

Mental health,
understood.

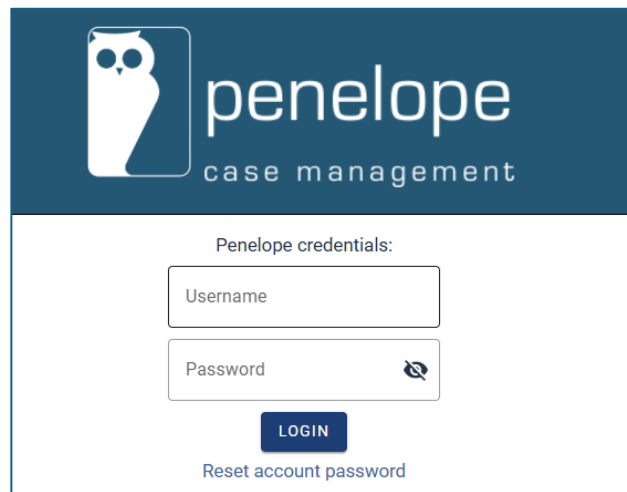


Penelope: How to complete Venue Room Hire Expenses Claim

The Venue Room Hire Expenses Claim document must be completed for each counselling session delivered on behalf of Lena By Inspire for which you incurred expenses. This document replaces the 'Venue Hire Claim' excel spreadsheet.

This document provides step-by-step instructions on how to complete Venue Room Hire Expenses Claim.

Login to [Penelope](#) using your credentials:



The login screen features the Penelope logo (an owl) and the text 'penelope case management'. Below this, it says 'Penelope credentials:' followed by two input fields: 'Username' and 'Password'. A 'LOGIN' button is positioned below the password field, and a link for 'Reset account password' is located at the bottom.

My Home screen displays your current caseload:

My Case Load	Presenting Client	Service File
Case Name		
<input type="radio"/> KCL Case	KCL Test	High Intensity - Kings College
<input type="radio"/> Test Case	Test, EAP	Garda Psychological Support Programme
<input type="radio"/> Test Case	Test, EAP	NI Colleges - Staff
<input type="radio"/> Test Case	Test, EAP	NI Charities
<input type="radio"/> Test Case	Test, EAP	EAP Counselling (Rol)
<input type="radio"/> VWS Assessment Test	Test, EAP	High Intensity - VWS (Aftercare)
<input type="radio"/> Tipp CISM Case	Tipp CISM, Fire Authority	Critical Incident Stress Management

Click on the **Service File** (Penelope term for referral) to view the referral details:

My Case Load	Presenting Client	Service File
Case Name		
<input type="radio"/> KCL Case	KCL Test	High Intensity - Kings College
<input type="radio"/> Test Case	Test, EAP	Garda Psychological Support Programme
<input type="radio"/> Test Case	Test, EAP	NI Colleges - Staff
<input type="radio"/> Test Case	Test, EAP	NI Charities
<input type="radio"/> Test Case	Test, EAP	EAP Counselling (Rol)
<input type="radio"/> VWS Assessment Test	Test, EAP	High Intensity - VWS (Aftercare)
<input type="radio"/> Tipp CISM Case	Tipp CISM, Fire Authority	Critical Incident Stress Management

Click the **Service Event** you would like to complete the Venue Room Hire Expenses Claim for:

Service Events

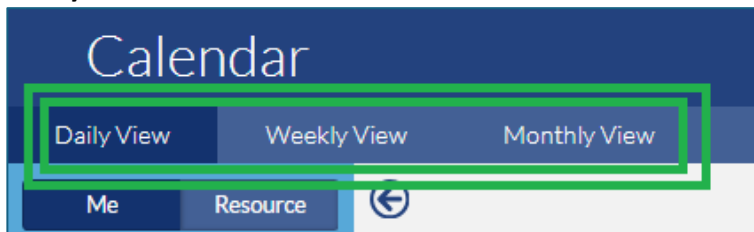
All Booked Filtered 4 of 4

Date	Time	Event Desc	Dur(Min)	Status
Fri 29/08/2025	12:00 PM	4 Appointment	60	Booked
Fri 22/08/2025	11:30 AM	3 Appointment	60	Show
Mon 11/08/2025	1:00 PM	2 Appointment	60	Show
Mon 11/08/2025	12:00 PM	1 Appointment	60	Show

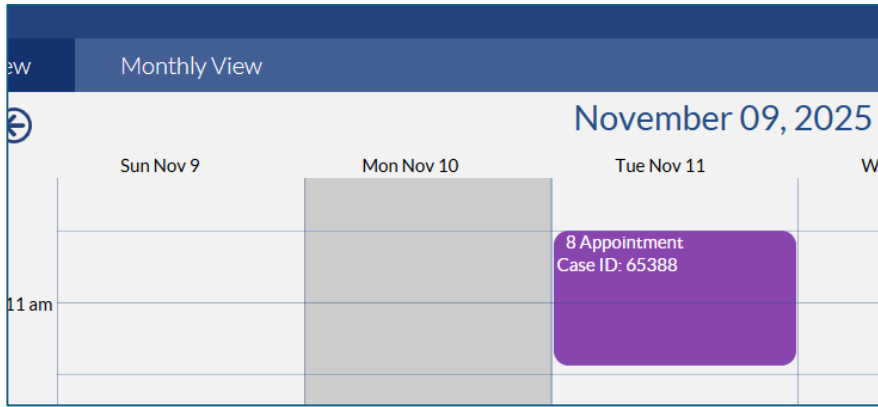
You can also navigate to the **Service Event** from **Calendar** in Collaboration Suite. Click on the Calendar tab on right-hand side of your screen:

The screenshot shows the 'My Home' dashboard. On the right-hand side, there is a vertical navigation pane with several tabs: 'Messages', 'Workflow', and 'Calendar'. The 'Calendar' tab is highlighted with a green box. The main content area shows a list of cases and services, including 'My Case Load', 'Presenting Client', and 'Service File'.

Your calendar will open over the top of your current screen. To change view, click on **Daily View**, **Weekly View** or **Monthly View**.



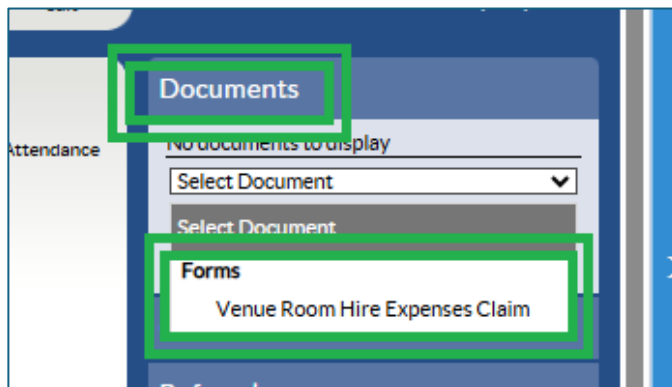
You can access a Service Event directly from your Calendar by clicking on the event name:



Note: To close/hide Collaboration Suite, click on the black arrow in top right-hand corner of screen.



Click on **Documents**, select the **Venue Room Hire Expenses Claim** using the drop-down list:



Select the type of venue used to deliver this counselling session on behalf of Lena By Inspire from the following options:

Document
Venue Room Hire Expenses Claim

Document Date: 27/02/2026
For Worker Counsellor, Amanda
Document Description:

Venue Type
Please select the type of venue used to deliver this counselling session on behalf of Lena By Inspire.

Counsellor Owned Private Business Venue: designated business venue that is owned, leased, or exclusively used by counsellor.
Counsellor Owned Private Home Venue: designated home venue that is owned, leased, or exclusively used by counsellor.
External / Third-Party Venue: venue that is hired, borrowed, or shared. The venue is typically used for multiple purposes by different individuals or organisations.

Type of Venue:

- Counsellor Owned Private Business Venue
- Counsellor Owned Private Home Venue
- External / Third-Party Venue

Counsellor Owned Private Business Venue: designated business venue that is owned, leased, or exclusively used by counsellor.

Counsellor Owned Private Home Venue: designated home venue that is owned, leased, or exclusively used by counsellor.

External / Third-Party Venue: venue that is hired, borrowed, or shared. The venue is typically used for multiple purposes by different individuals or organisations.

For **Counsellor Owned Private Business Venue** and **Counsellor Owned Private Home Venue**, confirm the following details:

- I confirm that I used a room at my own private venue to deliver this counselling session on behalf of Lena By Inspire
- Expenses Incurred (maximum £10)
- I confirm that the expenses incurred are accurate, were incurred by me, and can be evidenced if requested

Document
Venue Room Hire Expenses Claim
Document Date: 27/02/2026
For Worker: Counsellor, Amanda
Document Description: <input type="text"/>
Venue Type
Please select the type of venue used to deliver this counselling session on behalf of Lena By Inspire.
<i>Counsellor Owned Private Business Venue: designated business venue that is owned, leased, or exclusively used by counsellor.</i>
<i>Counsellor Owned Private Home Venue: designated home venue that is owned, leased, or exclusively used by counsellor.</i>
<i>External / Third-Party Venue: venue that is hired, borrowed, or shared. The venue is typically used for multiple purposes by different individuals or organisations.</i>
Type of Venue:
<input checked="" type="radio"/> Counsellor Owned Private Business Venue
<input type="radio"/> Counsellor Owned Private Home Venue
<input type="radio"/> External / Third-Party Venue
Room Hire Expenses Claim Confirmation
I confirm that I used a room at my own private venue to deliver this counselling session on behalf of Lena By Inspire:
<input type="radio"/> Yes
<input type="radio"/> No
Expenses Incurred (maximum £10):
<input type="text"/>
I confirm that the expenses incurred are accurate, were incurred by me, and can be evidenced if requested:
<input type="radio"/> Yes
<input type="radio"/> No

For **External / Third-Party Venue**, select the name of the venue used to deliver this counselling session on behalf of Lena By Inspire.

If your venue is not listed, please select 'Venue Not Listed'.

Enter the Venue Details (name, address, city, county and postcode) in the box provided below.

Document
Venue Room Hire Expenses Claim

Document Date: 27/02/2026
 For Worker: Counsellor, Amanda
 Document Description:

Venue Type
 Please select the type of venue used to deliver this counselling session on behalf of Lena By Inspire.
 Counsellor Owned Private Business Venue: designated business venue that is owned, leased, or exclusively used by counsellor.
 Counsellor Owned Private Home Venue: designated home venue that is owned, leased, or exclusively used by counsellor.
 External / Third-Party Venue: venue that is hired, borrowed, or shared. The venue is typically used for multiple purposes by different individuals or organisations.

Type of Venue:
 Counsellor Owned Private Business Venue
 Counsellor Owned Private Home Venue
 External / Third-Party Venue

Venue Type - External
 Please select the name of the venue used to deliver this counselling session on behalf of Lena By Inspire.
 If your venue is not listed, please select 'Venue Not Listed'.
 Enter the Venue Details (name, address, city, county and postcode) in the box provided below.

External / Third-Party Venue List:

'Venue Not Listed' Enter details:

Room Hire Expenses Claim Confirmation

I confirm that I used a room at the venue selected above to deliver this counselling session on behalf of Lena By Inspire:
 Yes
 No

I confirm that the expenses incurred should be reimbursed to me (the counsellor) or settled directly with the venue:
 Counsellor
 Venue

Expenses Incurred (maximum £10):

I confirm that the expenses incurred are accurate, were incurred by me, and can be evidenced if requested:
 Yes
 No

Complete the document and click **Finish**:

Expenses Incurred (maximum £10):

I confirm that the expenses incurred are accurate, were incurred by me, and can be evidenced if requested:
 Yes
 No

cancel back update next **finish**

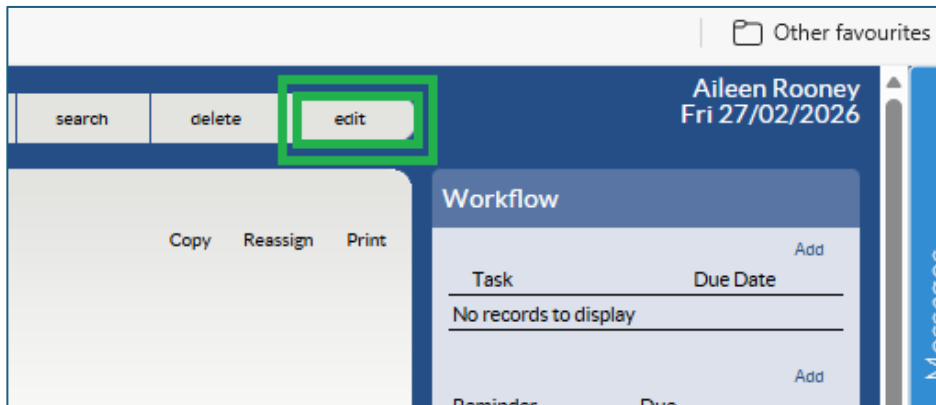
Updating/Editing the Document

When circumstances change i.e. session venue has moved or you no longer wish to claim venue room hire expenses but have already completed the document, please update the document.

Navigate to the **Service Event** using steps outlined previously in this document.

Click on **Documents**, select the **Venue Room Hire Expenses Claim** document previously created.

The document will open displaying the details previously provided. Click **edit** at top right-hand corner of screen:



The document is now editable.

When session venue has moved, edit the required options and fields as needed.

When venue room hire expenses are no longer required, please update the 'I confirm that I used a room at my own private venue to deliver this counselling session on behalf of Lena By Inspire' or 'I confirm that I used a room at the venue selected above to deliver this counselling session on behalf of Lena By Inspire' selection to **No**.

Complete the updates to document and click **Finish**:

A screenshot of a form. At the top, it says 'Expenses Incurred (maximum £10):' followed by a text input field. Below that, there is a confirmation statement: 'I confirm that the expenses incurred are accurate, were incurred by me, and can be evidenced if requested:'. There are two radio buttons: 'Yes' (which is selected) and 'No'. At the bottom of the form, there is a navigation bar with five buttons: 'cancel', 'back', 'update', 'next', and 'finish'. The 'finish' button is highlighted with a green rectangular box.