

Newham Council
Reward and Recognition Policy (Adults)
for Co-Production activities

Document Control Sheet

Title of the Policy	Reward and Recognition Policy (Adults)
Purpose of the policy	To ensure residents, customers or people with lived experience (residents) are appropriately rewarded for their contribution to the co-design, planning, delivery, monitoring and evaluation (co-production) of Council services.
Target audience	Lead Officers, members, stakeholders, residents and providers supporting Co-Production within Newham.
Action required	To follow the policy when engaging in Co-Production (Adults).
Accompanying Policy	None
Policy Lead(s)	Aidan Keightley
Implementation date	1/4/2023
Review start date	November 2023
Contacts	Aidan.keightley@newham.gov.uk

1. Purpose of Policy

1.1 The Policy aims to ensure a consistent, fair and equitable system to give recognition to the value of resident and people with lived experience (resident(s) input into Co-Production (Adults) related activities in Newham. This policy is in line with Newham Council's commitment to paying the equivalent of the London Living Wage in all areas. However this Policy recognises that Reward & Recognition payments are not to be considered a wage or an offer of employment but a recognition of the contribution that residents may make to improving services.

2. Introduction

2.1 The Council values the experience and expertise of residents and wishes to strengthen their collective voice and involvement to inform future direction. We believe that resident engagement and involvement is essential to developing the personalised and responsive services provided by Newham Council.

2.2 Here in Newham, there has been a substantial shift over the past few years to ensure that residents are involved in the co-design, planning, delivery, monitoring and evaluation of services across a range of Council directorates. The 2019 Community Wealth Builders Strategy 2019 and the Newham Democracy & Civic Participation Commission Report 2020 both stress the importance of co-production/co-design and resident engagement to the Council as does the current 2022 Building a Fairer Future strategy.

2.3 For residents to effectively contribute to the co-design, planning, delivery, monitoring and evaluation of services, they should feel that their input is valued. This can be achieved in a number of ways: being thanked, given positive complimentary feedback and acknowledgement, practical assistance and training or personal development. Payment may also be appropriate for residents who contribute significantly to Council policy, planning, commissioning and provision of services.

2.4 When we reward and recognise the contribution of residents, we will:

- Recognise the barriers to resident engagement and try to overcome them where we are able to
- Include the broadest range of residents in Newham Co-production activities
- Let the views and influence of residents be heard and guide what we do.

2.5 The word 'involvement' encompasses a large number and variety of activities, from attending an information sharing session or engagement event,

to being the Co-Chair/Facilitator or Co-Production representative of a local group or forum. We intend this policy to be a guide for Officers and residents in determining and recognising the level of recognition and reward appropriate to the resident involvement.

- It is important that this policy is:-
 - Equitable
 - Understandable
 - Easy to access
 - Consistently applied
 - Regularly reviewed
 - Leads to positive outcomes

- This proposed policy covers the following areas:
 - National and local policy
 - Our responsibilities
 - Resident responsibilities
 - Reward and recognition levels
 - Expenses
 - Externally commissioned organisations
 - How this Policy will be managed
 - How this policy will be reviewed

3. National and local policy

Please refer to Appendix A for key resources used in informing this document.

4. Our Responsibilities

4.1 Newham Council will recognise and reward any resident who contributes to the design, development, delivery, monitoring and evaluation of services in the Borough. We will do so in a way which is appropriate to the level of the resident involvement. **(Figure A)**

- The Council will seek a range of contributions from the residents and providers of services with a range of needs, including those who have been regularly involved in co-production and those who have never contributed before. The Council adheres to the Equalities Act 2010 and recognises the following characteristics, of which the first 9 are covered by the Equalities Act 2010:

- Disability
- Age
- Sex
- Sexual orientation
- Religion and beliefs
- Ethnicity
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Socio-economic backgrounds
- Ex-prisoners

4.2 The Council will not make any payment outside of the criteria set out below **(Figure A)**

4.3 If residents/Carers are to be paid for their involvement, we will agree with them, that they accept this policy as an involvement agreement and not a contract of employment.

4.4 Each resident/Carer who is entitled to payment may ask for a copy of this Reward and Recognition Policy (Adults) and the lead officer or their nominee will ensure it is available at the start of any activity. The lead officer will provide support to the resident to complete the Reward & Recognition claim

form (Appendix E.2). It is the lead officer's responsibility to ensure that this information is accurate and that the form is legible when completed.

4.5 The Council will provide any information requested by the Department of Work and Pensions (DWP), or other government departments or agencies, regarding payments made to residents.

5. Resident responsibilities

5.1 If the resident is in receipt of State benefits, it is the responsibility of the resident to inform the appropriate agency of any payment, which has to be declared under the terms of that benefit.

5.2 If the resident is receiving benefits, they should discuss with the lead officer so that they fully understand the impact of their involvement and they can make an informed choice and avoid any inadvertent loss of benefits. If you wish, you can donate your received payment to a charity of your choosing which will not affect any benefits.

5.3 It is the responsibility of the individual claiming and receiving payment for an agreed service or contribution to consider the impact on their income. A Reward and Recognition payment is for involvement and the resident will be acting as an independent advisor – they will not be considered as entering into an employment relationship with the Council.

6. Reward and Recognition Levels

6.1 The amounts paid will depend on the type of activity, the complexity and responsibility that the activity demands. The figure for payment reflects what the Council considers an appropriate rate for resident engagement.

7. Figure A

From 1/4/23 to 31/3/24 the hourly rate will be £11.95

Form of involvement	Examples	Level of Reward and/or Recognition
<p>Attending information sharing events</p>	<ul style="list-style-type: none"> - An announcement made by a Council official - An open meeting to discuss changes in Council policy 	<p>Thanks and acknowledgement</p> <p>Refreshments (water, tea, coffee)</p>
<p>Attending general discussion events</p>	<ul style="list-style-type: none"> - A general discussion regarding a proposal made by the Council where community views are sought but individuals or groups are not specifically invited 	<p>Thanks and acknowledgement</p> <p>Refreshments (water, tea, coffee)</p>
<p>Individual resident(s)/ representative of resident groups</p> <p>May include time spent on relevant preparation or follow up work, as agreed with the lead officer</p>	<ul style="list-style-type: none"> -Task group - Event 	<p>Travel, care and phone expenses plus £11.95 per hour (pro-rata). Generally a maximum 2 hours for meetings but some events may well be longer.</p> <p>Offered refreshments (water, tea, coffee)</p>
<p>Elected Representative of a resident group</p> <p>May include time spent on relevant preparation or follow up work, as agreed with the lead officer</p>	<ul style="list-style-type: none"> -Newham Co-Production Forum (Adults) - Development of a pathway 	<p>Travel, care and phone expenses plus £11.95 per hour (pro-rata). Generally a maximum 2 hours for meetings but some events may well be longer.</p> <p>Refreshments including water, tea, coffee and biscuits</p>
<p>Invited resident attendance in contract monitoring</p> <p>May include time spent on relevant preparation or follow up work, as agreed with the lead officer</p>	<ul style="list-style-type: none"> - Mystery shopper visits - Care home visits - Visits to construction sites 	<p>Travel, care and phone expenses plus £11.95 per hour (pro-rata).</p> <p>Actual time spent</p>

<p>Invited resident attendance at one-off meetings or decision-making panel</p> <p>May include time spent on relevant preparation or follow up work, as agreed with the lead officer</p>	<ul style="list-style-type: none"> -Focus groups -Procurement exercise -Tendering panels -Staff interview panels 	<p>Travel, care and phone expenses plus £11.95 per hour (pro-rata).</p> <p>Actual time spent</p> <p>Offered refreshments (water, tea, coffee)</p>
<p>Site visit to check suitability of proposed venue for an event or service</p>	<ul style="list-style-type: none"> -Validation visits -Accessibility surveys 	<p>Travel, care and phone expenses plus £11.95 per hour (pro-rata).</p> <p>Actual time spent</p>
<p>Training</p>	<p>As an alternative to Reward & Recognition payments residents may opt to attend a relevant training and/or development session. Any such session or sessions have to be agreed in advance with the lead officer or Co-Production team.</p>	<p>Agreed expenses only</p>
<p>Training linked to a Task Group</p>	<p>When a resident is requested by a lead officer to attend a training and/or development activity they will be eligible for Reward and Recognition payment. Lead officers will agree the time to be claimed in advance of any activity.</p>	<p>Travel, care and phone expenses plus £11.95 per hour (pro-rata).</p> <p>Actual time spent</p>
<p>Attendance at conferences</p>	<p>When a resident is asked to represent a Co-Production group at a conference or similar event</p>	<p>All travel and accommodation costs, subsistence and Carer/care costs will be covered.</p> <p>Total time related to the event, including overnight stays, will be covered at £11.95 per hour (pro-rata).</p>

<p>Research undertaken prior to Task Group or event including co-design activities</p>	<p>- When residents are involved in research which is in preparation for a Task Group or event</p> <p>- Where residents are involved in co-design activity prior to any Task Group involvement</p> <p>-When residents are asked to attend Market testing sessions</p>	<p>Travel, care and phone expenses plus £11.95 per hour (pro-rata). No fixed time limit.</p>
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Care/Carer and telephone/broadband costs must be agreed with the Lead Officer in advance of any claim.

8. Extra responsibility

8.1 We recognise that some residents/Carers will have extra responsibility as part of their participation such as Co-chairing meetings. Where residents/Carers have such a role this will be recognised in the number of hours they commit to the work, so that any additional participation that is required on the activity they are co-producing will be recognised and rewarded appropriately but in line with the policy.

8.2 Although it is unlikely that meeting times will exceed 2 hours, it is recognised that this may not always be the case. If the 2 hours are exceeded, residents/Carers) need to agree with the lead officer the number of hours that can be claimed.

8.3 If a person is asked to facilitate a meeting or deliver training on a consultancy basis, this is a different arrangement, which needs to be made through the normal procurement processes under agreement by the project manager.

9. Expenses

9.1 Travel expenses may be claimed depending upon the budget for each project.

9.2 There may be out of pocket expenses incurred in relation to involvement (travel costs, mobile phone costs, replacement care costs and access needs) these costs MUST be agreed with the lead officer in advance.

9.3 If a resident wishes to claim money for expenses i.e. travel or lunch as part of the activity they are co-producing, they will be required to provide evidence, normally a receipt. Claims cannot be processed without appropriate receipts. Exceptions may be made at the discretion of the lead officer, for example where a travel ticket is needed for a return journey.

9.4 Where a resident/carer) is unable to travel to a meeting using their normal mode of transport, a maximum of £10 may be reimbursed or a taxi can be arranged but this should be agreed by the lead officer in advance.

9.5 If a member is using their Taxicard allowance to attend a Co-Production-related activity they can only claim a maximum of £5.00 per journey.

10. Payment for personal assistants (PA)

10.1 Payment for PA costs may be considered by this will depend on the budgets for each project.

10.2 The general principle is that where the PA costs are not covered by your standard arrangements / funding (e.g. flexible supporting planning / use of volunteers) the Council pays for any additional time that the resident needs, but this is by exception and would need to be agreed with the lead officer in advance. The calculations will be worked out on an individual basis and the reasoning behind the costs needs to be written down so there is an audit trail, e.g. the resident has a full time PA who they would pay wherever they were at the time they attended the meeting. Therefore, the only additional cost for attending the meeting would be the travel expenses for the PA.

11. Payment for replacement carers and child care

11.1 Payment for carer or child care costs may be considered but this will depend upon the budgets for each project.

11.2 The general principle is that where Carer costs are not covered by your standard arrangements / funding (flexible supporting planning / use of volunteers) the Council pays for any additional time that the resident needs but this is by exception and would need to be agreed with the lead officer in advance. The calculations will be worked out on an individual basis and the reasoning behind the costs needs to be written down so there is an audit trail.

11.3 Similarly we will meet childcare costs where they are associated with a resident attending a meeting if not covered by your standard arrangement / funding but this is by exception and would need to be agreed with the lead officer in advance.

11.4 Proof of purchase such as a signed receipts or invoices are required when claims are submitted for such payments.

11.5 A pro-form claim form is available for use.

12. Externally Commissioned Organisations

12.1 Newham Council expect providers to develop their own detailed procedures to ensure a consistent approach to rewarding residents in line with the principles outlined above.

12.2 Payment as part of reward and recognition from all providers will be in line with the amount stated in this policy. Any variation must be agreed with the commissioning lead of the service.

12.3 The Council will not make any payment to providers for services outside of the criteria set out in the specification of the commissioned service.

12.4 The Council will not make payments and expense to residents own groups, though they may offer support in developing these groups

12.5 The Council will not make any payment to a resident for reward and recognition outside of the specification of the commissioned service.

13. How this policy will be administered

13.1 Financial procedures will be followed in relation to all payments. Claims for payment should be made no later than 4 weeks after the expense was incurred. Claims over 3 months old may not be approved.

13.2 Claims will normally be paid directly into a bank account of the resident's choice or alternatively shopping vouchers may be requested. Any claim over £75.00 will normally be paid into a nominated bank account of the residents' choice.

13.3 Residents may nominate a charity of their choice to donate some or all of any claim. This process will be administered by the Co-Production team. Charity donations do not affect any benefits.

13.4 Payment will normally be made within 21 days of a claim but this period may be extended to 4 weeks at certain holiday periods. Payments by shopping voucher normally take between 4-7 days.

14. Review

14.1 This policy will be subject to a regular review (at least annually).

Appendix E.1

National and local policy

Social Care White Paper 'A Vision for Adult Social Care'.

Launched in November 2010, the vision outlines the government's thinking on Adult Social Care. Co-production features prominently;

"We want people who receive care and those who provide it to work with councils, user-led organisations and voluntary bodies to deliver outcomes that are right for them"

NHS White Paper 'Equity and Excellence - Liberating the NHS'

The government's NHS White paper also confirms the government's commitment to Co-production

"We want the principle of 'shared decision-making' to become the norm: no decision about me without me. International evidence shows that involving patients in their care and treatment improves their health outcomes, boosts their satisfaction with services received, and increases not just their knowledge and understanding of their health status but also their adherence to a chosen treatment."

Putting People First

Released in 2007, Putting People First set out a transformational vision for adult social care, where Co Production is put at the heart of service commissioning and provision. It states;

"It is hoped that every local authority will create forums, networks and task groups which involve... people who use services and carers as active participants in the change process."

Department of Health Guidelines on Reward and Recognition

Revised in 2006, the Department of Health good practice guide set out clear guidelines around Reward and Recognition. It sets out principles of good practice, reimbursement guidelines, paid involvement guidelines and guidelines on dealing with benefits. It states that residents should be;

"Offered payment for their involvement in activities that involve deciding together, acting together and encouraging independent initiatives".

Joint Strategic Needs Assessment for the London Borough of Newham 2016-17

'The NHS and Council in Newham understand the importance of effective engagement with clinicians, patients, Service Users, their advocates and the public in shaping local services and responding to community-identified needs'.

Newham Community Wealth Builders Strategy 2019

‘That’s why our new approach to economic regeneration will be an inclusive economy approach which works for the benefit of all our residents. As the Mayor of Newham, I have been clear that I would make the borough a beacon of Community Wealth Building by listening to our residents, involving them in decision-making and taking radical action that makes a difference to their lives’.

Newham Democracy and Civic Participation Commission Report 2020

‘SECTION 5: CO-PRODUCTION AND COMMUNITY EMPOWERMENT

Citizen co-production of public services (local people and public bodies working together to design (services) and outcomes is not new. But to be effective, it needs to be integrated into the public value process which underpins public services. Local people cited to us concerns about a lack of co-production, with the wider community being involved only once decisions have been made about what approach the Council will take. Local people in fact identified shortcomings in how the Commission itself was working – saying that the way that the Commission had been established did not demonstrate a commitment on the part of the Council to genuinely work alongside local people in making decisions. Regeneration Co-production has a particular strength when it comes to regeneration and master planning. We think that there are particular opportunities to do more with the local community with regard to the regeneration of the Royal Docks. The regeneration plans include a comprehensive programme of cultural and community activities. The large scale and long timeframe of this project lends itself to unique and innovative approaches. Newham should challenge its partners to develop the current plans for community and cultural activities – and for the use of the Growth Fund – into something led by local people and their needs. More needs to be done to ensure that working alongside local people happens with the right set of expectations. Council might expect too much, too soon – local people might expect a kind of engagement that the Council may not yet be ready to provide. A better sense of mutual expectations – and mutual capacity – to work together needs to come first. The Commission recommends that: • Newham evaluates its existing co-production efforts, with local people themselves; • The Council, as part of community asset mapping, understand how existing knowledge, skills and best practice can be appraised and pooled within the local authority; • The “One Newham” partnership be seen as a primary vehicle for the Council to engage with the voluntary and community sector to better understand the infrastructure support they need. There should also be a central unit in the Council with a remit to disseminate knowledge and expertise within the authority for coproduction and community engagement.’

(DO NOT USE THIS PARTICULAR FORM TO MAKE A CLAIM)



Please do not amend this form without prior approval

**Example of Reward & Recognition Claim form
April 2023 to March 2024**

Reward and Recognition Scheme:

London Borough of Newham (LBN) and its contractors recognise the need to reward the contribution that residents make towards developing and enhancing their services. They have implemented a Reward and Recognition Policy that clearly outlines what rewards, financial or otherwise, are associated and paid where necessary. As previously advised, the Council and any other organisation running this programme cannot be held responsible for any benefit or tax implications that might arise if you claim these payments. If you are unsure then please seek suitable expert advice.

If you have attended any meetings or event, as listed below, then you are entitled to claim payment under the Council's Reward and Recognition Policy scheme and also expenses for travel and some other costs.

Co-Production team use only

Amount

(Name of project)

£

Please complete all of this form to make your claim. Incomplete forms may lead to a delay in your payment.

PLEASE WRITE CLEARLY

Name:

Address:

Post Code:

Phone:

PAYMENT METHOD

Request for Reward & Recognition payments will normally be made by BACS transfer directly to a nominated bank account. However shopping vouchers can also be issued **for any claims under £75.00.**

PLEASE INDICATE CHOICE OF PAYMENT METHOD

BACS []

SHOPPING VOUCHER []

ASDA [] or

Sainsbury []

DONATION YES/NO

Name of charity:

CUSTOMER BANK DETAILS – First claim only

Full name on bank account								
Name of Bank								
Account Number:								
Sort code:								
Building Society roll number								
Home Address:								
Post Code:								
Email (To receive Remittance advice): Claim will not be paid without email								

Consent: By signing here you agree for your details to be used to set you up as an Individual Vendor to receive this and future Reward and Recognition Payments via BACS.

Signed:

Date:

Please email or text to:

Co-Production Team (R&R)



(Project name) @newham.gov.uk



You can take photos or scan the form and send it to us that way.

If in any doubt please check with your Lead Officer or project lead person **BEFORE** you make your claim.

Claim for payment under the Reward & Recognition Scheme

Please write clearly

Title of meeting e.g. NCPF(A) plus name of Lead Officer	Date of meeting	Hours Claimed (or part hour) Current rate is £11.95 from 1/4/23 to 31/3/24 only	Total Amount Claimed £
Total			

Use this calculator to work out the correct amount to be claimed.				
½ hour	1.5 hours	2 hours	2.5 hours	3 hours
£5.98	£17.93	£23.90	£29.99	£35.85

Claim for Taxi or Public Transport Expenses

(If using Taxicard then only claim the first £5 of each journey)

Meeting date	Taxi Fare	Public Transport	Total Claimed £
Total Claimed			£

Travel by Private Vehicle

Meeting Date	Registration Number (if applicable)	Return Miles Travelled	Rate per Mile Cars - 0.45p	Parking fee	Total Claimed £

			Cycles - 0.20p		
Total Claimed					£

Total Amount Claimed is:

Reward and Recognition	£	
Taxi or Public Transport	£	
Phone or broadband costs (must be agreed with Lead Officer in advance)	£	
Carer or care costs (must be agreed with Lead Officer in advance)	£	
Private Vehicle		£
Total Payment Claimed	£	

I make the above claim and confirm that I attended meetings on the dates stated.

Signed:

Date:

On receipt of this claim, payment will normally be made within 21 days but in some cases this may be up to 28 days. All receipts must be provided with this claim and if not, there may be a delay in payment.

Claims should normally be made within 28 days in which the work took place. Any claims over 3 months old may be refused.

Your contact information may be used to send you Co-Production related information. If you want to receive this information, please tick here. []

Co-Production Receipt for Care costs

Resident's name:

Address:

Post Code:

Email:

Date of meeting/event	Hours being claimed (agreed with Lead Officer in advance)	Rate being paid per hour (agreed with Lead Officer in advance)	Relationship of carer to customer/resident e.g. family member; friend; registered carer

I certify that the above claim is accurate.

Signature:

Name:

Date:

CLAIMS FOR CARE COSTS WILL NOT BE PAID UNLESS THIS FORM IS COMPLETED IN FULL AND RETURNED WITH YOUR CLAIM. FAILURE TO INCLUDE THIS FORM WITH YOUR CLAIM MAY LEAD TO A DELAY IN PAYMENT.