

VOLUNTEER EXPENSES GUIDANCE

We want to ensure there are no barriers to volunteering with Little Village. Part of this is to help cover reasonable expenses, to make volunteering more accessible.

It's important to note that reimbursement of expenses is only to cover out-of-pocket costs incurred and does not represent financial reward or compensation. Payment of expenses does not change the recipient's status as a volunteer.

Volunteer expenses are available to registered volunteers at Little Village, and at management's discretion, those attending a one-off volunteering session.

All expenses submitted must:

- Include an itemised receipt of expenditure*
- Be submitted ideally within a month of expense incurred (no later than two months)
- Relate to a volunteering session at least two hours in length
- Detail each expenditure separately and not be grouped together

For additional specifics and requirements for travel, remote volunteering and driving expenses please see below.

*We're required to keep accurate financial records of how we spend donated funds, receipts and proof of payment are essential for us to do this.

1. TRAVEL EXPENDITURE

Little Village will reimburse travel costs up to £16.30 per day (based upon TfL pay-as-you-go daily cap for travel in zones 1-6).

Eligibility for expenses claims:

- **Public transport** claims must include evidence of journeys taken inc. start and end destinations, date and cost. This is provided when creating an account with [Oyster Online](https://oyster.tfl.gov.uk/oyster/entry.do). IHYPERLINK "https://oyster.tfl.gov.uk/oyster/entry.do" f using a debit or credit card, you'll need to register this to your account to view journey histories
- Use of **personal vehicles** is permitted and reimbursed in line with HMRC rate (45p per mile), although we encourage volunteers to use public transport where possible
- **Parking expenses** can be reimbursed, provided relevant receipts
- Both parking and mileage rates combined cannot exceed the daily cap of £16.30

The cheapest mode of transport should be taken, where possible, unless otherwise agreed with the volunteer team. This includes utilising concessionary travel such as Freedom or Student passes, where fares will be reimbursed at the discounted rate.

To be agreed with the volunteer team, prior to expenditure:

- Use of travelcards or season tickets. Reimbursement will only be considered if this was the most cost-effective option of travel. Travel claims cannot be submitted if the volunteer has an existing season ticket or travelcard covering the cost of the journey.
- Use of taxis, considered only if most appropriate form of travel short-term
- Consideration of higher rate of parking reimbursement in exceptional circumstances

2. VOLUNTEER DRIVERS

There is a separate expense form and process for volunteer drivers, which will be shared through onboarding. Claims supported include:

- Mileage (in line with current HMRC rate - 45p per mile)
- Fuel

When using a Zip Van please always use the fuel card provided to pay for fuel. Whenever this is unavailable, we will reimburse fuel purchase for the Zip Van. Fuel is not reimbursed when using volunteer's personal vehicle, as this is covered within mileage claims.

- Congestion charge

Although we can reimburse the congestion charge itself incurred during volunteering, we will not cover penalties for failing to pay this within the required timeframe, as stipulated by Transport for London.

We can only reimburse congestion charges for use in a volunteer's personal vehicle and not Zip Vans hired through Little Village.

- Penalty notice

Volunteer drivers are expected to take precautions and not deliberately incur fines, wherever possible. Penalty notices are not routinely reimbursed but may be considered in exceptional circumstances. We will not approve speeding fines, in any situation.

Any penalties submitted must be done promptly to allow challenge or appeal within stipulated timeframes.

- Ultra Low Emission Zone (ULEZ)

At point of application, the team will discuss and agree the most financially economical way for volunteers to undertake activity on Little Village's behalf. This includes pre-agreement on any use of a car which is not ULEZ compliant.

- Other

Any “other” expenses incurred whilst driving, will be reviewed on a case-by-case basis.

3. REFRESHMENTS

If the volunteer shift extends beyond four hours, volunteers can submit a subsistence claim. This is to cover food and soft drink, claims for alcoholic drinks are not accepted.

- Shifts over four hours can claim up to £7
- Shifts over six hours can up to £12

Volunteers are encouraged to bring their own lunches where possible, to help Little Village reduce costs. Each of our Baby Banks also has light refreshments available to volunteers and visitors.

All refreshment expenses must include an itemised receipt in order to be approved. Refreshment claims are open to volunteers on-site, drivers or attending events on Little Village behalf.

4. HOME-BASED VOLUNTEERING

Phone calls made when volunteering can be reimbursed when an itemised phone bill is provided. All claims should include date and cost of the call, which will be verified alongside recorded activity. This excludes line rental costs.

Volunteers who are not financially able to use personal equipment, should talk to the Volunteer team. It is possible to explore using existing equipment at one of our sites.

5. SUBMISSION & PAYMENT

Ideally, expenses will be submitted using either the [volunteer expenses form](#), or [drivers expenses](#) form. Paper forms are also available on request from the volunteering team or your staff lead.

Paper forms should be handed directly to your staff lead, along with receipts. Online forms will be shared automatically with the relevant team.

All claims will be verified in line with recorded activity before being processed by Finance. We will endeavor to process payments within 2 weeks of submission, subject to any queries being resolved.

Payment will usually be made directly into the volunteer’s bank account. Where this isn’t possible, approval to make alternative arrangements will be sought, subject to prior agreement.

Please note, the last date for expenses within the year is the first week of December. Any expenses incurred or submitted after this will not be processed until the first week of January. After this, expenses for the previous year will not be accepted.

The process used is illustrated in - [Expenses - Process.odp](#)

Frequently Asked Questions answered: [Expenses FAQ](#)