

Relocation and Excess Travel Instruction Manual



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Section A – Eligibility

In this section we will look at the complete process of determining eligibility for all the different types of relocation claims

Part 1 – Removals

When determining eligibility for removals expenses, there are a number of important factors to consider. You should refer to the Removals & Relocations Flow Chart on the next page in order to make your decision. Things to consider include:

- Whether the trainee is in a recognised London or KSS training post – check if they appear on the Establishment Report provided on the Employers Portal
- If they have used up their £8,000.00 allowance
- Is the property they are moving from further than 20 miles away from their new post? Calculate the difference between the old property and the Trust and the new property and the Trust
- Is the new property an appropriate distance from the new post (less than 20 miles or more than 1 hour 15 minutes commute)?
- Is the trainee moving from outside UK? Only approve from UK port of entry
- What type of accommodation are they moving from and to? E.g. Rented furnished or rented unfurnished

Things that can be reimbursed include the following:

- Removals costs – This can be from either a big removals company, a smaller man & van service, hire of a van or the trainee can undertake the move themselves. If they are moving from furnished to furnished or hospital accommodation then we would not allow them to claim for a large removal company. Where trainees are moving to temporary accommodation, we can reimburse removal in two stages. If they undertake the move themselves they are entitled to petrol costs and if undertake the move by taxi then taxi costs can be reimbursed.
- Rental agency fees – These include administration and reference fees. They will be eligible for these if they are eligible for removals and are moving to privately rented accommodation. Please note these are only available for reimbursement for the Doctor undertaking the move.
- Search costs – Trainees can claim for a maximum of four visits to search for accommodation. If they are moving to hospital accommodation then they can only claim for a maximum of one visit to supervise the removals.
- Temporary storage costs – These can only be claimed where the move out and move in dates do not coincide and the trainee has to temporarily store their belongings before moving into their new property. A maximum of one month's storage can be claimed. In cases where they are storing their belongings for the duration of the post they will not be eligible as this effectively forms part of their monthly rent costs.
- Overlapping rent – It is not always possible to terminate a rental agreement the same day as you start a new one. In these cases the trainee will generally be eligible (if they are eligible for removals) to claim for a maximum of one month's overlapping rent costs. The lower of the two costs will be reimbursed. Trainees should provide both rental agreements and proof of payment.

Reasons why they would not be eligible include the following:

- Previous property is less than 20 miles from the new post
- They have moved further away.
- Trainee is out of programme on an OOPC, OOPE or OOPR which doesn't count towards training then not eligible to claim
- Trainee has used up their £8,000.00 allowance.
- Trainee took longer than three months from the date they incurred the expenditure to submit their form.

Part 2 – Relocation

What we tend to call relocation claims (as opposed to simply removals) relates to removals claims where trainee's also want to claim for the costs of buying and/or selling a property.

Before establishing whether or not we can reimburse the sale or purchase costs you will need to determine whether they are eligible. Please follow the Removals and Relocation flow chart on page 4 to determine this. Things to consider include:

- Are they moving from a rented property or accommodation that they own? If they own the previous property and are selling it then they will be eligible for sale costs.
- If they are selling the previous property and purchasing the new one then they will be eligible for sale and purchase costs.
- If they are renting the previous property then they will not be eligible for sale or purchase costs.
- If they have previously owned a property. You cannot claim if you have not previously owned a property
- Whether the trainee lived in the property in the last year? if the trainee has not lived in the property that they are selling for over a year prior to the start of the relevant post, then we consider them to be moving from rented accommodation and they will not be eligible.

Ultimately, purchase costs can only be reimbursed in cases where the trainee is selling a previous property in order to purchase the new one.

Part 3 – Continuing Commitments

Continuing commitments is when a trainee has on-going commitments and they are paying rent or mortgage on more than one property. The trainee may be unable to move because of a family commitment or have had to take up a short term post at a trust which is not viable to move for. **Please note that Continuing commitments is payable for a maximum of 12 months across the whole of their training programme.**

First, you will need to establish whether they are eligible by following the Relocation & Removals flowchart on page 4. If they are not eligible for Relocation & Removals, they will not be eligible for continuing commitments costs.

To then determine if they are eligible for Continuing Commitments please follow the Continuing Commitments flow chart on page 8.

There are 2 different types of Continuing Commitment claims:

1. Continuing commitments claimed whilst property is on the market.

This is where the trainee has put their previous property that they own on the market for either sale or rental. For the period where the property was on the market and either unsold or untenanted, we can reimburse either the cost of their mortgage interest payments for their owned property, or the rent on their rented accommodation near their new post, whichever is the lowest. The trainee will need to provide evidence that their previous property is on the market at market rate and breakdown of mortgage interest payments.

2. Continuing commitments claimed where the trainee has family commitments.

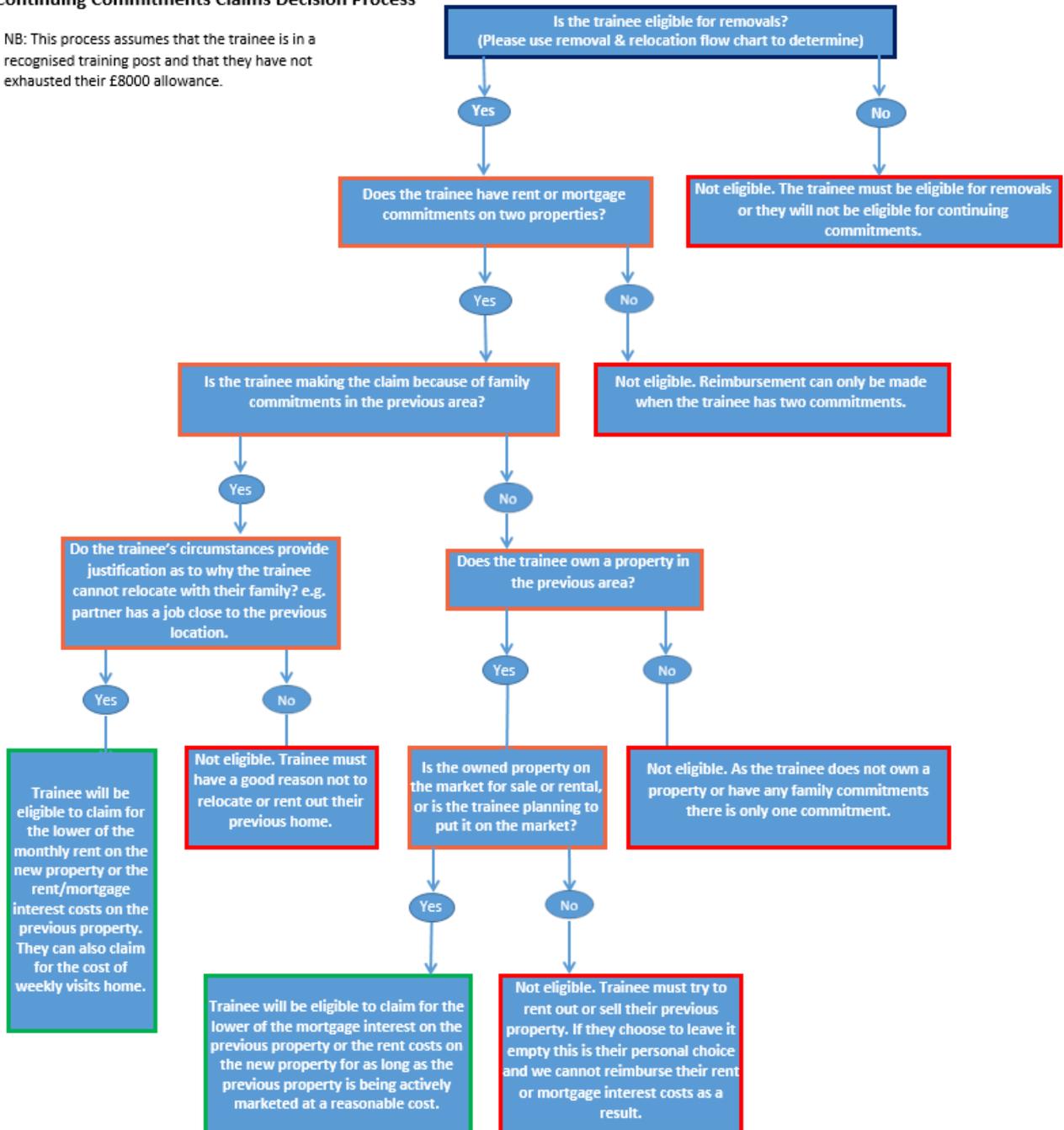
This is where the trainee cannot sell or rent out their previous property (or terminate their contract if renting) because they have family living there who cannot move. This is usually a spouse or partner who has to remain in the area for work purposes and possibly children who need to remain in school in the area. Generally speaking, trainees will be eligible to claim under these circumstances. In addition to the rent or mortgage costs they will also be entitled to claim for a maximum of 1 weekly return journey home for a maximum of 12 months.

Common reasons for rejection include the following:

- They only have one commitment – i.e. they are only renting near the new post and don't have an owned property or another property they are renting in another area.
- They have used up their 12 months allowance.
- They own or rent two properties, but have no family commitments in the previous one. This is usually where they have left the previous property empty because they don't wish to rent it out. However we will expect them to rent it out and no rent costs will be reimbursed.

Continuing Commitments Claims Decision Process

NB: This process assumes that the trainee is in a recognised training post and that they have not exhausted their £8000 allowance.



Part 4 – Excess Travel Claims

Determining the base hospital

The rules governing the base hospital selection state that it is to be decided as per one of the following sections:

A) If you have previously claimed relocation expenses whilst in this training programme then the last hospital that paid you to relocate is your base hospital.

B) If you know that you will spend more than half of your training programme at one particular hospital, then that hospital can be your base hospital if (A) above does not apply.

C) If you do not know where you will rotate to next and neither (A) nor (B) apply, then the first hospital on your rotation is your base hospital.

D) You may select a base hospital convenient to your home address if none of the above apply and you provide verification that you will definitely be rotated to that hospital (as opposed to it being a possible post on a rotation).

A will always take precedence – if they have relocated for a particular post then that post will be their base. If they have not relocated during their current training programme then they can select any hospital on their current programme as long as they have been there, or they can verify that it will definitely be their next post. This would be confirmation in writing from the trainees TPD.

Trainees cannot claim excess travel to their base hospital.

Decision

In determining eligibility for excess travel you first need to check the claim form to see what mode of transport the trainee is using to travel to their new post and what they used to travel to their base placement.

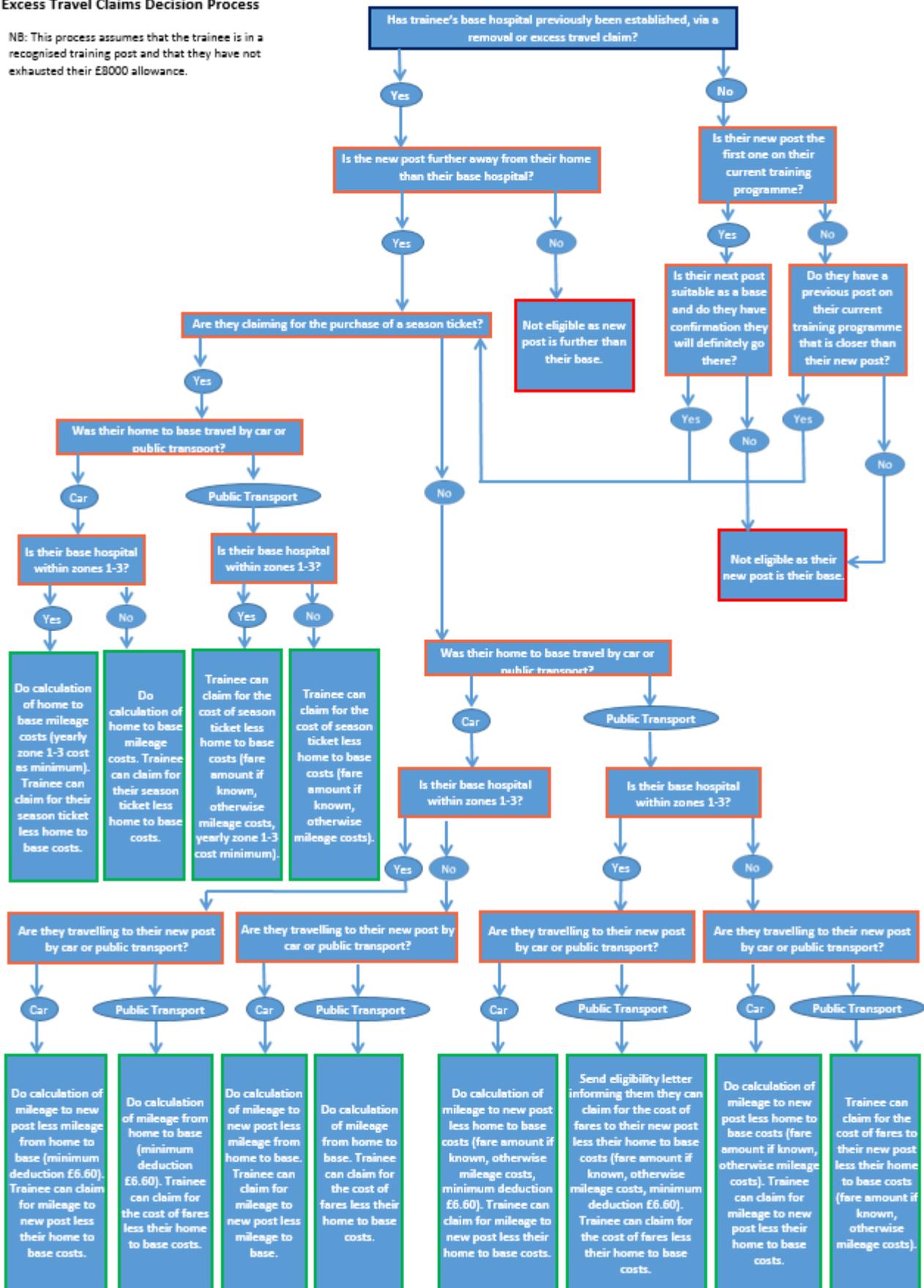
A trainee will be eligible for excess travel if the cost of travelling to their new post is greater than the cost of travelling to their base. If they are travelling by car to their new post and they travelled by car to their previous post then it will also be true that they will be eligible if their new post is further from their home than their base. However if there are fares as part of the calculation then be aware that there are cases where the new post is further away but there is no excess cost because it is cheaper than travelling to their base.

Trainees will not be eligible to claim if both their placements are within London Underground zones 1 – 3. We are also unable to reimburse the cost of clinical travel e.g. cost of travelling to clinics or on call commitments. The trainee should send these claims to their employing trust.

Use the flow chart on the next page to help make your decision.

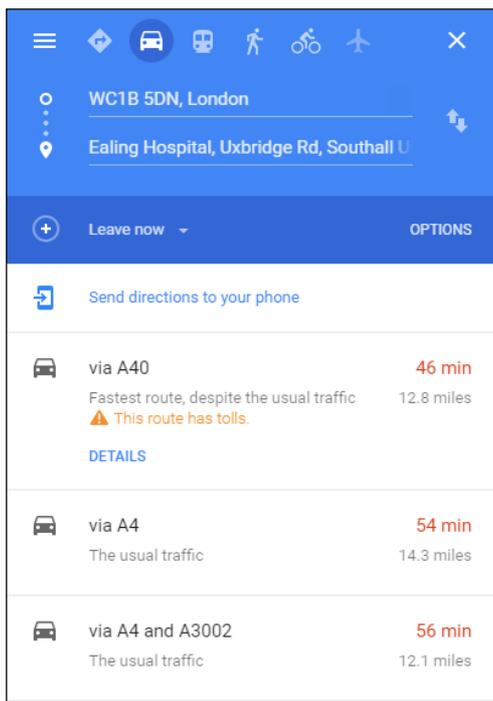
Excess Travel Claims Decision Process

NB: This process assumes that the trainee is in a recognised training post and that they have not exhausted their £8000 allowance.



There will be several possible types of calculation:

1. Mileage to new post less mileage to base. You should use the excess travel calculation boxes to calculate the mileage costs. Use the directions on Google Maps to calculate the distance to each post. You should use the shortest route available (click on the car icon on Google Maps to see up to three possible routes. In the example on the next page the distance is 12.1 miles, though this is not the quickest route. The mileage calculation is the distance from their home to the current post less the distance from home to their base. This is multiplied by 2 for a return journey and then by the Employing Trusts mileage rate. This gives the total amount of excess cost per day.



| Excess travel calculations: | |
|-----------------------------|-----------------|
| Hospital: | Ealing Hospital |
| Home to Current: | 12.1 |
| Home to Base: | 4.7 |
| Excess Miles: | 7.4 |
| Daily Rate: | £5.92 |

2. Mileage to new post less fares to base – The mileage to the new post is calculated as above. If the daily fare amount is known then we can deduct it from the mileage cost. However, the cost of fares to base placements is often very difficult to determine so in most cases we will use mileage rates to the base as well, in which case the calculation is as in 1 above.

3. Mileage to new post less cost of zones 1 – 3 travel – Whenever the trainee has a base within London Underground zones 1 – 3, the cost of travelling within zones 1 – 3 is used as a minimum deduction. This is currently £6.60. If the cost of home to base travel exceeds this amount then the higher amount should be used. Use the zone 1 – 3 calculations box to calculate the costs.

| Zone 1-3 Calculations: | |
|------------------------|-----------------|
| Hospital: | Ealing Hospital |
| Home to Current: | 12.1 |
| Mileage Cost: | £9.68 |
| Zone 1 - 3 cost: | £6.60 |
| Daily rate: | £3.08 |

4. Fares to new post less mileage to base – As we do not know what the cost of the fares to the new post will be, the only calculation we can do here is for the home to base costs. Use the home to base calculator for this.

| |
|------------------------------------|
| Home to base: |
| Miles: |
| <input type="text" value="4.7"/> |
| Deduction: |
| <input type="text" value="£3.76"/> |

5. Fares to new post less fares to base – Again, if the base fare amount is known then that will be the deduction. Otherwise mileage costs will be deducted. Use the home to base calculator as above.
6. Fares to new post less cost of zones 1 – 3 travel – The deduction will be the cost of zone 1 – 3 travel, currently £6.60, or the deduction for mileage if higher.

Common reasons for rejection include:

- Trainee is travelling to their base hospital.
- Both the old and new placements are within London Underground zones 1 – 3.
- The new hospital is closer to their home than their base.
- Trainee is claiming clinical travel.

Section C – Claims

In this section we will look at how to process claim forms for each of the different types of expenses.

Part 1 – Removals and Relocation Claims

Claim Summary Sheet

You will need to check what we found them eligible and what they are claiming for (they should have ticked a box for each different part of their claim). Then check that we have all of the relevant supporting documents. Documents we will require are as follows:

- Removals costs – We will require copies of three quotes for removal or man and van services. If they moved prior to receiving a decision we will waive this requirement as long as the amount claimed is reasonable. We will also require proof of payment such as a receipted invoice, original receipt, confirmation email from the removals company or a bank statement clearly showing the payment. Note that not all invoices confirm they payment has been made. If it appears to be a request for payment then you will need to ask the trainee to submit further documentation that confirms the payment has been made.
- Agency fees – We will require a statement from the letting agency that clearly states how much each fee is and what it relates to, along with proof of payment. Note that the initial deposit usually covers these fees so if that has been paid and it is more than the cost of the fees then that will be acceptable.
- Search costs – If they are claiming mileage then all we require is that they state the date of each visit and the number of miles travelled. If they travelled by public transport then we will require original tickets or receipts for each journey.
- Temporary storage costs – We will require a statement from the storage company confirming the dates of storage and proof of payment.
- Overlapping rent - We will require a copy of the tenancy agreement for each property to confirm the start and end dates, along with proof of payment for the last rent payment on the previous property and the first one on the new one.

Part 2 – Continuing Commitments Claims

With continuing commitments claims the most important thing is to check that the trainee has provided proof of payment of the rent payments and a statement showing the interest charged to their mortgage during the period claimed. We need proof of both payments for each month or we cannot reimburse the cost. Remember it is the lower of the rent or the mortgage interest payment that is reimbursed.

We will also require a copy of the tenancy agreement for the rented property.

If the claim is being made because they have their house on the market then we will also require evidence that the property has been marketed for the period of the claim.

If the claim is being made because of family commitments then we will require a list of the dates of the weekly visits home (if claiming mileage costs) or the original tickets or receipts (if claiming fares).

When the claim is complete, enter the details on the HEE reimbursement spreadsheet as with the removals claims.

Part 3 – Excess Travel Claims

With excess travel claims there will be a claim for mileage costs, reimbursement of fares or a combination of the both.

1. Mileage claims - For mileage claims, the trainee must have completed a list of every date that they travelled to work and are claiming for. Without this we cannot reimburse their claim. It is not acceptable to state that, for example, over a three month period they worked 59 days – we will need them to confirm each single date. Claims set out in date ranges, e.g. 1/2/17 – 5/2/17 where they worked each of the five days, are acceptable.

Please ensure you have checked any previous claims in case the trainee has included dates that they have already claimed for. Also note that we cannot pay in advance – Any dates included that are after the date the form was signed cannot be accepted.

To calculate the total mileage claims, simply add up the number of return journeys and multiply by the approved daily rate from their eligibility letter. Note that some days they may have only made a single journey which will only count as half a day.

2. Fares – Trainees must still enter the dates they are claiming on the claim form, along with the fare amount. You will need to check the original receipts, tickets or Oyster statements they have submitted match up to what they have entered on the form. Total up the amount of the fares and deduct the number of days worked multiplied by the daily home to base deduction amount.

Where they are claiming for weekly or monthly tickets you will need to deduct the daily rate multiplied by the number of days they have stated they worked during that period. If they have not stated the number of days worked then we will use an average amount of five days for weekly tickets and 20 days for monthly tickets. For annual, or six-monthly season tickets we will use 20 days per month for the deduction, i.e. for an annual ticket the deduction will be the daily rate x 20 days x 12 months. Annual tickets are reimbursed in advance.

In cases where the claim features a large number and complicated range of tickets, you may wish to use the fares sheet in order to clarify the amount that is to be claimed.

Please remember that excess travel claims are always taxable, except where the trainees specialty is Public Health, General Practice or Palliative.

Appendix A – HEE Sample Forms

Eligibility Approval Sheet



Relocation Team

Eligibility Approval Sheet

Health Education North Central and East London
Health Education North West London
Health Education South London

Trainee's Name: Nat. Training No:

Training Prog. etc: Prog Start Date:

Home Address - Old:

Home Address - New:

Current Employer: Base Hospital:

| | Trust | Dates | Amount | Type |
|------------------|----------------------|-------------------------|----------------------|----------------------|
| Previous Claims: | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Total: | <input type="text"/> | Balance of Entitlement: | <input type="text"/> | |

Type of Claim: Reason for Claim:

Decision

Excess travel calculations:

Zone 1-3 Calculations:

| | | | | |
|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|------------------------------------|
| Hospital: <input type="text"/> | Hospital: <input type="text"/> | Hospital: <input type="text"/> | Hospital: <input type="text"/> | |
| Home to Current: <input type="text"/> | Home to base: <input type="text"/> |
| Home to Base: <input type="text"/> | Home to Base: <input type="text"/> | Mileage Cost: <input type="text"/> | Mileage Cost: <input type="text"/> | Miles: <input type="text"/> |
| Excess Miles: <input type="text"/> | Excess Miles: <input type="text"/> | Zone 1 - 3 cost: <input type="text"/> | Zone 1 - 3 cost: <input type="text"/> | Deduction: <input type="text"/> |
| Daily Rate: <input type="text"/> | <input type="text"/> |

Date Eligibility Form received: Completed by:

Claim Summary Sheet



**Relocation
Claim Summary Sheet**

Health Education North Central and East London
Health Education North West London
Health Education South London

Name:

Address:

Bank Account Details

Sort Code: Account Number:

Name of Bank: Branch Address:

ADP Employee Number: If no employee number then enter:

Date of Birth: NI Number: Gender:

Claim

Notes Completed by: Date completed:

| Cost Code | Description | Amount |
|---------------|-------------|--------|
| | | |
| | | |
| | | |
| Total: | | |

Authorisation:

Date:

Date Input on ADP:



Appeal Sheet – To be used to provide a summary of an appeal or request for a review when a trainee is unhappy with the decision.

Relocation Team
Review & Appeal Sheet



Health Education North Central and East London
Health Education North West London
Health Education South London

Trainee's Name:

Date:

Relocation Officer:

Details of application/eligibility assessment:

Reason for requesting review/appeal:

