

POLICY (POL)

Title of Policy	Travel & Accommodation Policy for International Live-In Carers		
What type of document is this?	Policy (POL)	Policy Reference Number	HHH-POL-094
Purpose of POL	Helping Hands recognises the commitment and contribution of our international carers. This policy provides clear guidance on the support available for travel and accommodation when attending placements. It ensures fair, consistent, and transparent arrangements across the organisation for all visa carers travelling to and from placements within the UK.		
ROLES AND RESPONSIBILITIES			
Include in this section details of the key roles and associated responsibilities relevant to the document			
Roles	Responsibility		
Recruitment	Communicate travel and accommodation entitlements during the onboarding of international carers. Ensure new starters are informed about policy requirements before arrival.		
Carer Services	Coordinate travel arrangements for carers via the approved provider (Clarity). Provide practical support and advice for carers regarding travel to and from placements. Approve reasonable travel and accommodation requests in line with policy.		
Finance and Payroll	Process reimbursement claims in line with company policy. Verify supporting documentation, ensure correct rates are applied, and maintain accurate financial records.		

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Line Managers / Regional Managers	Oversee adherence to policy in their area. Approve and authorise carer travel claims where required, ensuring compliance and cost control.
International Carers	Plan and undertake travel responsibly, use approved booking methods, retain valid receipts, and submit reimbursement claims within the required timeframe.
People Team	Review this policy annually or as necessary, ensuring it remains compliant with legislation, sponsorship requirements, and operational needs
Scope of POL	This policy applies to all international carers employed by Helping Hands who are required to travel to and from placements in the UK. It defines eligibility for reimbursement, outlines approved travel procedures, and clarifies which expenses are and are not covered.

1.0 Travel Arrangements

1.1 Company-Booked Travel

Helping Hands will arrange and pay for standard travel between a carer's registered UK home address and their assigned placement using the approved booking system, Clarity. Carers should not book their own travel unless prior approval is given by Carer Services.

1.2 Self-Booked Travel and Reimbursement

In exceptional circumstances where carers must book their own travel, reimbursement will be made upon submission of valid receipts and proof of travel, in accordance with company expense procedures.

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1.3 Travel Planning

Carers must plan their journeys in a cost-effective and timely manner. Any changes to booked travel must be authorised by the Carer Services Team or the relevant manager.

2.0 Travel Costs and Exclusions

2.1 Flights

Helping Hands will not reimburse or pay for flight costs. Carers are responsible for any air travel to or from the UK.

2.2 Early Removal or Voluntary Departure

If a carer leaves a placement early, either voluntarily or through early removal, Helping Hands will not reimburse return travel costs.

2.3 Luggage and Excess Baggage

Standard luggage costs are included in approved bookings. Excess baggage or additional luggage fees are the responsibility of the carer.

3.0 Vehicle and Taxi Use

3.1 Personal Vehicle Use

Carers using their own vehicle for travel between their registered home and placement may claim mileage at the approved Helping Hands mileage rate, supported by a completed mileage record.

3.2 Taxis and Local Transport

Taxis should only be used when public transport is unavailable or impractical and must be pre-approved where possible. Receipts are required for all taxi reimbursements.

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4.0 Accommodation

4.1 Accommodation During Travel

Helping Hands will not cover accommodation costs associated with travel unless pre-approved by Carer Services due to exceptional circumstances (e.g., travel disruption or overnight transfer).

4.2 Placement Accommodation

Accommodation during placements (e.g., live-in carer stays) is managed separately under specific employment and placement agreements and is not covered by this policy.

5.0 Travel Documentation and Claims Process

All travel reimbursement claims must include:

- Valid receipts and proof of travel
- Authorising manager’s approval
- Submission within 30 days of travel

Claims submitted without supporting evidence may be rejected.

6.0 Policy Review

This policy will be reviewed annually or sooner if legislation, operational practice, or sponsorship requirements change. Updates will be communicated to all affected staff.

TRAINING	No
Is training required?	
Details of training	<i>Not applicable. Guidance provided through induction materials and ongoing management support.</i>
COMPLIANCE	Compliance will be monitored through:

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How is compliance within this document going to be monitored?	<ul style="list-style-type: none"> Routine audits of travel expense claims by Finance Random checks of travel bookings made via Clarity Managerial oversight during authorisation <p>Non-compliance may result in reimbursement refusal or disciplinary action.</p>	
EQUALITY IMPACT ASSESSMENT AND PROCEDURAL INFORMATION		
	Positive/Negative/N/A	Comments
Does the document have a positive or negative impact on one group of people over another based on their:		
• Age?	N/A	Applies equally to all carers.
• Disability	Positive	Clarity of process ensures accessible support where required.
• Gender assignment?	N/A	No specific impact identified.
• Pregnancy and maternity (which includes breastfeeding)	N/A	Managed under separate support arrangements where applicable.
• Race (including nationality, ethnic or national origins or colour)?	Positive	Provides equitable guidance for international carers.
• Marriage or civil partnership?	N/A	No specific impact identified.
• Religion or belief?	N/A	No specific impact identified.

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• Sex?	N/A	No differential impact.
• Sexual orientation?	N/A	No differential impact.
If you have identified any potential impact (including any positive impact which may result in more favourable treatment for one particular group of people over another), are any exceptions valid, legal and/or justifiable?	N/A	
If the impact on one of the above groups is likely to be negative:		
Can the impact be avoided?	N/A	
What alternatives are there to achieving the document's aim without the impact?	N/A	
Can the impact be reduced by taking different action?	N/A	
Is there an impact on staff, customer or someone else's privacy?	If yes, privacy impact assessment required	
Changes since previous version	Amended Title of Policy to 'Travel & Accommodation Policy for International Live-In Carers' as applicable to international Live-In carers employed by Helping Hands who are required to travel to and from placements in the UK.	
Who was involved in developing /reviewing/amending the document? (list titles)	Senior People Business Partner People Governance	

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How confidential is this document	Restricted	Can be shared freely within Helping Hands but NOT outside
References	<ul style="list-style-type: none">• <i>Helping Hands Expense Policy</i>• <i>UK Employment Law (Working Time Regulations, 1998)</i>• <i>HMRC Approved Mileage Rates</i>• <i>Skilled Worker Visa Sponsorship Guidance</i>	

CONTROLLED DOCUMENT