



SECTION: 4 – SERVICE USER, CARER, VOLUNTEER
POLICY/ PROCEDURE NO: 4.06
NATURE AND SCOPE: POLICY AND PROCEDURE - TRUST WIDE
SUBJECT: REIMBURSEMENT OF EXPENSES TO VOLUNTEERS

This policy sets out the Trust's approach and procedures for the reimbursement of expenses to volunteers

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RATIFIED BY: EXECUTIVE LEADERSHIP TEAM
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ASSOCIATED TRUST POLICIES AND PROCEDURES: Volunteering - 4.03

NOTTINGHAMSHIRE HEALTHCARE NHS FOUNDATION TRUST

REIMBURSEMENT OF EXPENSES TO VOLUNTEERS

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NOTTINGHAMSHIRE HEALTHCARE NHS FOUNDATION TRUST

REIMBURSEMENT OF EXPENSES TO VOLUNTEERS

1. INTRODUCTION

- 1.1. The Trust aims to work together with service users, patients, carers, families, friends and volunteers to change services, organisational culture and individual lives and put service users, carers, families and friends at the centre of all the Trust does.
- 1.2. We place great value on the contribution and lived experience of service users, patients, carers, families, friends and volunteers. As a result of this we aim to remove barriers, including financial, to people's involvement.
- 1.3. This policy sets out how we will ensure that all reasonable expenses incurred as a result of people's involvement and volunteering are reimbursed. It sets out which expenses are covered and the process for claiming reimbursement of expenses.
- 1.4. This policy relates to those who volunteer in clinical/therapeutic environments, those who support community activities (including befriending) and those who volunteer via the Trust's Involvement Centres, the Sure Start Children's Centres, the Trust's hospices, those who support research and other volunteering arrangements.
- 1.5. We have taken the decision not to pay for people's time after consultation with service users and carers. This is for two main reasons:
 - as part of our approach to involvement we are committed to supporting the personal development and recovery of service users, carers and volunteers who give their time. It was felt that investing in this support through our Involvement Centres and Volunteering Services was more beneficial than paying for people to attend meetings.
 - The complexity of the benefits system and the difficulties this causes for people who are paid for their involvement activity.

This is except when a volunteer is undertaking activities associated with externally funded research. Here the Trust follows the principles put forward by the department of health, National Institute for Health Research (NIHR) (see 16.0)

2. POLICY PRINCIPLES

2.1 This policy is based on a number of principles which are outlined below:

- Volunteers should not to be left out of pocket or put at risk of being financially worse off as a result of their involvement with Nottinghamshire Healthcare NHS Foundation Trust.
- Service providers and service users/carers/volunteers will discuss and agree on the terms of involvement prior to committing to it.
- Service users/carers/volunteers are given the right information at the right time to be able to make an informed choice about how and on what terms they want to be involved.
- The contribution service users/carers/volunteers make can be recognised and valued in all sorts of ways such as being thanked, positive feedback and acknowledgement, staff time, practical assistance, training, personal development or seeing the impact of the work and changes made as a result of involvement.
- A wide range of service users/carers/volunteers, with different needs and experiences are encouraged and supported to be involved. The way that expenses are settled should not needlessly create barriers that deter service users/carers/volunteers from being involved.
- Paperwork to claim reimbursement is kept to a minimum. Where paperwork is necessary to safeguard both the service provider and the service user/carer/volunteers, it should be easy to

understand and simple to complete.

- Service users/carers/volunteers should be reimbursed according to open and consistent criteria and be aware of what expenses are reimbursed.
- Service users/carers/volunteers should receive reimbursement in good time so that they do not incur financial difficulties between submitting an expense claim and being reimbursed.

3. **DEFINITIONS**

3.1 Definitions of Terms:

- **Service User/Patient**
Those people who have used or are using the services provided by a health or social care organisation.
- **Carer**
This refers to people who support a person using the services provided by a health or social care organisation without receiving any payment.
- **Service Provider**
Any local health and social care organisation.
- **Reimbursement of Expenses**
Refers to the refunding of specific expenses or costs that service users have incurred during their involvement or volunteering.
- **Volunteer**
Refers to people who prefer to offer their time and skills on a voluntary basis i.e. not be paid.
- **Patient and Public Involvement Contributor (PPI)**
Refers to contributors who are involved in research activity (e.g. aspects of: design, planning, co-ordination and delivery) taking place within the Trust.
- **Placement Officer**
Refers to a paid member of staff, usually service manager, who would have day-to-day responsibility for a volunteer.
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4. **REIMBURSEMENT OF EXPENSES**

4.1. **Reimbursement of Expenses**

The Trust will reimburse volunteers' expenses for travel costs, meal costs, childcare costs, replacement carer's costs and out of pocket expenses.

4.2. **Approach to the Reimbursement of Expenses**

The Trust will take the following approach to reimbursement of expenses:

- The Trust will review all reimbursement rates annually (with any updates to be effective 6 April).
- The costs that a volunteer is likely to incur in the course of the involvement are discussed before the involvement starts.
- Volunteers have a named contact to liaise with throughout their involvement to discuss any expense queries in advance of spending the money.
- It is considered standard practice to fill out an expense claim form (see Appendix 1).
- Receipts will normally be required for all expenses that are to be reimbursed.
- Reimbursed expenses will be for the exact amount, not an averaged amount or a rounded up amount.

- The Trust has a process in place for paying expenses (BACS/Cheque) that ensures the volunteer/carer is out of pocket for as little time as possible.
- For PPI expenses these will be reimbursed as per the terms and conditions of the external funding body awarding the project, or in line with the NIHR terms.

4.3. Activities Covered by the Policy

The activities for which reimbursement of expenses will be offered to volunteers are:

- Active participation in groups looking at service improvement/future plans
- Collecting feedback and working with teams on listening and responding to feedback
- Participation in recruitment panels
- Active participation in training and staff induction
- Undertaking presentations at events and meetings
- Active participation in anti-stigma activities
- Undertaking Patient Led Assessments of the Care Environment (PLACE,) 15 Steps, Monitoring Infection Cleanliness and the Environment (MICE) and other audits
- Volunteering in Trust services or befriending through Trust's Volunteering and Befriending Services
- Conference attendance, on behalf of the Involvement, Experience and Volunteering Team
- Personal Development and Learning and Development related to Involvement activities
- External activities and activities with external organisations (if approved in agreement with the service the volunteer is working with)
- Activities within the PPI role to be agreed prior to commencement.

In addition, there will be reimbursement of expenses for the following activities run by the Involvement Centres:

- Story Shop
- Mandatory Training
- Volunteering Opportunities Meetings
- Involvement, Experience and Volunteering Forum
- Carers Strategy Implementation Group
- Leadership Council
- Project meetings in the centres – both long term and one off e.g. Communications Meeting, Ideal Ward Round, groups working on developing leaflets
- Arranged Personal Development Meetings (1:1s)
- Actively volunteering and attending events carrying out a specific role e.g. collecting feedback

Before people undertake the above activities they should be clear about the expectations of their role, preferably with a role profile. They should also be clear on what expenses will be reimbursed and the process for claiming expenses.

4.4. Activities Not Covered by the Policy

The activities for which reimbursement of expenses will not be offered to volunteers are:

- Giving views as part of a consultation exercise or survey
- Voluntarily attending a meeting or event i.e. without expenses having been agreed beforehand
- Recovery College Courses
- Personal Development activities not related to involvement activities
- Administration and e-mail activity (with the exception of Involvement Volunteers, who are entitled to one return journey per week to their closest Involvement Centre to read/respond to volunteering related emails. We would expect volunteers to use this time constructively.)
- Cost of childcare while volunteering within universal Sure Start Children's Centre activities/sessions. Sure Start Children's Centres actively encourages parent and child

interactions and attachment and as such discourages volunteering where the activity would take the child away from the parent.

4.5. Expenses that will be reimbursed

4.5.1. **Travel Expenses**

People are expected to use the cheapest reasonable mode of transport. Car sharing is encouraged when this will reduce the cost of travel expenses.

- Payments to reimburse reasonable travel include:
 - Public transport (the actual cost of travel, supported by ticket or receipt, will be reimbursed. Daily equivalent will be paid for seasonal tickets. Advice will be given to volunteers regarding seasonal tickets if these are the most cost effective method to public transport costs).
 - Private car (paid on a postcode to postcode basis)
 - Parking costs (actual cost, supported by ticket or receipt)

- If taxis are the most appropriate form of transport a member of the Involvement, Experience & Volunteering Team can order a taxi using an approved taxi firm.

- Claims will only be accepted for use of private car:
 - for the most direct route available (postcode to postcode)
 - if the vehicle is covered by full third party insurance, including cover against risk or injury to, or death of, passengers, and damage to property, and that the policy is maintained at the date of the claim
 - if the insurance policy covering the vehicle includes Business Use
 - if the vehicle is maintained at all times in a roadworthy condition by terms of the insurance policy covering the vehicle

- A volunteer who has agreed to use their own vehicle in the performance of their duties must ensure they possess a valid driving license, insurance certificate and MOT certificate (where appropriate) and motor insurance which covers appropriate business travel, that he or she is fit to drive, drives safely and that they obey the relevant laws e.g. speed limits etc. The volunteer must inform the Trust if there is a change to their status.

- The Trust will request verification of any of the above at any time, for example by asking for a copy of an MOT certificate or valid certificate of insurance. This documentation will be requested as soon as the volunteer placement commences and annually thereafter.

- Vehicle costs will be reimbursed at HMRC Approved Mileage Rates – see table below:

Approved mileage rates from tax year 2011 to 2012 to present date	First 10,000 business miles in the tax year	Each business mile over 10,000 in the tax year
Cars and vans	45p	25p
Passenger allowance	2p per mile	2p per mile
Motor cycles	24p	24p
Bicycles	20p	20p

Volunteers will need to keep a record of the number of miles they drive in a tax year for any organisation(s) and the mileage allowances they receive from them. If they have driven for two or more organisations in the year, then the 45p rate applies to the first 10,000 miles you have driven for all your organisations added together.

For further information on calculating volunteer's mileage allowance go to:

<https://www.gov.uk/government/publications/rates-and-allowances-travel-mileage-and-fuel-allowances/travel-mileage-and-fuel-rates-and-allowances>

4.5.2. Subsistence

Volunteers may claim the actual cost of meals and/or refreshments, where the expenditure is not met directly by the meeting organiser/organisation being visited (e.g. where lunch is provided); and where the service user/carer necessarily incurs additional expenditure. The amount must be exact and not rounded up and receipts should be provided:

- up to a maximum of £5.00 for any one daytime claim where the total meeting/visit time, including travel, exceeds 5 hours.
- up to a maximum of £15.00 for an evening meal if an overnight stay away from home is required, where the total meeting/visit time, including travel, exceeds 10 hours. Others who are not in receipt of benefits may be reimbursed if the return home is after 7pm.

PLEASE NOTE: People volunteering at the Involvement Centre at Duncan Macmillan House and at the Rosewood Involvement Centre will be given lunch vouchers or an allowance of up to £3.50 if they undertake 3 hours or more involvement activity. People volunteering at Millbrook, Highbury and Bassetlaw Hospital will be given an allowance of £4. (Receipts must be included with expenses form)

4.5.3. Childcare Costs, Replacement Carer Costs or for the Cost of a Personal Assistant

The following costs will be reimbursed if the service user/carer needs additional support to enable them to undertake involvement activities or attend meetings:

- Childcare costs from an OFSTED registered provider
- Replacement carer costs
- Personal assistant costs
- Interpreter Costs

The payment for caring/personal assistant costs will be made directly to the agency (or carer or personal assistant) providing the care on production of an invoice (that is countersigned by the service user or carer).

4.5.4. Other Out of Pocket Expenses

People may be reimbursed other out of pocket expenses (other than those mentioned above) that are incurred 'wholly, exclusively and necessarily' in the course of involvement/volunteering such as postage, stationery, phone.

4.5.5. Funding to Pay Expenses

The cost of all expenses is to be met for the budget of the service where the volunteer is carrying out their volunteering activity.

The Involvement, Experience and Volunteering Team will fund expenses for volunteers where their activity has been initiated by the Involvement, Experience and Volunteering Team. If other teams want to undertake activities with Involvement volunteers they need to first discuss and agree the payment of expenses with a manager in the Involvement, Experience and Volunteering Team.

4.6. Process for Paying Expenses

4.6.1. If volunteers are to be paid expenses then it should be agreed in advance how and when people will be paid.

4.6.2. Expenses will be claimed using the Expenses Claim Form. It is the claimant's responsibility to complete the form but staff can offer help if someone is unable to complete it. It is the claimant's responsibility to ensure all information is correct. If a volunteer is unclear about anything in relation to claiming expenses, they are encouraged to speak to their primary

contact within the volunteering service/Involvement, Experience and Volunteering Team. (see Appendix 1)

4.6.3. It is the Manager's responsibility to approve the form. If the manager is unclear about any of the information on the expenses claim form, they are encouraged to seek further clarity from the volunteer or relevant other.

4.6.4. Reimbursement will be paid by a cheque or credit transfer (BACS). On receipt of an invoice for payment a cheque will be sent or payment will be made directly to the individual's bank (BACS).

4.6.5. All claims should be submitted for payment no later than one month following the date to which they relate. Claims submitted more than six months after the date to which they relate will not be paid (unless there are exceptional circumstances e.g. extended illness. On these occasions, approval from the relevant Executive Director is required).

5. DUTIES

5.1. Managers will ensure that they understand the policy and that their service fully complies with, and implements the policy.

5.2. All staff working with volunteers will ensure that they understand and implement the policy.

5.3. All volunteers will be expected to have understood the policy and to comply with it.

6. TRAINING

6.1. Volunteer Placement Officers and staff working with volunteers will be made aware of this policy, its implications and how it will work in practice.

6.2. Information on this policy will be incorporated into the Volunteer Induction Programme.

6.3. All volunteers should be given a copy of this policy as part of their induction session.

7. IMPLEMENTATION

7.1. The implementation of this policy will be monitored through the Trust Volunteering Network.

7.2. All Directorate/Locality Involvement and Experience Leads will be made aware of the policy via the Trust Involvement Experience and Volunteering Forum. They will be expected to make staff in their areas aware of the policy.

7.3. The policy should be made available to volunteers, and volunteers should be encouraged to read and understand it. This could either be as part of a group or on a one to one basis.

8. TARGET AUDIENCE

8.1. The target audience is all Trust staff and service users/carers/volunteers who have expressed an interest in working with the Trust to improve the services we provide.

9. REVIEW DATE

9.1. A review of this policy will commence in two years or in light of organisational or legislative changes.

10. CONSULTATION

10.1. This policy has been consulted on with members of the Involvement, Experience and Volunteering Forum, The Trust Leadership Council, the Trust Volunteering Network, volunteers who use the Involvement Centres and the Involvement, Experience and Volunteering Team.

11. RELEVANT TRUST POLICIES

- Volunteering - 4.03

12. MONITORING COMPLIANCE

- 12.1. This policy and the application of the policy in services will be monitored via the Trust Volunteering Network, and will be guided by the Involvement, Experience and Volunteering strategy.
- 12.2. Performance against the requirements of this policy and procedure will be monitored by the following :-
- 12.2.1. It is the managers approving the claims that are responsible for ensuring the amounts claimed are in accordance with the policy limits.
- 12.2.2. Managers are responsible for checking that the mileage claimed is in accordance with the policy (including detours where necessary)
- 12.2.3. It is the managers approving the claims that are responsible for ensuring that no claims are approved unless receipts, where applicable, have been provided. The manager must actually have sight of the receipt.
- 12.2.4. It is the responsibility of the volunteer to complete their expenses claim form accurately, and to submit their form in good time enabling staff to check the information while current.

13. EQUALITY IMPACT ASSESSMENT

- 13.1. This policy has been assessed using the Equality Impact Assessment Screening Tool. The assessment concluded that the policy would have very little adverse impact on, or result in the positive discrimination of, any of the diverse groups which include the disability, ethnicity, gender, gender identity, age, sexual orientation, religion/belief, social inclusion and Human Rights.
- 13.2. The policy aims to be fully inclusive and take positive action to welcome, engage and include service users and carers from any background and heritage.

14. LEGISLATION COMPLIANCE

- 14.1. This procedure has been considered in the context of relevant legislation (such as Human Rights and Race Relations Acts, Equality Act 2010 etc.). In ratifying this procedure the Leadership Council (LC) has considered whether there is any contravention of legal requirements inherent in the document and has not identified any such issue.”

15. CHAMPION AND EXPERT WRITER

- 15.1. The Champion of this policy is Julie Attfield, Executive Director of Nursing. The Expert Writer is Paul Sanguinazzi, Head of Involvement and Experience.

16. REFERENCES /SOURCE DOCUMENTS

- DOH (2006), “Reward and Recognition”, Dept. of Health, (August 2006)
- NIHR principles for payment:
www.invo.org.uk/wp-content/uploads/2011/12/NIHRProgrammesPaymentRates2009.pdf

Involvement , Experience & Volunteering—Expenses Form

Name:	
Address:	

Date	Volunteering Location & Activity	Mode of Transport	From: Postcode	To: Postcode	Single or Return	Mileage rate 45p per mile 2p per passenger	Amount
						Total	

Other Expenses—Meals/Stationery/Telephone/Parking etc...

Date	Description	Amount
		Total

Grand Total

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Please ensure you complete the payment details and declaration overleaf and that the form is signed by your placement manager.

Payment Details

Preferred method of payment (please tick)	Cheque <input type="checkbox"/>	BACS <input type="checkbox"/>	Cash <input type="checkbox"/>
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Bank Details (if appropriate):

Account Name:	
Account Number:	
Sort Code:	
Bank Name:	

Declaration:

◆ I confirm that I have incurred the above expenses.

Please note that if you are claiming expenses from mileage:

- ◆ I confirm that my vehicle is covered by full third party insurance, including cover against risk or injury to, or death of passengers, and damage to property, and that the policy is maintained at the date of the claim.
- ◆ I confirm that the vehicle is maintained at all times in a roadworthy condition by terms of the insurance policy covering the vehicle.
- ◆ I also confirm that by claiming mileage I hold a valid driving license, that the car is taxed and if applicable has a current MOT certificate.

Signature of Claimant.....

Date.....

I certify that the above volunteer has attended on the days indicated and that the claim is correct and has not been paid form Petty Cash.

Signature of Supervising Manager.....

Date.....

Signature of Authorised Involvement Team member.....

Date.....

Payment Code (please tick): P51707—727010

K47427—727010

**EQUALITY IMPACT ASSESSMENT (EIA) SCREENING TOOL
(Towards an Equality and Recovery Focused Organisation)**

Name of policy/procedure/strategy/plan/function etc being assessed:	Reimbursement of Expenses 4.06
Brief description of policy/procedure/strategy/plan/function etc and reason for EIA:	This policy outlines the reimbursement for volunteers in Nottinghamshire Healthcare Trust. It is a statement and framework of the commitment that service users and external applicants can expect from the Trust prior to, and during, their period of volunteering with the Trust.
Names and designations of EIA group members:	Paul Sanguinazzi, Head of Involvement & Experience Amy Gaskin-Williams, Involvement and Experience Manager
List of key groups/organisations consulted	The Trust Volunteering Network, the Leadership Council, volunteers who use the Involvement Centres, Trust Patient Experience and Service Improvement Sub-committee and the Involvement, Experience and Volunteering Team
Data, Intelligence and Evidence used to conduct the screening exercise	Email & verbal input from all listed above

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Equality Strand	Does the proposed policy/procedure/ strategy/ plan/ function etc have a positive or negative (adverse) impact on people from these key equality groups? Please describe	Are there any changes which could be made to the proposals which would minimise any adverse impact identified? What changes can be made to the proposals to ensure that a positive impact is achieved? Please describe	Have any mitigating circumstances been identified? Please describe	Areas for Review/Actions Taken (with timescales and name of responsible officer)
Race	Positive impact: The policy is applied equally and fairly to all volunteers from all diverse groups; copies of the policy could be translated into other languages if required.			Policy to be reviewed in 3 years or in light of organisational or legislative changes by author.
Gender Inclu. Transgender and Pregnancy & Maternity	As race. Provision for childcare costs to be reimbursed to enable parents to volunteer.			Policy to be reviewed in 3 years or in light of organisational or legislative changes by author.
Disability	As race.			Policy to be reviewed in 3 years or in light of organisational or legislative changes by author.
Religion/Belief	As race.			Policy to be reviewed in 3 years or in light of organisational or legislative changes by author.
Sexual Orientation Incl. Marriage & Civil Partnership	As race.			Policy to be reviewed in 3 years or in light of organisational or legislative changes by author.
Age	As race.			Policy to be reviewed in 3 years or in light of organisational or legislative changes by author.
Social Inclusion * ¹	As race. Provision for volunteers to be reimbursed on the day, so those in poverty not disadvantaged.			Policy to be reviewed in 3 years or in light of organisational or legislative changes by author.
Community Cohesion * ²	As race, Involvement Centres promote engagement of volunteers from various backgrounds working together.			Policy to be reviewed in 3 years or in light of organisational or legislative changes by author.
Human Rights * ³	As race.			Policy to be reviewed in 3 years or in light of organisational or legislative changes by author.

*¹ for **Social Inclusion** please consider any issues which contribute to or act as barriers, resulting in people being excluded from society e.g. homelessness, unemployment, poor educational outcomes, health inequalities, poverty etc.

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*2 **Community Cohesion** essentially means ensuring that people from different groups and communities interact with each other and do not exclusively live parallel lives. Actions which you may consider, where appropriate, could include ensuring that people with disabilities and non-disabled people interact, or that people from different areas of the City or County have the chance to meet, discuss issues and are given the opportunity to learn from and understand each other.

*3 **The Human Rights Act 1998** prevents discrimination in the enjoyment of a set of fundamental human rights including: The Right to a Fair Trial, Freedom of Thought, Conscience and Religion, Freedom of Expression, Freedom of Assembly and Association and the Right to Education.

Conclusions and Further Action (including whether a full EIA is deemed necessary and agreed date for completion)	This policy does not require a full EIA as the document aims to be fully inclusive and take positive action to welcome, engage and include volunteers from any background and heritage.
Screening Tool Consultation End Date	Monday 12th November 2018
Name of Equality and Diversity (E&D) Group Approving EIA (i.e. Directorate E&D Group, Divisional E&D Forum or Trustwide E&D Steering Group)	Leadership Council
Name of Responsible Officer Name and Contact Details (tel. e-mail, postal)	Paul Sanguinazzi, Head of Involvement and Experience. Contact Details: paul.sanguinazzi@nottshc.nhs.uk , 0115 993 4516.

Policy/Procedure for: Reimbursement of Expenses to Volunteers

Issue: 03

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Author Name and Title: Paul Sanguinazzi, Head of Involvement and Experience

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Distribution/Access: Normal

RECORD OF CHANGES

DATE	AUTHOR	POLICY/ PROCEDURE	DETAILS OF CHANGE
Nov 2015	P. Sanguinazzi	4.06 (Issue 1)	Changes throughout
Apr 2016	P. Sanguinazzi	4.06 (Issue 2)	Formatting changes
Nov 2018	A Gaskin-Williams	4.06 (Issue 3)	Changes throughout