

# **CANVASSING CODE OF PRACTICE**

## **relating to**

### **Three-yearly elections to the post of the RCPsych President**

1. This Code of Practice sets out the manner in which all candidates for the post of the RCPsych President are required to conduct canvassing, during the elections that take place on a three-yearly cycle (with the post having a three-year term).
2. The RCPsych supports canvassing and indeed encourages it, but it is essential that, in the interests of clarity and to provide a fair process for all candidates, whilst also encouraging informed participation, that the Code is fully complied with.
3. Canvassing by candidates is therefore allowed, subject to compliance at all times with the terms and conditions of this Code.
4. Candidates are able (and required) to prepare personal election statements, limited to a maximum of 500 words, which will be uploaded to the RCPsych website and linked to the RCPsych's centrally managed social media accounts.
5. Candidates are also able (but not required) to produce an edited version of their personal election statement, limited to a maximum 250 words, which will be published in the RCPsych College membership magazine, RCPsych Insight.
6. Candidates will be able (but not required) to record a three-minute statement to camera, recorded as live, at 21 Prescott Street, London E1 8BB, for which RCPsych will provide assistance, and which will be uploaded to the RCPsych website.
7. Candidates will be able (but not required) to take part in a hustings event at the 21 Prescott Street offices. During that hustings event, the candidates will be able to make a 10-minute statement, after which there will be a "Q&A" session, to be officiated by an independent chair appointed by the RCPsych. In addition, the event will be recorded as live and a podcast created after the event, which will be available for download from the RCPsych website. The RCPsych will pay candidates' reasonable travel and accommodation expenses related to their attendance at the hustings event, in accordance with the RCPsych's "Booking Travel and Accommodation Policy", a copy of the current version of which is attached at Schedule 4.
8. Candidates will be able (but not required) to take part in an online "Q&A" session to be hosted and managed by the RCPsych on a platform selected by the RCPsych.
9. Canvassing by way of social media is allowed, subject to compliance at all times with the terms and spirit of the RCPsych's "Social Media: House Rules and Principles", the "Officers, College Members, Lay People and Employees: Joint Code of Conduct" and the RCPsych's "Values and Behaviours", copies of the current versions of which are attached at Schedules 1, 2 and 3.
10. Canvassing by email and telephone is allowed.
11. In their personal election statements, candidates may include links to their own social media accounts and/or a URL to a personal website. Candidates may also make available for download from their social media accounts and personal websites, any live recordings made, as referred to in this Code, and the podcasts from the hustings events. Information about

candidates standing in the election for the RCPsych President may be made known to other RCPsych/Faculty/Devolved Council/Division/SIG members, but such information must be limited to the name(s) of the candidate(s) only, and must not advocate support for any one particular candidate.

12. The RCPsych does not provide funding for candidates' canvassing campaigns, other than in connection with expenses incurred relating to the hustings event (as referred to at paragraph 7).
13. Candidates must not spend their own money on campaigning activities.
14. In relation to all canvassing, candidates must at all times comply with the terms and spirit of the RCPsych's "Social Media: House Rules and Principles", the "Officers, College Members, Lay People and Employees: Joint Code of Conduct" and the RCPsych's "Values and Behaviours".
15. The following restrictions apply to canvassing by candidates:
  - (a) candidates must not use, or indeed have any access to, databases held by the RCPsych, and nor can they use their own personal databases for any purpose connected to the elections to the extent that those databases include information from databases held by the RCPsych;
  - (b) candidates must not use any RCPsych email address, RCPsych social media accounts, branding or stationery or any RCPsych resources to conduct canvassing;
  - (c) candidates must not conduct any canvassing through the national media or press, and nor should any comments or responses be made to journalists, the national media or press by candidates, including through social media. Any enquiries received must be referred immediately to the Strategic Communications Department at the RCPsych;
  - (d) candidates must not engage agents or other third parties to act for them in the conduct of their canvassing;
  - (e) candidates must not make any adverse comment about, or make reference to, another candidate's personal election statement, or any live recording or podcast made pursuant to this Code, nor to another candidate's canvassing campaign generally; and
  - (f) candidates must at all times maintain the confidentiality, integrity and good standing of the election and its process and the RCPsych, and not bring the election or the RCPsych itself into disrepute.
16. The RCPsych Chief Executive Officer/Returning Officer reserves the right to determine whether or not a candidate is complying with this Code, and to take appropriate steps.
17. Candidates may be liable to disqualification from the election by the RCPsych Chief Executive Officer/Returning Officer if found to be in breach of the spirit and terms of this Code.
18. The Code is mandatory for all candidates, and the RCPsych reserves the right to amend its terms and conditions as it sees fit.
19. The decision of the RCPsych Chief Executive Officer/Returning Officer on all matters relating to the Code shall be final and binding on all candidates.

## Schedule 1

### Officers, College Members, Lay People and Employees: Joint Code of Conduct



## **OFFICERS, COLLEGE MEMBERS, LAY PEOPLE AND EMPLOYEES: JOINT CODE OF CONDUCT**

*College members, lay people and employees working together to improve the lives of people with mental illness through patient-centred care*

### **Introduction**

The RCPsych is the professional membership body of psychiatrists. We work to secure the best outcomes for people with mental illness, learning difficulties and developmental disorders by promoting excellent mental health services, training outstanding psychiatrists, promoting quality and research, and being the voice of psychiatry.

The RCPsych has 18,000 members who are supported through the work of around 220 employees across the UK and is one of the most influential medical royal colleges. We have played a key role in shaping modern psychiatry, and ensuring that our standards of psychiatric practice provide the benchmark of the effective delivery of psychiatric services in the UK and many other nations around the world.

### **Working together**

Since its foundation in 1971, the College has achieved its impact through its members, lay people and employees working collaboratively as valued colleagues to promote excellent mental health care. Across RCPsych HQ and the RCPsych in the Devolved Nations, the Faculties and Divisions members of the College, lay people and employees work together in unison, respecting each other's expertise and the contribution they make.

### **Underlying principle**

For the RCPsych to continue to operate effectively, it is critical that everyone involved in the organisation treats everyone with whom they work – College members, lay people and employees – with respect and courtesy.

## **The RCPsych's Expectations**

This document explains the RCPsych's expectations about the type of behaviours that are necessary for a successful working relationship to exist between College members, lay people and College employees.

'College members' means everyone involved in RCPsych activities across the UK including (but not limited to) Honorary Officers, Trustees, members of Council, members of Executive Committees of Faculties, Divisions and Special Interest Groups, Special Advisors and Leads.

Similarly, 'lay people' means everyone involved in RCPsych activities across the UK who are not employees or members of the College.

## **Behaviours**

The behaviours in the document apply equally to working relationships solely involving College members, solely involving lay people and solely involving employees. It also applies to all lay people on all committees, groups and boards across the College.

The RCPsych offices are a professional business environment which may be culturally different from the closer-knit environment with which clinicians are familiar. All who share in the RCPsych's work (as employees, as lay people and as members) are entitled to be treated with the professional respect commonly found in a business environment. The College is also mindful of its obligations as an employer.

To this end we are committed to ensuring that College members, lay people and employees are not subjected to behaviour that may be considered to be out of place in a professional environment or unlawful. We want anyone who genuinely feels they have been subjected to inappropriate behaviour to be empowered to speak out by using the appropriate College policies and procedures, as set out at the end of this document.

## **The law: The Equality Act 2010**

Everyone in Britain is protected by the Equality Act 2010. The "protected characteristics" under the Act are (in alphabetical order):

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion and belief
- Sex
- Sexual orientation

Further, in Northern Ireland Section 75 of, and Schedule 9 to, the Northern Ireland Equality Act 1998 should be observed.

## **What behaviour is unlawful?**

Under the Act people are not allowed to directly discriminate, indirectly discriminate, harass or victimise another person because they have any of the protected characteristics. Instructing, causing, inducing and helping discrimination is also prohibited.

There is also protection against discrimination where someone is perceived to have one of the protected characteristics or where they are associated with someone who has a protected characteristic.

## **Unlawful behaviours**

Some examples of unlawful behaviours are:

- Comments about the way someone looks which they may find demeaning
- Treating someone unfairly because of their marital status
- Indecent remarks
- Touching without permission
- Spreading malicious rumours about someone's sexuality.

It is important to emphasise that although those exhibiting a particular behaviour may intend it to be friendly it is the way that behaviour is perceived by the recipient which normally determines whether it is appropriate.

## **Unacceptable Behaviours**

This section should be read in conjunction with the RCPsych's *Dignity at Work Policy*, which concerns bullying and harassment and makes specific reference to all forms of harassment in the context of working relationships, not only between employees but between RCPsych members and employees.

We have listed below examples of unacceptable behaviours. This is a non-exhaustive list

### Oral and written harassment:

- Verbal abuse of any kind
- Derogatory or abusive comments
- Offensive banter, insults and taunts
- Emails or any form of written communication that is aggressive, rude, upsetting or which could amount to sexual or racial harassment, or harassment on the grounds of someone's disability, sexual orientation, religion or belief, age or being or becoming transgender. Email harassment can arise simply from unreasonable repeated or unwanted requests, or messages containing sexual or racial innuendos
- Distasteful jokes or ridicule and making someone the butt of jokes
- Asking intimate questions about someone's personal life

- Gossip, speculation or malicious rumours
- Transmission or display of pornographic or sexually suggestive images
- Suggesting sexual favours that may further an employee's career or that refusal may hinder it

Other personal harassment:

- Individuals can also experience harassment based on disability, race or national origin, marriage or civil partnership, pregnancy and maternity, religion or belief, age, gender, being or becoming transgender, or sexual orientation
- Assumptions based on stereotyping
- Asking unwanted intimate questions

**Our Behavioural Expectations**

***What we expect of employees***

What members and lay people should expect from employees:

- Using their knowledge, skills and expertise to deliver the best possible service
- Listening to views and trying their best to understand and solve problems
- Taking responsibility for problems and getting back to people when they say they will
- Being honest about what they can and cannot do
- Giving a balanced view of the facts
- Being courteous, respectful and helpful
- Recognising members' expertise
- To inform the necessary individuals if agreed actions have not been implemented within a reasonable time
- Appropriate use of social media, as set out in the RCPsych's Social Media Policy (August 2013).

***What we expect of members***

This section should be read alongside the RCPsych's *Council and Committee Code of Conduct*, which asks members involved in College work to make a number of specific commitments, including observing the Nolan Principles of conduct in public life.

### What employees and lay people should expect from members:

- Being courteous, respectful and supportive
- Being challenged in a constructive way at the right time and place
- Listening and understanding
- Respect for their areas of expertise
- Respect for management authority
- Freedom to say to members when something is not achievable due to resource or time constraints
- An understanding that the relationship between College members and lay people/employees is not the same as between clinicians, clinical managers and members of the clinical team
- Appropriate use of social media, as set out in the College's Social Media Policy (August 2013).

### **What we expect of lay people**

This section should be read alongside the:

- RCPsych's Council and Committee Code of Conduct, which asks those involved in College work to make a number of specific commitments, including observing the Nolan Principles of conduct in public life; and the
- RCPsych's Volunteers' Agreement Code of Conduct.

### What members and employees should expect from lay people

- Being courteous, respectful and supportive
- Being challenged in a constructive way at the right time and place
- Listening and understanding
- Respect for their areas of expertise
- Respect for management authority
- Freedom to say to members and employees when something is not achievable due to resource or time constraints
- An understanding that the relationship between lay people and College members/employees is not the same as between patients/carers and clinicians and members of the clinical team
- Appropriate use of social media, as set out in the College's Social Media Policy (August 2013).

## **How to raise a concern**

Below is a list of related policies and procedures that should be read in conjunction with this Behaviour Framework and followed dependent on the nature of the concern.

Some policies only apply to employees of RCPsych. Each policy contains an explanation as to the parameters of the policy and details the relevant process as applicable.

Please note that each policy, where possible, in this list has been hyperlinked to allow ease of access (read only access).

- Grievance
- Dignity at Work (Bullying and Harassment)
- Disciplinary
- Whistleblowing
- Members of Council and Committee Code of Conduct
- Conflict of Interest
- Equality and Diversity
- Social Media Policy
- Remit and Operation of the Disciplinary Complaints Committee (DCC), January 2016
- Complaints policy relating to service users, carers and lay representatives of the College, January 2016
- Complaints procedure – complaints against College staff, September 2011
- Volunteers Agreement Code of Conduct (2017)

Each policy listed above is subject to regular review, or when there is a significant change in employment law.

## **Sanctions**

Failure to adhere to the behaviours stated in this framework may result in sanctions in line with the College's policies as listed above up to and including dismissal, removal from membership, and removal from office.

Agreed by RCPsych Board of Trustees

27 October 2017

## Schedule 2

### Values and Behaviours

# ROYAL COLLEGE OF PSYCHIATRISTS VALUES AND BEHAVIOURS

## COURAGE

- Champion the specialty of psychiatry and its benefits to patients
- Take every opportunity to promote and influence the mental health agenda
- Take pride in our organisation and demonstrate self-belief
- Promote parity of esteem
- Uphold the dignity of those affected by mental illness, intellectual disabilities and developmental disorders

## INNOVATION

- Embrace innovation and improve ways to deliver services
- Challenge ourselves and be open to new ideas
- Seek out and lead on new, and where possible evidence-based, ways of working
- Have the confidence to take considered risks
- Embrace the methodology of Quality Improvement to improve mental health services and the work of the College

## RESPECT

- Promote diversity and challenge inequalities
- Behave respectfully – and with courtesy - towards everyone
- Challenge bullying and inappropriate behaviour
- Value everyone's input and ideas equally
- Consider how own behaviour might affect others
- Respect the environment and promote sustainability

## COLLABORATION

- Work together as One College – incorporating all members, employees, patients and carers
- Work professionally and constructively with partner organisations
- Consult all relevant audiences to achieve effective outcomes for the College
- Work together with patients and carers as equal partners
- Be transparent, wherever possible and appropriate

## LEARNING

- Learn from all experiences
- Share our learning and empower others to do the same
- Value and encourage personal feedback
- Use feedback to make continuous improvements
- Create an enabling environment where everyone is listened to, regardless of seniority
- Positively embrace new ways of working

## EXCELLENCE

- Deliver outstanding service to members, patients, carers and other stakeholders
- Promote excellent membership and employee experience
- Always seek to improve on own performance
- Promote professionalism by acting with integrity and behaving responsibly
- Demonstrate accountability in all that we do
- Uphold the College's 'Core Values for Psychiatrists'

### Schedule 3

#### Social Media: House Rules and Principles

##### Tone

What we are	What we are not
Evidenced	Political
Engaging	Provocative
Active	Negative
Relevant to current news	Overgeneralisations
Professional	Personal

##### Rules

1. Respect other people, comments should not be abusive, intimidating or offensive in nature, and should not be made to deliberately provoke other commentators.
2. Avoid excessively negative, sweeping or unbalanced comments.
3. Our feed is not to be used to promote commercial products and services.
4. Don't reveal contact details such as phone numbers, postal or e-mail addresses, or any details that can personally identify you or someone else.
5. If you feel provoked by what you consider to be a personal comment, please try not to respond and contact the RCPsych Digital team for any expert advice.

## Schedule 4

### Booking Travel and Accommodation for Staff, Members and Delegates

#### 1. **BACKGROUND**

- 1.1. As part of the College-wide effort to reduce costs, College staff and Members are being asked to book travel as far in advance as possible. This policy means that:
- (a) No Anytime returns can be booked on rail tickets. Train travel can be booked a maximum of 3 months in advance, and must be booked at least two weeks and preferably three weeks in advance.. In this document, the phrase 'in advance' relating to rail travel means 'at least two weeks in advance'.
  - (b) If mileage is claimed, the lowest of mileage cost or the cost of advanced rail travel will be paid.
  - (c) For air travel. The cheapest possible flights must be booked; Flexible fare should not be booked flights, over 5 hours Premium Economy is allowed. Otherwise Economy only. Any exceptions must be authorised by the Chief Exec (staff) and the Treasurer (members).
  - (d) Hotel accommodation should only be booked if necessary.

#### 2. **PROCEDURE FOR ADVANCE TRAVEL BOOKING FOR COMMITTEE MEETINGS (AND OTHER SIMILAR MEETINGS)**

- 2.1. Members (who normally claim via the College) whose committees' dates are set in advance (e.g. Council, ETSC, Faculty, Division, Section and SIG executive meetings, etc.) will be required to book their travel in advance through the relevant Committee/Division Manager or other staff member administering that committee.
- 2.2. The staff member responsible for the committee will send any member of the committee (who normally claim through the College) sufficient Advance Travel Booking Forms with a copy of this policy as soon as meeting dates are known. These can be sent either by post or by email, whichever is preferred.
- 2.3. Before sending the form(s) to the committee members, the responsible staff member will complete the top section of the form, "Traveller Information".
- 2.4. The committee member should then complete the Itinerary sections, sign and date the forms and return them to the staff member.
- 2.5. The staff member will then book the travel and accommodation. Confirmation of your bookings will be sent to the traveller as soon as possible.

#### 3. **WHAT HAPPENS IF TRAVEL IS NOT BOOKED IN ADVANCE?**

- 3.1. On the first occasion that an advance booking has not been made, the College will reimburse the expense claim in line with current College financial guidelines but advise the claimant in a standard letter (Attachment) that future claims will be reimbursed at the cheapest fares which could have been obtained two weeks in advance, regardless of the amount claimed.

3.2. After that, every time the member submits an expense claim that does not comply with the above “Procedure for Advance Booking”, they will be sent this standard letter (Attachment) advising that we will only pay for the least expensive travel.

3.3. All bookings by staff will require authorisation and compliance with the policy will be monitored.

#### 4. **COMMENTS**

4.1. The College would prefer bookings to be made through College staff, however Members can still book their own tickets and claim reimbursements, but this will only be paid at the advance rate.

4.2. Advance booking may not work for examiners. In this instance, an advanced single ticket would be booked with a fixed time of outward travel, with an open return ticket.

4.3. Peak time travel should be avoided if possible as this can increase the cost of a rail ticket by up to 60%.

4.4. Advance tickets are non-refundable.

4.5. Once booked, tickets cannot be changed i.e. time of travel. The original ticket will have to be cancelled (non-refundable as 4.4) and a new ticket booked.

4.6. Tickets will be processed by Departments within the College and an email confirmation that the ticket will be sent to the traveller with the Ticket on Departure (TOD) reference immediately on receipt. The default option for receiving tickets is by TOD, if the traveller needs to request in advance receipt by postage this needs to be on the form with the details of the receiving address. If tickets are not received by post within 5 days of the email confirmation, contact the member of staff booking the travel to allow time to order a replacement. If tickets are received at a later date, please return to the College for a refund. Tickets cannot be refunded without an actual ticket.

4.7. Before booking travel, staff should, consider if a hotel is required. Only book accommodation if it is unreasonable to return the same day.

4.8. Staff must be aware that they cannot book or authorise their own travel.

#### 5. **PROCEDURE FOR ADVANCE RAIL TRAVEL BOOKING FOR STAFF**

5.1. All staff travel must be the cheapest possible. Public transport should be used wherever practical.

5.2. Anytime returns should not be booked without an exception authorisation.

5.3. All bookings will need authorising so Managers should make sure that no Anytime returns are booked.

5.4. Travel must be booked as far in advance as possible to make maximum savings.

5.5. Look at different train times, slightly later trains can be cheaper. Compare the options on the travel times and check with the traveller.

5.6. Set meeting start times later in the morning to enable cheaper travel costs.

5.7. Consider split tickets or 2 singles options if they are cheaper, always use the cheapest option.

## 6. **BOOKING HOTEL ACCOMMODATION FOR MEMBERS AND STAFF**

6.1. Hotel accommodation must be requested at least two weeks in advance. Hotels can be booked many months ahead and once booked, the price will be fixed.

6.2. All bookings are made via Departmental representatives using specialist suppliers.

6.3. The price of the hotel must not exceed the following College limits:

London : £140.00 per night

Other : £100.00 per night

This figure must include VAT. If the room rate does include breakfast, this must not take the total over the limit.

The maximum we will reimburse, whether booked by the College or not, will be £140.00 or £100.00 (see above), and this **MUST** include room, breakfast and vat.

Bookings to the Grange in London must be booked excluding breakfast as breakfast can be provided in the College Cafe.

6.4. Any bar bills or room service costs (outside the meal limit) must be borne by the staff member or member.

6.5. The confirmation e-mail or reservation details is forwarded after making the bookings must be presented at the hotel reception at check in. This will confirm that the room has been paid for in full (and breakfast if applicable).

6.6. Most hotels will require between 24 and 48 hours' notice for cancellation. Please refer to the confirmation e-mail. If you do need to cancel, please advise the member of staff who processed the booking as soon as possible as a full charge will apply if you give less than the above notice period. In the event you are not able to contact the staff member please speak to the College Reception.

6.7. All bookings will need authorising so Managers need to make sure all bookings they are authorising are made in advance and are in policy.

## **TRAVEL AND EXPENSES POLICY AND PROCEDURES FOR SERVICE USERS AND CARERS**

### **Travel and Expenses Policy**

This document sets out the policy for claiming travel and related expenses from the College in connection with authorised College business.

Travel expenses are a major cost to the College. Considerable savings can be made by booking train and air journeys and hotels in advance.

The College will book or reimburse the reasonable cost of travel, subsistence and accommodation of service users and carers involved in College activities.

The Royal College of Psychiatrists is a Charity and, as such, there is a legal obligation to act prudently and to provide value for money. The College also needs to abide by charity law and HMRC guidelines. The latter requires that all expense claims are appropriate and scrutinised and supported by receipts.

### **Travel**

The College will reimburse the following College business related travel expenses only. All travel bookings must be at least 4 weeks in advance unless pre-approved by the College.

- Bus
- Underground
- Standard advance or off-peak rail fares. No 'Anytime' tickets will be permitted without pre-authorisation.
- Rail sleeper fares (if pre-approved by the College)
- Domestic air travel where this is the only practical means of transport or more economical than rail
- International air travel at the cheapest fare available. (must be pre-approved and booked by the College). Separate policy exists for flights over 6 hours duration.
- Car mileage at 40p per mile (regardless of engine capacity). The total reimbursement for car travel should not exceed the 'Advance' standard class rail fare for the equivalent journey except in exceptional circumstances e.g. carrying heavy goods, a number travelling together. Must be pre-approved by the College
- Car parking charges (but not fines)
- Congestion charge
- Taxis (only where public transport is not a practical alternative e.g. carrying heavy goods, certified disability, no public transport available). Use of taxi for long distance travel (fare in excess of £20) is normally not permitted unless pre-approved by the College.
- Bicycle mileage at 20p per mile
- Motorbike mileage at 22p per mile

The College does not cover travel or accommodation costs for any accompanying persons (unless they are attending/participating in College business)

### **Hotels and Subsistence**

It is only in exceptional circumstances that the College will pay for overnight accommodation:

- If departing home before 6am or arrival back after 10pm
- If meetings are on consecutive days and involve more than 90 minutes travel each way
- If the cost of overnight stay is lower than consecutive day travel

- If the cost of travelling on the same day is more expensive than travelling down the night before and one night's reasonable hotel accommodation

All overnight accommodation requests will need to be approved in advance by the Membership Operations Department.

- The College has negotiated preferential rates with some hotels if booked by the College. It is therefore preferable that hotel bookings are made through the College.
- Overnight hotel stays in London up to £140 per night including breakfast (valued at £10). Must be pre-approved by the College.
- Overnight hotel stays outside London up to £100 per night including breakfast (valued at £10). Must be pre-approved by the College.
- Meals: Breakfast (up to £10) if not included in a hotel rate and an overnight stay was required the previous night or a journey has to be commenced before 7am, Lunch (up to £15) if required to work away from home (and not in College) between 12.00-14.00hrs, Dinner (up to £25) if overnight stay is required or not likely to reach home before 8pm and dinner had not been provided at the event.

For events taking place at Prescott Street, subsistence cannot be claimed if meals had been provided or a meal voucher issued for Cafe 21.

Any deviation from this policy must be pre-approved by the College.

### **Travel booking procedure**

- Travel request booking form is completed and sent to the generic email address – membership.operations@rcpsych.ac.uk

This would ensure that it is picked up even during individual staff absences.

- Travel bookings should be submitted at least four weeks before the date of the meeting in order to obtain the most competitive fares. Persistent late booking requests or claim for reimbursement of high fares due to late booking without valid reason may not be accepted.
- Please state your travel requests clearly including: starting station, train times, seat preferences, preference for ticket collection or delivery, hotel requirements. The staff booking your travel may not be familiar with your usual preferences unless they are clearly stated.
- Membership Operations Department will send an acknowledgement within two working days of receipt of the travel booking form.
- The form will be sent to the relevant staff member to process the booking, depending on which committee / meeting it is for.

OR

Staff in Membership Operations Department will process the booking for Service User Carer Fora meetings.

- Booking confirmation for Fora meetings will be sent within a week of receiving the request.

## **Expense claim procedure**

- Expense Claims forms can be submitted electronically by email, in person or sent by post, directly to the Membership Operations department. Claims must be submitted within eight weeks of the date the expenses were incurred in order to be reimbursed. Claims should be emailed to membership.operations@rcpsych.ac.uk .
- Membership Operations Department will acknowledge the receipt of the claim within 2 working days of receipt.
- All claims will be processed using 'My Expenses online' system. Members should submit their claims themselves using their personal log in details. Alternatively, staff in Membership Operations Department will assist in submitting the claim on their behalf, using the relevant nominal code.
- Supporting vouchers should be scanned and submitted, along with the claim form. Receipts are necessary for any expense claimed. Original travel tickets must be retained in order to satisfy audit and Inland Revenue requirements, if necessary. It is not sufficient to provide only credit card receipts or the receipt that is printed. For electronic tickets, a copy of confirmation together with a boarding card if available should be submitted. Please note: The College will reimburse travel using Oyster card. For reimbursement a print out of the details of travel should be submitted. This can be obtained from a ticket counter at any rail station, or printed by self if the oyster card is registered online with TFL (Transport for London). Only the value of the journey can be claimed and not the 'top up' value.
- Membership Operations staff will process the claim by selecting the relevant authoriser in the system, to authorise the claim by an email alert.

This will enable authorisation by the budget holder electronically. It will avoid any delay caused by sending documents in the internal post.

- Once the claim has been authorised, the Finance department will process payment in the next pay run. College pay run is scheduled for every Tuesday.

It is highly recommended that claimant bank details are provided to the College in order to make payments by bank transfer (BACS) instead of cheque. Payment by cheque can add a number of days or even weeks to the process. For expenses paid by bank transfer, the College will aim to make the payment within 14-28 days of receipt of the claim.

Further details of how to be set up for BACS transfer is attached.

Paddy K Padmanathan  
Director of Finance and Operations  
November 2016

## **Travel and Subsistence claims**

Elected members who incur unavoidable travel and subsistence expenses in attending meetings of the following may claim reimbursement from the College if not able to claim from an employer, Council, Education, Training and Standards Committee (ETSC), Standing or Special Committees of Council or ETSC, Executive Committees of Faculties, Sections and Divisions. Co-opted members may claim provided that their co-option has been approved by the Finance Management Committee. Members of Sub Committees or Working Groups may claim expenses if, and to the extent that,

Council has specifically authorised the groups. Payment of other expenses must be authorised in advance by the Honorary Treasurer.

Please submit your claim within eight weeks of the date the expenses were incurred. Receipts are necessary for any expense you are claiming. In addition please note that original travel tickets must be submitted in order to satisfy audit and Inland Revenue requirements. It is not sufficient to provide only credit card receipts or the receipt that is printed when e.g. a rail ticket is issued. If you have an electronic ticket (e.g. for air travel) please provide a copy of the confirmation together with a boarding card if available. If you are claiming for a meal or the bill is for more than one person please list the names of those present. If you are not sure what is needed please check with the Finance Office before sending in your claim – this will prevent any delay in making payment to you.

College will reimburse:

- Bus
- Underground
- Standard advance rail fares
- 1st class rail sleeper fares
- Domestic air travel where this is the only practical means of transport
- International air travel at the cheapest fare available (usually Apex and usually economy class)
- Car mileage at 40p per mile (regardless of engine capacity). The total reimbursed for car travel will not normally exceed the standard class rail fare for the equivalent journey.
- Car parking fees (but not fines)
- Congestion charge
- Taxis (where public transport is not a practical alternative)
- Bicycle mileage at 20p per mile
- Motorbike mileage at 22p per mile

The College will reimburse:

- Overnight hotel stay in London up to £135 per night including breakfast
- Overnight hotel stay elsewhere up to £120 per night including breakfast.

LC/Travel March 2017

## **DATA PROTECTION STATEMENT**

The College's Data Protection Statement can be viewed at  
<http://www.rcpsych.ac.uk/dataprotection>  