



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. We have benchmarked our approach to rewards and recognition in line with G15 housing associations.

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 improvement to services, we need to work together with residents and take on board their recommendations 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. All rewards offered are not taxable.

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 from beginning to end, and other one-off exercises that involve a substantial investment of time such as procurement exercises and complaints reviews. More detail on eligibility for these vouchers is shown in **appendix 1**.
- Shopping vouchers of between £20-40 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 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 five winners each time, where all involved residents who have completed short ad-hoc involvement activities are entered. The draws will take place in summer and winter. Each winner will receive a £50 voucher.
- Residents who participate in any oversight groups or any temporary monitoring group work will also receive a shopping voucher after a year's worth of meeting participation, values of which will differ.
- For some projects or to incentivise responses for completion of a survey for example, we may also one-off prize draws as well.

We will work closely with all areas of the organisation 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 organisation and externally to residents and partners.

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 have not been agreed.
- Regularly communicating opportunities 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
- Providing reference letters for employment and educational/training 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.
- Reimburse taxi travel for residents with mobility/support issues (only when pre-approved by the Resident Involvement Team).
- Book transport for the resident only when the resident is unable to do so and will aim to book the preferred vehicle type for individuals when requested where possible. If we are made aware that the preferred vehicle type is unavailable for hire at that time, the resident will be contacted as soon as possible to discuss alternative arrangements.

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

Active and recognised NHG Resident Associations (RAs) 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).
- Signpost them to other funding opportunities either within NHG or externally (this is also available to any informal NHG community group).
- Promote external seminars, training opportunities, sector-wide initiatives and programmes.

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 References

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

Appendix 1 - Rewards & Remuneration – Table of Eligible Activities:

Group / Involvement Activity	Reward / Remuneration
<p>Ad-hoc involvement activity e.g., policy review or feedback on communications sent out to involved residents (usually carried out digitally)</p>	<p>Involved residents who are on our database and who complete ad-hoc activities will be eligible to access training, and attend other events organised by the RI team.</p> <p>There will be 2 yearly prize draws with 5 winners at each draw. The draws will take place in Summer and Winter, taking into account all involved residents who have contributed over the previous 6 months. Winners will receive £50 vouchers.</p>
<p>Task and Finish/ Scrutiny project: 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 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 and will range from £20 to £40. Residents must participate in the project to receive any reward. Examples of participation include (but are not limited to):</p> <ul style="list-style-type: none"> • Attending and engaging in meetings. • Providing feedback and answering communications by email. • Reviewing documentation. • Carrying out research (e.g. online, speaking to fellow residents, interviewing staff). • Helping to form recommendations at the end of a project.

	<p>Where a resident has signed up to a project but has not participated in an adequate way, the lead resident involvement officer can make a decision regarding any reward vouchers.</p> <p>Residents who complete task and finish projects will be eligible to access training, our digital inclusion package attend evaluation day/annual conferences and thank you events.</p>
Procurement exercises	<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 and will range from £20 to £40. Residents must participate in the project to receive any reward. Examples of tasks within a procurement exercise include (but are not limited to):</p> <ul style="list-style-type: none"> • Inputting into pre-qualification questionnaires (may be entered into a stand-alone prize draw for responding). • Participating in any focus group or presentations (a one off thank-you voucher). • Evaluating/ scoring bids. (a one-off voucher at the conclusion of the exercise). <p>Residents who complete procurement exercises will be eligible to access training, our digital inclusion package, attend evaluation day/annual conferences and thank you events.</p>
Attendance and participation at Oversight and temporary monitoring groups	<p>Involved residents who attend and regularly participate in our 'oversight' groups and any of the monitoring groups set up will receive a thank you voucher each year for their attendance and contributions. They are also eligible to access training, our digital inclusion package, attend evaluation days/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>
Residents' Associations	<p>Active RAs members are eligible to access training, attend evaluation day/annual conferences and thank you events. 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>As well as this, active and constituted Residents Associations will have the ability to access a start-up and</p>

	annual grant of £350 and £300, respectively. Full details are included in the Residents' Association Toolkit. They will also be signposted to other internal NHG funding streams and external local funding too.
Open Area forums	Residents who attend Open Area forums can sign up to get more involved and would be eligible then to access the same rewards and recognition mentioned above.

This document will next be reviewed in **January 2025**.

Document control

Author	Tanya Basse, Resident Engagement Manager
Approval date	12 February 2024
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Approved by	Policy Group
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Version Control

Date	Amendment	Version
September 2020	New policy created	1.0
October 2021	Policy reviewed and process map added for staff (separate appendix)	2.0
January 2021	Updated policy live	2.0
February 2024	Increase in amounts and frequency of thank you vouchers; Increased number of winners in 6-monthly prize draw to 5 each time (£50 each winner); oversight and structure group members will receive a thank you voucher every 12 months; increase in meal allowance; resident to book own taxis and be reimbursed; reduced restrictions on carer and childcare providers	3.0