION AND REIMBURSEMENT CLAIM FORM: BUDGET CODE: 150195

1. Details of activity

Date of Activity	Description of Activity	Attendance confirmed by R&I Staff (signature or email)	Duration (hours)	Total (£)
Total				

2. Expenses incurred

Journey occurred on DD/MM/YY (in sequence)	Number of miles				Other charges (attach receipts)	
	From (Postcode)	To (Postcode)	Driving / Riding / Cycling (D / R / C)	Diversion details or parking costs	Cost of Bus/ Train ticket	Remote participation (£5 per activity)

I hereby declare that the above represents the travel costs and expenses incurred undertaking agreed work for KMPT activity. I have included the relevant receipts. I understand that accepting the payment may affect my benefits. I am fully aware that it is my responsibility to inform the benefit agency and tax authorities of monies received from the Trust. This document needs to be completed for each activity as bank details are not stored.

Printed name _____ Signed _____ Date _____

Please return to: Email: kmpt.research.pmo@nhs.net

GUIDANCE NOTES: BACS REMUNERATION AND REIMBURSEMENT CLAIM FORM

1. You are able to claim travel and remote participation expenses for any agreed involvement within the Trust, i.e. for participation in Trust activity where you are invited to represent views from your service area or locality.

Public Transport	<p>For the claiming of travel costs KMPT will reimburse any public transport costs with the relevant tickets.</p> <p>Remember to keep the tickets if you have paid for them and attach to the claim form.</p> <p>The reimbursement of taxi fares will be made only when other transport costs have been considered.</p> <p>If this is the most viable for of transport, reimbursement up to £15 will be made with a receipt.</p>
Driving / Riding / Cycling	<p>Participants are able to claim a mileage allowance when using their own car at 45p per mile, plus parking costs.</p> <p>Please remember to keep parking tickets if you have paid for them and attach to the claim form.</p> <p>A mileage allowance when using their own motorbike is at 24p per mile and when using their own bicycle is 20p per mile.</p>

2. For all claims it is necessary to have your claim form signed by the member of R&I staff responsible for the activity.
3. As appropriate, claimants are responsible for informing any relevant benefits or other agency that they are in receipt of these funds.
4. The level of involvement and payment terms must be agreed with an authorised KMPT Research and Innovation staff member *prior to conducting the work*.
5. The table below provides the suggested rates of remuneration for consultation activities (NIHR, Centre for Engagement and Dissemination Payment Policy; May, 2021)

Example activity	Remuneration rate
For involvement in a task or activity such as reading and commenting on an abstract which equates to less than half an hour. For example, reviewing papers for the development of Alerts.	£12.50
For involvement in a task or activity requiring little or no preparation and which equates to approximately one hour of activity or less. For example, participating in a focus group to provide feedback on a proposal.	£25
For involvement in a task or activity likely to require some preparation and which equates to approximately two hours of activity. For example, a teleconference with related papers to read or review a few short documents.	£50
For involvement in a task or activity where preparation is required and which equates to approximately half a day's activity . For example, participating in a meeting to interview a small number of candidates who have applied to join a committee or panel, participating in a focus group, or delivering training.	£75
For involvement in all-day meetings. For example, attending a committee or panel meeting as an observer prior to becoming an active public member of a committee/panel.	£150
For involvement in all-day meetings that require substantial preparation. For example, when chairing or co-chairing a meeting or when carrying out other discretionary work, which requires additional responsibilities	£300

6. For any further information or clarification, please contact Research and Innovation via: kmpt.research.pmo@nhs.net

APPENDIX D PAYMENT PROCESSES FOR DIFFERENT TYPES OF INVOLVEMENT

	COPRODUCTION	CONSULTATION	ENGAGEMENT	RESEARCH PARTICIPATION
Example activities	<ul style="list-style-type: none"> joint grant holders or co-applicants on a research project identifying research priorities co-developing patient information leaflets or other research materials undertaking interviews with research participants carrying out research as user and/or carer researchers dissemination to research participants, colleagues or members of the public on the findings of a study. 	<ul style="list-style-type: none"> Attending consultation meetings/groups to give feedback Reviewing study documents, research proposals, plain English summaries etc and providing feedback Attending project advisory or study specific steering group meetings to give independent advice contributing to intermittent meetings 	<ul style="list-style-type: none"> science festivals, research open days, conferences and events where members of the public are invited to find out about research raising awareness of research through media such as magazines, blogs, podcasts, and social media 	<ul style="list-style-type: none"> Participating in a research study <p>i.e. consenting to take part in a study and:</p> <ul style="list-style-type: none"> Completing a survey Taking part in an interview Taking part in a trial
Purpose of activity	To codesign and support in the running of the study	To inform the development of a study/project	To raise awareness of research	To test a research question
Type of payment	NHSP	BACS/ gift voucher depending on activity	BACS	Study dependant, but usually vouchers
Payment rate	Suggested at Band 7 level (£22.40 per hour)	See NIHR payment rates (£25 per hour)	See NIHR payment rates (£25 per hour)	Study dependant
Other considerations	Tax and benefit implications	Tax and benefit implications	Tax and benefit implications	Ensure adherence to study protocol

APPENDIX E RECIEPT FOR VOUCHERS

This voucher is a gift in recognition of your involvement as a public contributor.

Project Name:.....

Activity completed:

Voucher amount:.....

Public contributors name:.....

Public contributor signature:

Date:.....

Researchers name:.....

Researchers signature:

Date:.....

Thank you for your time

**Please ensure a copy of this is provided to the individual, and the original saved
XXXX**

APPENDIX F SUGGESTED LETTER FOR DEPARTMENT OF WORKS AND PENSION STAFF



To Job Centre Plus

Mr/Ms/Mrs xxxxxxxxxxxxxxxx has been requested to assist Kent and Medway NHS & Social Care Partnership Trust, Research & Innovation Department with service user involvement. We wish to ensure that the purpose of service user involvement is understood and is not mistaken for work.

What is the NIHR (or relevant organisation)

The NIHR the nation's largest funder of health and care research and provides the people, facilities and technology that enables research to thrive. Working in partnership with the NHS, universities, local government, other research funders, patients and the public, NIHR delivers and enables world-class research that transforms people's lives, promotes economic growth and advances science. NIHR's mission is to improve the health and wealth of the nation through research. NIHR is primarily funded by the Department of Health and Social Care, but also receives UK Aid funding to support research for people in low- and middle-income countries.

What is service user involvement

People who can offer a service user perspective because of their personal experiences of using health and/or social care services are requested to assist in our work.

At NIHR, when using the term 'public' we include patients, potential patients, carers and people who use health and social care services.

DWP have a full description of service users that applies to all benefits and can be found in Advice for Decision Makers Chapter H3: paragraph 3161.

The difference between service user involvement and work

Involvement in research activities should not be mistaken as capacity for work, and recruitment for service user involvement should not be confused with recruitment for employment. People are recruited because of their personal experiences of using health and social care services.

Service user involvement activities:

- are intermittent and people can withdraw at any time
- vary in length and in frequency, and usually last for a few hours (or less) in any one week
- are individual activities and do not imply future involvement
- may include attendance of quarterly or annual meetings

- may include contributing to intermittent meetings or telephone conferences
- may include helping to prepare for meetings, telephone conferences or events
- may include some follow-up activities after meetings or events

Any payment that is offered for service user involvement is intended to cover preparation, attendance and appropriate follow-up activities.

Support provided

Organisations provide support measures that are appropriate for each individual, so that members of the public can attend and contribute to our meetings and events. Some people who we involve may be in receipt of benefits for mobility or care needs. Involvement in activities should not be interpreted as a reduction in the care or mobility needs of service users involved.

Support for care or mobility needs is offered as required by the service user and may cover preparation, travel to and from a venue, and contributions both during and after the activity. For example, support may include provision of childcare, or provision of a personal assistant or a support worker.

Payment for service user involvement

Good practice guidance for service user involvement in research recommends that members of the public should be offered payment for activities such as attending meetings and events, and that reasonable out-of-pocket expenses should be covered. Please note that:

- as involvement activities are often arranged on an ad hoc basis, organisations often pay service users monthly in arrears
- to assist service users who receive welfare benefits which have earnings limits or disregards, organisations offer involvement on a voluntary basis, or at a lesser amount, if requested
- as the payment period may be over a month or more, we anticipate that Jobcentre Plus will treat these payments as averaged over the payment period. See DMG Chapter 48 paras 4080-81 and for a cycle of work para 48094.
- the Department for Work and Pensions legislation exempts 'service users and carers' from the application of notional earnings and treats reimbursed expenses for service user involvement as ignored (see ADM Chapter H3, paras 3160 and 3241)
- service users can withdraw from involvement activities at any time to attend 'employment-related' activities
- the Department for Work and Pensions legislation for persons who receive Employment and Support Allowance on exempt work now allows earnings at the higher level of Permitted work without time limit (see Memo DMG 7/17)

Please do not hesitate to contact me if you require further information.

Signed