

Use of Taxis Policy

Approved: April 2019
Next Review: April 2024



1. Introduction and Purpose

- 1.1 Our Committee and Staff may require, when undertaking their duties, to do some basic travelling e.g. attendance at meetings, training including seminars and conferences.
- 1.2 The purpose of this Policy is to set out the circumstances in which taxis can be used as a form of transport.

2. Background

2.1 As per the EVH Conditions of Service, employees are able to claim reasonable travel expenses if they are travelling on authorised business for Rosehill. This does not extend to normal travel to and from work which is in the employee's own time and at their expense.

2.2 The terms and conditions state the following in terms of Business Travel:

- If you are travelling on authorised business for us, you will be entitled to reclaim fares for public transport. We will refund rail travel at second-class rates only;
- You should only use taxis in line with our policy;
- You may use your private car when travelling on business only when authorised to do so by your line manager.

2.3 All employees who are required to use their cars for work are entitled to claim the mileage allowance at the rate set by EVH. To be eligible employees must provide proof, i.e. a copy of their Certificate of Motor Insurance, that their car insurance includes business use.

2.4 Our Finance Officer will retain these copies on file and will keep a schedule of when employees' car insurances are due for renewal. This is to ensure employees are reminded that a copy of their renewal certificates must be provided to Rosehill.

2.5 Employees are responsible for providing updated certificates where their insurance changes within the year e.g. change of car.

3. Our Values

3.1 The delivery of our Vision and Strategic Objectives is underpinned by our Core Values:

We will

- Invest and Support

We will be

- Engaged and Responsive
- Accountable and Compliant
- Fair and Approachable
- Efficient and Responsible
- Excellent and Committed

3.2 The existence and implementation of a Policy on use of taxis is a good example of our Values in practice with particular reference to being accountable and compliant.

4. Other Policies/Documents

4.1 This Policy is linked to the following Policies/Documents:

Committee and Staff Expenses Policies
Entitlements, Payments and Benefits
Committee Code of Conduct
Staff Code of Conduct

5. Legal and Regulatory Requirements

5.1 The Regulatory Standards of Governance and Financial Management requires RSLs to conduct its affairs with honesty and integrity (Standard 5). The related guidance (GS5.1) states further that “The RSL conducts its affairs with honesty and integrity and, through the actions of the governing body and staff, upholds the good reputation of the RSL and the sector.”

5.2 Having a clear and accountable approach to the use of taxis by committee and staff is an essential part of this.

5.3 We are required to adhere to the requirements of the Bribery Act 2010 and to have procedures in place to detect and prevent fraud.

6. Use of Taxis

6.1 Taking account of the information contained in Section 2, generally employees will be expected to use public transport or their own cars (in accordance with para 2.2 and 2.3) when travelling on Rosehill business. Examples of this include but not limited to:

- Attending a seminar, training or some other event, especially where these are full day events and there is no requirement for employees to be at work before or after the event;

- Attending external meetings, especially when these are held at the start or end of the day
- 6.2 In the case of Committee Members, they will also be generally expected to use public transport or their own cars when travelling on Rosehill business; this includes attendance at Management Committee and Sub-Committee meetings.
- 6.3 Our Committee and Staff Expenses Policy provides more detail about the type and level of expenses that Committee and Staff can claim in relation to travel costs.
- 6.4 Notwithstanding the above there may be some circumstances where the use of a taxi will be allowed. Examples are given below for Committee and Staff.
- 6.5 For Committee, where the member:
- Doesn't have use of a car but would have to travel a reasonable distance and public transport would lengthen the travel time;
 - Does have use of a car but there could be issues with parking availability at the location;
- 6.6 In both the above examples the use of a taxi would assist with reducing travelling time and ensuring personal safety. It will also assist with issues relating to inaccessibility, restricted mobility and disability.
- 6.7 For staff, where the staff member:
- doesn't have use of a car and;
 - needs to attend a meeting during the working day (mid to late morning, early afternoon) and;
 - has to travel a reasonable distance which means it would be impractical for the employee to take public transport i.e. the cost of the employee's time travelling, outweighs the cost of a taxi.
 - has use of a car and;
 - needs to attend a meeting during the working day (mid to late morning, early afternoon) but;
 - it is known there are significant parking issues in the location they are travelling to e.g. major events on in the City Centre which results in restricted parking, road closures, etc and;
 - has to travel a reasonable distance which means it would be impractical for the employee to take public transport i.e. the cost of the employee's time travelling, outweighs the cost of a taxi.

- 6.8 Where Committee or staff are attending an event further afield than Glasgow e.g. Edinburgh and once they arrive by bus or train there is further travelling to get to the venue (which is not within reasonable walking distance i.e. within 1 mile which equates to about a 20 minute walk) then they will be allowed to use a taxi. This also applies to the return journey from the venue to the bus or train station.
- 6.9 Committee and staff who have known mobility, health issues or disabilities which prevent them from walking any distances, will be allowed to use taxis in the above case.
- 6.10 In relation to para 6.8 and 6.9, Committee and staff must request and keep the receipts of any taxis required. Claims for such expenses will not be authorised if receipts are not provided. Please note that tips must not be included in any expense claim, as these are optional.
- 6.11 With the exception of the last 2 examples above (5.8 and 5.9) Committee and Staff will normally only be allowed to use taxis within a 7 mile radius of our office.

7. Authorisation and Arrangements for Taxis

- 7.1 The use of taxis by staff for business travel must be authorised, in advance, by the appropriate Line Manager. In the absence of the Line Manager, the Director must authorise such use.
- 7.2 Rosehill has an account with Glasgow Taxis, our Customer Services Officer will book taxis (including any return taxis) for any employees authorised to use a taxi.
- 3.3 In the case of Committee Members, our Customer Services Officer will organise taxis for them to attend any meetings or training (within and out with Rosehill).
- 7.4 Where a return journey is required but the finish time of the meeting or training is not clearly known, then the Committee or Staff member should phone the office (if the event is during office hours) to request a taxi is arranged for them.
- 7.5 If it is known in advance that any external meetings or events will finish out with office hours but the finish time is not known, then the Committee Member may be issued with the Taxi Account details to arrange.
- 7.6 To achieve cost effectiveness, Committee/Staff will be expected to share taxi journeys, wherever possible.

8 Monitoring Use of Taxis

- 8.1 Most of the time the use of taxis will be done through our taxi on account. Monthly invoices are received from the taxi company which are checked by the Customer Services Officer to ensure all use is appropriate and is accounted for. The Director will authorise the invoices for payment.
- 8.2 The Finance Manager will ensure that appropriate records are kept of all expenses and related payments made including claims for taxis which are not on our account.
- 8.3 Fraudulent expenses claims or misuse of the taxi on account represent a breach of the law on bribery and corruption and of Rosehill's Code of Conduct. Appropriate action will be taken against the Committee Member concerned, under the Code of Conduct. In the case of a staff member, disciplinary action may be taken.

9. Risk Management

- 9.1 In all key areas of our business we need to consider any risks which may arise. To this end we have in place a robust Risk Management Policy and from this flows our Risk Register. We have identified our material risks which are regularly monitored by our Management Team and Audit Sub-Committee.
- 9.2 Strong and effective Governance is fundamental to Rosehill's success as a business and to upholding its reputation. We recognise that not having a raft of governance policies and processes in place, and ensuring adherence to them can lead to a number of risks including: poor governance, lack of confidence by our tenants, other service users and stakeholders; reputational damage and Regulatory intervention.
- 9.3 To mitigate such risks it is essential that we have a clear policy in place governing the use of taxis by Committee and Staff. This will ensure Rosehill conducts its affairs with honesty and integrity.

10. Data Protection

- 10.1 On the 25th May 2018 the legislation governing data protection changed with the introduction of the General Data Protection Regulation (GDPR).
- 10.2 We hold a variety of Personal Data relating to individuals including tenants, waiting list applicants, factored owners, other service users, employees and Committee Members. Our Privacy Policy sets out the basis on which we can process and share such data with third parties, it also sets out how we will securely store individuals' data, whether

electronically or in paper format. It also provides information on individuals' rights under GDPR including: to view personal data held about them by us; to request a restriction of processing of their data; the right to be forgotten and a right to object to us processing their data. In terms of the rights to be forgotten and to restrict or object to processing of Personal Data, any such requests will require to be considered on their own merits and legal advice will need to be obtained in some circumstances. We have the responsibility for accepting or refusing such requests and will do so in *writing*.

- 10.3 Under GDPR we are required to provide individuals whose Personal Data we hold with a Fair Processing Notice (also known as a Privacy Notice). The Notice sets out the Personal Data we process and the basis for doing so.
- 10.4 We will only keep and process Personal Data for the original purpose we gathered it for and we will not keep it for any longer than necessary. Attached to our Privacy Policy is a table of Retention Periods for Personal Data held and processed by us. We recognise that not all Personal Data can be processed and kept for the same period of time, and this will vary depending on the individual circumstances of each person whose Personal Data we hold.
- 10.5 The Privacy Policy sets out what should happen in the event of a Data breach e.g. does the breach require reporting to the Information Commissioner's Office and whether the individual affected should be notified. Timescales are set out for dealing with data breaches.
- 10.6 A full copy of our Privacy Policy is available to employees through the Central Library, GDPR\Final Documents or from our website www.rosehillhousing.co.uk

11. Policy Review

- 11.1 The Policy will be reviewed every 5 years, as a minimum to take account of any relevant changes to associated documents/policies e.g. EVH Terms and Conditions.