



Resident Involvement Reward and Recognition Policy

1.0 Aim and scope

We promote an inclusive resident involvement model, welcoming the views and ideas of our residents. We recognise that we need resident engagement to identify local community issues as well as wider, more strategic, issues and to influence Notting Hill Genesis (NHG) approach going forward.

This policy details how we will recognise the involvement of residents in the resident involvement network and reward their contribution.

This policy applies to all resident involvement activities across NHG.

This policy does not apply to resident board member or board sub-committee roles where remuneration is provided within the Governance structure. Residents who hold these positions are welcome to take part in resident involvement activities that are outside the remit of their governance role and will receive the same rewards as others.

This policy does not apply to formal volunteering activities which are covered by our volunteer's policy.

2.0 Rewarding residents

We believe that everyone's time and effort should be recognised and rewarded when working with us to help improve our services to residents. As recognition of that, we incentivise our residents to engage with us as a part of our resident involvement offer.

We recognise that to ensure continued business improvement, we need to work together with residents and take on board their recommendations in order to make a difference, this means residents giving up their time to work with us.

We understand that recognition of residents' work and time commitments through various means, including rewards and incentives, goes a long way to build stronger partnerships with our residents.

We have a consistent approach to reward and recognition which applies equally to all residents and delivers value for money to NHG.

To make our rewards structure as fair as possible to all residents, monetary compensation is not provided as involvement activities are not considered as paid work. Remuneration in the form of monetary payments would also be deemed as a salary, which has tax and benefits implications, for both residents and NHG.

We recognise and reward residents who actively take part in involvement activities in a range of ways, including;

- We hold regular events to say thank you to our residents for their time and involvement
- We offer shopping vouchers to residents who have been actively part of task and finish projects and other one-off exercises that involve a substantial investment of time such as procurement exercises and complaints reviews.
- Shopping vouchers of between £10 and £20 will be offered per eligible project and will usually be emailed to residents upon completion. Where possible, the value of the reward will be stated when residents are invited to participate. Where residents have committed a significant amount of time and added a lot of value to a project, additional rewards may be given as a thank you. Any vouchers that are offered in addition to expenses. The value of vouchers will not negatively impact residents in receipt of benefits.
- We hold twice yearly prize draws, with three winners, where all involved residents who have completed ad-hoc involvement activities are entered. The draws will take place in June and December. Winners will receive vouchers, values of which will differ.

We will work closely with all areas of the business to create a flexible approach to ensure that residents can get involved in all types of activity in a way that suits them.

Further details are set out in Appendix 1.

3.0 Recognising the contribution of residents

We are proud of our resident involvement initiatives and regularly communicate and promote achievements of our residents across the business and externally.

We are open and honest about our performance. What is working well and what needs improvement is under constant scrutiny and is openly shared with residents.

In addition to offering rewards we will recognise the contribution of our involved residents by:

- Considering all comments and suggestions
- Reporting back when action is taken in response to recommendations made, and explaining where changes haven't been agreed
- Regularly communicating and promoting the achievements made by our residents
- Providing training and support for residents who would like to gain new skills within their role, either within NHG or using external providers
- Funding places to external conferences (such as CIH, TPAS etc) for our involved residents, especially if it may assist residents in their involvement roles
- Provide reference letters for employment opportunities.

4.0 Expenses

Where involved residents incur expenses when taking part in resident involvement activities we will:

- Reimburse the cost of childcare or another carer if agreed prior to an activity
- Reimburse reasonable public travel costs
- Reimburse mileage when residents use their own vehicle for an involvement activity. However, in an event of an accident, theft or damage NHG is not liable in any way.
- In exceptional circumstances and when pre-approved by the Resident Involvement Team, we will arrange or reimburse taxi travel for residents with mobility/support issues.

All involved residents are covered by our public liability insurance.

The full Resident Involvement Expenses Claim Guidelines are available on request.

5.0 Residents' Associations

Resident Associations (RAs) are not a formal part of our resident involvement network and the activities of residents who are active in them are not individually rewarded under this policy. However, Individual members of RAs are able to take part in any other resident involvement activities and will be rewarded in line with this policy for their involvement.

We welcome, encourage and support the establishment of RAs and support our RAs by:

- Producing a guide to involvement for Residents Associations, including information on setting up a formal group, running meetings and applying for funding
- Giving practical advice and support
- Offering training for each lead role of the committee (Chair, Treasurer and Secretary)
- Where we recognise the RA as a constituted Resident Association, we offer financial support in the form of a start-up grant (£350) and annual renewal grants (£300)

6.0 Our approach

In writing this policy we have carried out assessments to ensure that we are considering Equality, Diversity & Inclusion and Privacy & Data Protection.

7.0 Reference

- Bribery Act 2010
- HCA Regulatory requirements for resident's involvement.
- NHG Volunteering policy

Appendix 1 - Rewards & Remuneration – Table of Eligible Activities

Group / Involvement Activity	Reward / Remuneration
<p>Ad-hoc involvement activity</p> <p>e.g. policy review or feedback on communications sent out to involved residents (usually carried out digitally)</p>	<p>Involved residents who complete ad-hoc activities will be eligible to access training, attend evaluation day/annual conferences and thank you events.</p> <p>There will be 2 yearly prize draws with 3 winners at each draw. The draws will take place in June and December, taking into account all involved residents who have contributed over the previous 6 months. Winners will receive vouchers, values of which will differ.</p>
<p>Task and Finish project:</p> <p>extended piece of work taking place over more than one meeting and/or requires ongoing work away from meetings as well.</p>	<p>On completion of a Task and Finish project, residents who have contributed from start to finish will receive a one-off shopping voucher. The value of the voucher will be dependent on the type and length of project.</p> <p>Residents who complete task and finish projects will be eligible to access training, attend evaluation day/annual conferences and thank you events.</p> <p>We will be looking into the viability and logistics of providing some IT/Tablet support for specific resident involvement activities where digital support would be beneficial for the resident and the project.</p>
<p>Procurement exercises</p>	<p>On completion of procurement exercises residents who have contributed from start to finish will receive a one-off shopping voucher. The value of the voucher will be dependent on the type and length of procurement exercise. Examples of tasks within a procurement exercise include inputting into pre-qualification questionnaires, hearing presentations and asking questions, and evaluating/ scoring bids.</p> <p>Residents who complete procurement exercises will be eligible to access training, attend evaluation day/annual conferences and thank you events.</p> <p>We will be looking into the viability and logistics of providing some IT/Tablet support for specific resident involvement activities where digital support would be beneficial for the resident and the project.</p>

<p>Attendance and participation at quarterly meetings of established groups</p>	<p>Involved residents who attend and regularly participate in quarterly meetings are eligible to access training, attend evaluation day/annual conferences and thank you events.</p> <p>They can also take part in any task & finish and procurement activities where one-off shopping vouchers are issued as a thank you for their participation.</p> <p>We will be looking into the viability and logistics of providing some IT/Tablet support for specific resident involvement activities where digital support would be beneficial for the resident and the project.</p>
<p>Local or topic based resident forums</p>	<p>Residents are not rewarded for attendance at Local Forums but can also take part in any task & finish and procurement activities where one-off shopping vouchers are issued as a thank you for their participation.</p>
<p>Complaints Reviewers</p>	<p>On completion of a complaint review, residents who have contributed from start to finish will receive a one-off shopping voucher.</p> <p>Residents who complete a complaint review will also be eligible to access training, attend evaluation day/annual conferences and thank you events.</p>

Document control

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Approval date	
Effective date	
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Version Control

Date	Amendment	Version
	New Policy created	1.0