

# **Adults and Health Reward and Recognition Policy**

**Payment and reimbursement of expenses for people who  
participate in Adults and Health engagement activities**

Revised January 2023

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## 1. Introduction

Barnet Council Adults and Health Directorate ('Adults and Health') value the experience and expertise of people who use adult social care services and their carers.

We want to make sure that anyone who is involved in engagement, co-production or giving their views is thanked properly and kept informed about the impact.

We know that there can be barriers to getting involved and we want to make sure that we are as inclusive as possible.

We have developed this **Reward and Recognition Policy** to recognise people's contributions and cover relevant expenses.

Please note that a Reward or Recognition payment is for involvement and the service user or carer will be acting as an independent advisor - they will not enter into an employment relationship with the London Borough of Barnet.

## 2. Glossary

Engagement activities	Opportunity for residents to have their say on social care issues
Expenses:	Specific cost(s) actually incurred by participants for which receipts are available
Incentive:	Something that encourages effort or action
Payment:	A fee paid to reward participants for their time and expertise
Recognition:	The way in which we demonstrate that people's participation is valued and appreciated
Reimbursement:	Refunding of specific expenses or costs that participants have incurred during their involvement
Remuneration:	Payment received in return for a service
Reward:	Something tangible that is of value to people
Volunteer:	People who prefer to offer their time and skills on a voluntary basis i.e. not to be paid

## 3. People who can claim under this policy

This policy applies to adults who use adult social care services and carers who attend certain types of engagement activity.

### Exemptions

The policy does **not** apply to representatives (volunteers or paid staff on behalf of a service user) from voluntary or private sector organisations who take part in these activities.

The organisation the representative is affiliated to may not claim the payment on their behalf.

In certain situations, we may choose to contract with a user group or other similar organisation to run service user or carer events. In such cases, we will invite the organisation to submit an inclusive quote to cover their full costs, including payment to service users and carers.

The organisation running the activity or event will be expected to make the necessary arrangements to reward the contribution made by service users and carers. This will be in line with payments made under this policy.

People covered by this policy may, if they wish, choose not to claim out-of-pocket expenses.

## 4. Types of activity covered by this policy

Participation may be as a service user, carer, resident, or community representative.

Examples of how people might be involved include:

- Focus groups
- Working groups
- Involvement Board
- Committees
- Workshops
- Task and Finish groups
- Being a resident representative on a board, recruitment panel or procurement panel

## 5. Reward by type of engagement activity

The form of payment reflects what Barnet Council considers to be an appropriate rate for the level of contribution made. This payment arrangement does not represent employment and should not be considered as a replacement for seeking employment.

Activity	Reward and Recognition Payment
Public meeting or event	No payment or travel expenses
Attendance at meetings (as observer or in audience)	
Exhibition or roadshow	
Completion of surveys / polls	No payment for completion but may offer optional entry into prize draw to encourage participation
Participation in a working / focus group (up to 2 hours)	Travel expenses plus £15 shopping voucher
Participation on task and finish groups (up to 2 hours)	
One-to-one interviews	Travel expenses and a £15 shopping voucher, rising to £20 for meetings for half a day <b>or</b> Travel expenses and a reward payment of £11.95 per hour
Involvement Board meetings	
Acting as mystery shopper	
Involvement in recruitment panel	
Involvement on procurement panel	
Presenting or facilitating at a workshop / seminar / training event	

## 6. Types of reward payment

The policy offers two types of reward payment depending on the type of engagement activity (listed above).

Depending on the activity, the participant can choose **either**:

### a) Reward payment

We will pay the participant **£11.95 per hour** of attending meetings / panels (up to a maximum of 7 hours per day).

Where the hourly cash payment is used, the number of hours will be rounded up to the nearest half hour, for example: 2 ½ hours = £29.88

The payment is made directly into their bank account via BACS transfer.

**OR**

**b) Shopping voucher to the value of £15 (for meetings up to 2 hours) or £20 (for meetings half a day or more)**

This will be provided either as a gift card, paper voucher or e-voucher and can be used in a range of shops.

**OR**

**c) The option of no payment, where requested.**

## 7. Travel expenses

Where possible, we encourage people to use public transport or car share in line with our sustainability plans. Travel costs may be reimbursed for activities, as per the table below.

The payment is made directly into their bank account via BACS transfer.

For travel by public transport (bus, tube, rail)	Full reimbursement of travel costs to and from home address. The claimant must submit a receipt.
For travel by car	45p per mile to and from home address to the event venue
Car parking	We encourage people to use public transport where possible. However, where there are no free parking options we will provide full reimbursement of the cost to park your car for the duration of the engagement activity you are attending.
For travel by taxi or minicab <b>in exceptional circumstances only*</b>	Full reimbursement of travel costs to and from home address. The claimant must submit a receipt.  <i>* Will only be reimbursed in exceptional circumstances, for example, if the person needs to travel by taxi for medical reasons or because it is impractical to use an alternative form of transport. The person must obtain prior agreement from the event organiser.</i>

## 8. Care and support costs

Care and support costs can only be claimed when they are incurred as a direct result of the person's involvement.

These expenses must be agreed with the event organiser in advance and supported by receipts from a registered provider e.g., nursery or childminder for childcare, personal assistant or care agency for care and support.

- If a child would normally have been in childcare when the meeting takes place - no claim may be made.
- Where a carer needs to employ a registered care agency to look after their loved one while attending an involvement activity, a claim may be made.
- Where a service user needs the help of a personal care assistant or support worker to fully engage with the activity, a claim may be made.



## 9. Our responsibilities

Under the terms and conditions of this policy, Barnet Council, Adults and Health will:

- recognise and reward any service user or carer who contributes to the planning, commissioning and provision of adult social care and health in Barnet. We will do so in a way which is appropriate to the level of their involvement (see table).
- if the activity attracts reward payment and travel expenses, we will send the participant:
  - an **agreement letter** to sign and return
  - a **guide to the Reward and Recognition Policy**
  - an online **claim form** to complete and return
  - a BACS form (to be completed when claiming reward payment)
- process payments and/or send a voucher to the claimant within **15 working days** of receiving the claim
- provide any information requested by benefits administrators regarding payments to service users/carers

## 10. The participant's responsibilities

Under the terms and conditions of this policy:

- The participant will read, sign, and return the agreement letter before taking part in an engagement activity. The participant will provide their BACS transfer details where relevant.
- When claiming and receiving payment for an agreed service or contribution, the claimant must consider the impact on their income.
- If the participant is in receipt of state benefits, it is their responsibility to inform the Benefit Agency of any payment, which may affect their benefits. Please see [Social Care Institute of Excellence guide](#) for further information.
- If a service user or carer wishes to claim money for expenses, they will be required to provide evidence, normally a receipt
- All claims must be made within **15 working days** of the activity being claimed for

## 11. Queries about the Reward and Recognition Policy

If the participant has any queries about this policy, they should contact:  
Engagement Officer on **020 8359 5698** or email **engage.adults@barnet.gov.uk**