



PCC Travel and Subsistence Policy

2025

Date policy approved by EMT	
Date policy approved by Business Comm	
Date policy approved by Council	
Date policy was Equality Screened	
Scheduled review date	

**Your Voice,
Our Journey**

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1. Introduction, Purpose and Aims

1.1 Introduction

The Patient and Client Council (PCC) recognises that the ability of staff to travel is critical to the effective functioning of the organisation.

In developing this policy, the PCC recognises that it has a duty for the stewardship of public money and ensure that business travel costs are only incurred when necessary after investigating alternative arrangements.

1.2 Purpose

The purpose of this policy is to set out how business travel should be authorised, booked and monitored in line with DoH guidance, specifically the letter to ALB Chief Executives dated 27 September 2016.

This policy does not cover normal business travel undertaken by members of staff in the performance of their duties. In such circumstances the relevant terms and conditions of service for reimbursement of travel costs should apply.

1.3 Aims

The aims of this policy are to ensure that:

1. The regional travel management contract is used when booking all travel and hotel accommodation;
2. All applications to travel outside of Ireland and Britain must be approved in advance;
3. The PCC will give consideration to any requests for reasonable adjustments from disabled members of staff who may be travelling for PCC business purposes.
4. No member of staff is permitted to travel outside of Ireland or Britain more than 5 times in a calendar year without specific Ministerial approval;
5. First Class/Business Class travel should not be used without specific approval from the Chief Executive or Chairperson

2. Procedure for arranging travel

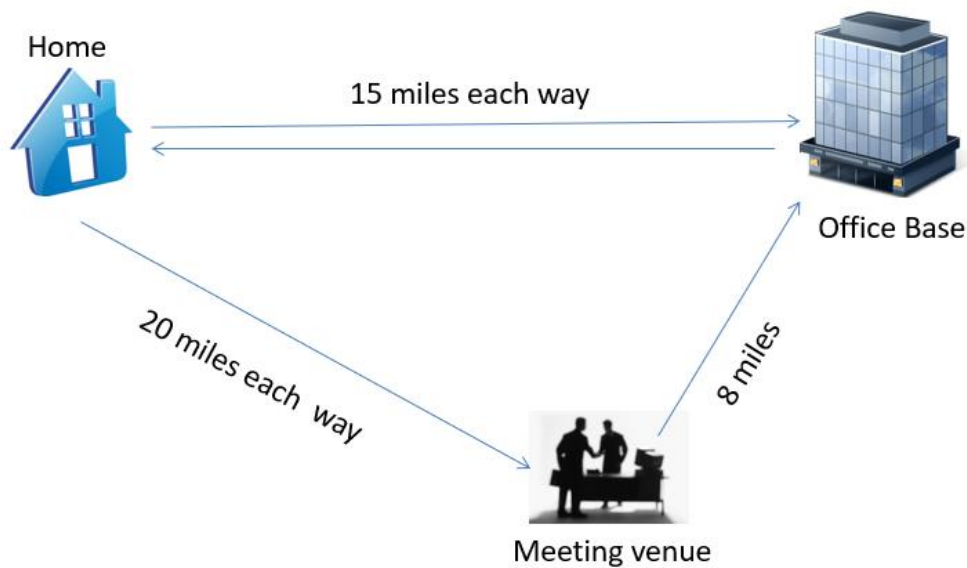
- 2.1 The Patient and Client Council (PCC) has the facility to call upon the Procurement and Logistics Services (PALs) Contract with a travel management company for business and patient travel. The travel management company will endeavour, under the terms of the PALs Contract to secure the most competitive rates that best meet staff needs – ensuring value for money.
- 2.2 For travel by rail or air and if accommodation is required, staff must complete in advance of travel a PCC Travel Approval Form (**Appendix 1**). Additional supporting information may be attached to this form if necessary. Staff attending courses or conferences should seek approval via HRPTS or appropriate course/training application form and submit for approval to Line Manager and/or Head of Operations.
- 2.3 The Travel Approval Form should then be sent to the relevant EMT staff member for approval.
- 2.4 Travel arrangements should be approved in line with the authorisation framework in and via the Business Support Team PCC.
- 2.5 Travel for the Chief Executive (within Ireland and Britain) should be approved by the Chairperson. Travel outside of Ireland and Britain for the Chief Executive should be approved by the Permanent Secretary using the form at **Appendix 3**.
- 2.6 No member of staff should travel outside of Ireland or Britain more than 5 times in a calendar year without specific Ministerial approval, which must be obtained in advance using the form attached at **Appendix 4**. Approval should initially be sought from the appropriate Director or in the absence of the Director the Chief Executive who will forward the application to the DoH for consideration.
- 2.7 Hotel accommodation and air/rail fares must be booked through the travel management company in accordance with this procedure except in situations where accommodation is indicated as part of an organised course or conference, and can, therefore, be secured at a cheaper rate.
- 2.8 First Class/Business Class travel is not permitted and will only be exceptionally approved by the Chief Executive or in the case of the Chief Executive, the Chairperson. A supporting business case will be required to justify any specific request.
- 2.9 Any individual acquiring incentives/gifts as a direct result of business travel on behalf of the PCC has a responsibility to declare these in the register held by the Business Support Team (PCC). Where an individual accrues “points” as part of a loyalty scheme which result in benefits such as free flights, these should be declared when the individual has accrued sufficient points from business travel for such benefits. In the circumstances of a free flight arising purely from points gained on business travel only, an individual is expected to use this for future PCC business only.

- 2.10** Any other expenses relating to travel such as taxis, tube fares, subsistence etc should be reclaimed and approved in line with the relevant terms and conditions of service via HRPTS.
- 2.11** Staff travelling by air will be provided with the Booking Reference, which they can present at the Check In Desk at the airport. Where an airline has a restriction on the use of Booking References, the travel management company will forward tickets either to the OCE or directly to the individual depending on the circumstances and timescales involved. Staff, immediately before travelling should ensure they have either the Booking Reference or tickets, and ensure they can comply with the Identification Policy of the airline. Staff can seek further clarification from the travel management company if in doubt. The travel management company will forward tickets for rail travel either to the OCE or directly to the individual depending on the circumstances and timescales.
- 2.12** It is recognised that flexibility is required when booking air travel and that the lowest price may not be the best option. To take advantage of flight availability and pricing options, staff should commence travel planning at the earliest opportunity.

3. Monitoring

- 3.1** Business Support Team will maintain a register of all travel requests. All PCC staff must inform Business Support Team of travel requests (please note this is not mileage claims for travel)
- 3.2** Upon a receipt of a completed travel request the Business Support Team will review the travel register and where it is found that a request is the 5th or greater for overseas travel for an individual will ensure that Departmental request form (appendix 4) is completed and approved by the Department before booking the travel requested.

4. Claiming Travel Mileage Expenses



- A. If Travelling from home to base = no mileage paid
- B. Travelling from home to Meeting then to office $(20+8)-15 = 13$ miles paid
- C. If Travelling from home to meeting and back home $(20+20) - (15+15) = 10$ miles paid
- D. If C is less than 0 or negative then no mileage will be paid

4.1 All PCC staff must ensure that commute to contractual base location is deducted as per above diagram. If you are working from home and need to attend a meeting, the same process applies (home is not regarded as base).

Please also note: -

- Full details on places visited are included – post codes preferred. Referring to the village or town name is not sufficient e.g. Bangor or Coleraine.
- Travel claims should not refer to BASE or HOME - please include address details or postcodes.
- Staff must account for (deduct) the normal travel you would incur going to the office base every day.

4.2 When making a claim for travel and/or subsistence, you should note the following points –

- It is your responsibility to bear the cost of daily travel between your home and your work base. HMRC guidance states that workers cannot claim home to work to base mileage. See guidance at <https://www.gov.uk/government/publications/490-employee-travel-a-tax-and-nics-guide>;

- All claims must refer to the actual expenses incurred and must be supported by receipts. (E.g. car parking, sundry items) If a receipt is not available you must include a written explanation regarding this;
- All staff claims must be processed through HRPTS.
- In making a claim you are indicating that the costs incurred are accurate, relevant and in accordance with this policy

Authorising a Claim

4.3 Travel claims processed through HRPTS are approved by line managers and they must ensure they have fully checked and confirmed that the claim is appropriate and correct, validating receipts where appropriate.

4.4 If a line manager has a query regarding your claim they will contact you on the basis insufficient detail has been provided to substantiate the miles being claimed. You are expected to provide further detail at this point. A delay in responding to this request may result in a delay in the processing of your claim.

Time Limits for Making a Claim

4.5 It is essential that the Patient and Client Council can manage its budget including that in relation to travel. Travel claims should always be submitted promptly and not accumulated. Claims will be paid for up to three months since the first period of travel took place, however on occasions, management will require the immediate (monthly) submission of travel claims. Travel claims submitted outside of the three months will only be paid in exceptional circumstances and must be accompanied by a written explanation to the PCC Head of Operations regarding the delay in submitting timely claim forms.

APPENDIX 1 – Travel Approval Form

The PCC will give consideration to reasonable adjustment requests from disabled members of staff.

[Travel Approval Form](#)



Travel/Accommodation Approval Form

Employee Name: _____

	Yes/No	Comments Please ensure this column is fully populated
Event name		
Reason for request		
Start and end dates		
Travel required (If Yes, state details and approx. cost)	Yes	
Accomm required (If yes, state number of accomm nights and costs)	Yes	
Have alternative arrangements such as video/conf call been considered?		
Are other staff attending from PCC or HSC?		
Has the most economic travel/accommodation means been selected?		

Approval signature by EMT (Chief Executive to sign off if travel is outside Ireland or Britain):

_____ Signature

_____ Date

APPENDIX 2 –Role of Business Support Team PCC and Authorisation Framework

1. Business Support Team are the nominated officers within the PCC responsible for making all bookings for staff with the travel management company.
2. Business Support Team, on receipt of an approved travel authorisation form will contact the travel management company and pass on all relevant information to allow it to provide a range of competitive quotes that will meet the travel requirements of the employee based on the authorisation framework
3. Business Support Team will complete a non-stock requisition form when placing the booking and record appropriate information provided by the travel management company.
4. As soon as the booking is confirmed with the travel management company, the Business Support Team will confirm the booking details with the staff member.
5. Business Support Team PCC will ensure that these details have been properly communicated to, and received by staff.
6. For rail/flight bookings, either a Booking Reference or tickets will be issued depending on the carrier.
7. The Business Support Team will clarify with the member of staff whether Booking Reference or tickets are to be issued and what the check-in procedure will be.
8. The Business Support Team will make arrangements with the travel management company and the member of staff to ensure that they receive the tickets issued.
9. PCC staff requesting travel arrangements should seek to obtain the **final** travel costs and record appropriately on the Travel Accommodation Request form.

APPENDIX 3 – Overseas travel by Chief Executive

OVERSEAS TRAVEL APPROVAL **FORM**

**TO BE COMPLETED FOR OVERSEAS TRAVEL BY
CHIEF EXECUTIVES**



CONTACT DETAILS

Name:	<input type="text"/>
Job Title :	<input type="text"/>
HSC Organisation / Department	<input type="text"/>
Email Address:	<input type="text"/>
Phone Number:	<input type="text"/>
Destination of travel:	<input type="text"/>
Dates From-To:	<input type="text"/>

No of people in party and justification business need:

Purpose of travel:

Benefits to Organisation and/or HSC:

Other options considered and reasons for their rejection:

eg Tele-conference, video conference, correspondence

Fare Type:

First Class
Business
Economy
Please attach a business case to support First Class/Business travel

Accommodation:

Number of nights required:

Estimated cost of trip:

Travel Fare
Hotels
Subsistence
Conference Fees
Other
Total

Has business case been prepared and attached?

Y/N (*Delete as*

Chief Executive signature and date:

I confirm that these travel arrangements are in line with policy and represent Value For Money:
Name: _____ Date: _____

DoH Accounting Officer signature and date:

I authorise/decline the travel arrangements (delete as appropriate)
Name: _____ Date: _____

APPENDIX 4 – Departmental approval of 5+ travel arrangements

OVERSEAS TRAVEL APPROVAL FORM

**TO BE COMPLETED WHERE THE TRAVEL OVERSEAS PROPOSED
BY STAFF MEMBER WILL EXCEED MORE THAN 5 TIMES IN A
CALENDAR YEAR**



Department of
Health
An Roinn Sláinte
Máinnystrie O Poustie
www.health-ni.gov.uk

SECTION 1 - CONTACT DETAILS

Name:	<input type="text"/>
Job Title :	<input type="text"/>
HSC Organisation / Department:	<input type="text"/>
Email Address:	<input type="text"/>
Phone Number:	<input type="text"/>
Destination of travel:	<input type="text"/>
Dates From-To:	<input type="text"/>

No of people in party and justification:

Purpose of travel:

Other options considered and reasons for their rejection:

eg Tele-conference, video conference, correspondence

Fare Type:

First Class
Business
Economy

Please attach a business case to support First Class/Business travel

Accommodation:

Number of nights required:

Estimated cost of trip

Travel Fare
Hotels
Subsistence
Conference Fees
Other
Total

Has Business case been prepared and attached?

Y/N (*Delete as*

List details of foreign travel taken in the previous 12 months (including this one ¹) with details including business need:

1
2
3
4
5
(Expand as appropriate)

Traveller's signature and date:

Name:	Date:
Grade	

Chief Executive's signature and date:

I authorise/decline the travel arrangements (delete as appropriate)	
Name:	Date:

Minister's signature and date:

I authorise/decline the travel arrangements (delete as appropriate)	
Name:	Date:

¹ Any more than 5 instances of overseas travel within a 12 month period will require ministerial approval

Phone: 0800 917 0222

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