

## Volunteer Expenses – FAQs

At Little Village, we want everyone to be able to enjoy volunteering. We know sometimes it can present some financial challenges, which is why we offer to help with volunteer expenses. Below is a list of some common questions:

### **What can I claim expenses for?**

Any costs which have put you “out of pocket” during your volunteering. This usually includes travel, refreshments and phone calls. You can see the full details of what is covered in our Volunteer Expenses Guidance.

### **How can I submit an expenses claim?**

The easiest way to do this is online. Most volunteers will use our [volunteer expenses](#) form but our delivery drivers will use the [driver expenses](#) form. You can upload details of your expenditure, then it’s shared directly with the relevant team for approval. Once approved, Finance will process your payment.

***Top tip:** please name image files and receipts to match your volunteering e.g. “oyster journey – 10 September” as this will help us process payment faster*

We also have a paper forms available. Please ask your staff lead or the volunteer who will share this. You’ll need to provide paper copies of receipts to with this.

### **How often can I submit expenses claims?**

You’re able to claim for every day you volunteer. It’s helpful for us to receive these monthly but you can do it immediately after your shift, if that’s easier for you.

All expenses need to be submitted within two months of expenditure. Outside of this, we will not be able to make payment.

### **What is an itemised receipt or bill?**

It’s important we can align expenses to your recorded activity. Itemised receipts include full details (e.g. date, time, destination) of the expense. When travelling, this could include your journey history or your train ticket. For refreshments, remember to ask the vendor for an itemised receipt, as standard receipts are often only total cost.

### **How can I provide a journey breakdown for public transport?**

Many volunteers use contactless to travel on public transport. By creating a [Contactless and Oyster account](#), you can view your journey history. If you’re using a debit or credit card, you’ll need to register this to your account before being able to view journey history. You are

able to view journeys retrospectively after registering your card, although this is only for a limited time.

You can either download or screenshot details from the dates of your sessions, to include these with your expense claim. You will need to include this for every date of travel within your expense form.

### **Can I purchase a travel card or use my rail card?**

You will need to agree this with the Volunteer Team, before purchasing. If this is the most cost-effective way for you to travel, we can consider reimbursing them. We will look at how often you're scheduled to volunteer against your daily cost of travel.

If you have an existing season ticket or travel card which covers the cost of your journey, you cannot claim additional expenses for your travel.

### **What happens if I go over the daily amount for travel or refreshments?**

As a charity, we need to consider any expenditure carefully. We also want to make sure as many volunteers as possible have access to reasonable expenses.

This is why we have set daily amounts, in line with HMRC and Transport for London travel guidance. We are not able to cover expenses beyond this, unless agreed beforehand or in exceptional circumstances. Please be encouraged to get in touch if you'd like to explore options for your situation.

### **What happens if I can't find my receipts?**

It's important we're able to evidence any expenses payments we make. It makes it tricky for us to do this without receipts. However, if you have cannot provide them, please get in touch with the team and we'll consider available options.

To avoid this happening, we recommend using the TfL contactless account for travel and taking photos of any other receipts as you get them.

### **Why can't my expenses be reimbursed on the same day?**

Each expense claim is reviewed under the same procedure, this is so we can evidence it as part of our accounting reports.

We want to make sure you're reimbursed as soon as possible, as we don't want you out of pocket. We have allowed two weeks for payment for us to answer any queries, although it can be paid earlier than this.

Your claim will be sent to your relevant team to confirm your volunteering activity in line with the claim, then shared with Finance who will arrange payment.

