



Guide to the Adult Social Care Reward and Recognition Policy

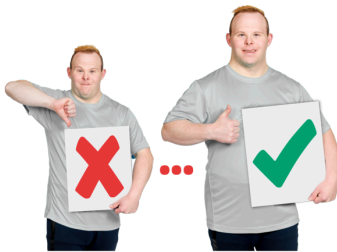


Written in July 2025

What is Reward and Recognition?



Lots of people in Hackney use adult social care services.



We want people who use our services to tell us what they like or don't like.



We can work together to make our services better.



We want to say thank you when people help us. Sometimes this means we can give people money or a voucher. This is called **Reward and Recognition**.

What is the Reward and Recognition policy?



It is a set of rules about how and when we can give people money or vouchers if they help us.

It means we can be fair to everyone.



Why do we want people to be involved?



It is the law. We have to make sure everyone who uses our services can tell us about their experiences.



We want to know what people really think.

It means we can change the right things.

What are experts by experience?



People who tell what they think or help us design services based on their experiences are called **experts by experience**.



Experts by experience are usually:

- people who use our adult social care services
- people who use our Welcome Hackney services for refugees and migrants



Carers or family members of people who use our services can also be experts by experience.

We can't usually pay people for helping us through **consultation** or **public involvement**.



We call some things **informing**, **consultation**, or **public involvement**. These can be:

- When you tell us what you think on the phone or write a complaint.



- When you answer questions in a survey.



- When you tell us what you think in a public meeting.



If you take part in these activities we usually can't pay you.



We might be able to pay for your travel or provide snacks and drinks.

We can sometimes pay you for **co-design** and **co-production**



We call some things **co-design** and **co-production**. We can sometimes pay you with a gift voucher if you help with these.

These activities include:



- Being part of a **working group**. Working groups are people who work together to design things like services or policies.



- Helping us write **service specifications**. These are documents that explain the kind of service we want to buy from another organisation.

More co-design and co-production activities we might be able to pay you for



- Helping us with **procurement**. This is when we decide which organisation we want to buy services from.



- Joining an interview panel to interview people for an important job in Hackney Council.



- Training people about something you know about or have experience of.



- Helping us deliver workshops or other group activities.
- Taking part in research discussions with lots of details.

How we normally pay you



All payments will be given as gift vouchers, usually Love2shop vouchers.



If you would like vouchers for specific shops or supermarkets, please ask someone before the activity starts.

You have choices about how you are paid:



- You can ask to receive the **full payment** available.



- You can ask for a **partial payment**.

This means you do not want the full amount.

Sometimes people want this for reasons to do with their benefits. You can ask a staff member about this.

More about payment



You don't have to be paid if you don't want to. This is called **voluntary participation**.



In special cases, we might be able to pay you by bank transfer.

Please discuss this with a staff member before you take part.



You will not receive a payment if:

- You are already being paid by another organisation to take part.
- Your involvement is part of your job



If we pay you it does not mean you are an employee. You will not receive a salary, sick pay, or a pension.

Reward and Recognition Levels



You can receive vouchers as a reward for taking part in co-design or co-production sessions. The amount you get depends on how long the session lasts. These are **standard rates**, designed to be fair and consistent.



- **£10** for 20 minutes up to 45 minutes



- **£20** for 45 minutes up to 90 minutes



- **£30** for more than 90 minutes (this is the highest amount you can get for one session unless we agree otherwise first).

Sometimes, we offer training instead of vouchers or other activities, as Reward and Recognition. We will talk to you about this option before the activity happens.

Our Responsibilities



We are committed to being clear, fair, and supportive when you take part in any Reward and Recognition activity. We will:

We will tell you what the activity is, how decisions will be made, when things will happen, and how we will share the results with you.



At the start, we will tell you if the activity qualifies for a Reward and Recognition payment, how much it is, and how you'll receive it.



We will give you information about what taking part means, including your rights and anything important to be aware of (such as, how it may affect benefits).



If you need written confirmation to share with DWP or for your own records, we can provide a simple letter showing your involvement and any payments.

We will work with you to make sure your access needs are understood and supported. This includes interpreters, mobility needs, or support to attend.

Your Rights And Responsibilities



You have the **right** to:

- **Stop** taking part at any time, without giving a reason.



- Be paid on time after you take part in activities that qualify for a Reward and Recognition payment.



- Ask for payment in a way that works best for you (within the payment options we offer, such as vouchers or bank transfer in special cases).



- Get the help you need. This includes support to understand the activity, ask questions, or make decisions.

Your responsibilities

You are responsible for:



Filling in any forms and returning them on time
This helps us make sure you are included and that your payment is processed quickly. Payments only apply for the activity and time agreed.



Telling the Jobcentre Plus or your benefits office. If you get benefits and choose to accept a Reward and Recognition payment, this might affect what you receive. You will need to tell your benefits adviser or support worker.



Letting us know how you want to be paid. Tell the person leading the activity your choice of payment (For example, voucher or voluntary).

Updating your information. Let us know about any changes to your situation. For example, your contact details or payment preference.

Expense Payments



Hackney Council will pay you back for reasonable costs related to your involvement and access needs. These are called **expense payments**.

What we can cover:



1. Travel Costs: We will pay back travel costs to help you attend. This may include:

- Bus, train or tram fares
- Parking or mileage (if you drive your own car)
- Taxis, if public transport is not suitable because of your health or disability. If you need a taxi, please speak to the activity lead. The Council can help book this in advance.



2. Food costs: You can get up to £5.00 for food if you are in an activity for more than half a day and lunch is not provided. If possible the Council should arrange lunch for you.



3. Care costs: If you need help from a personal assistant, carer, or childcare, this can be paid for too. However, this depends on the budget for each project. It's very important to talk about this and get agreement from the activity lead before you take part.



If you need a British Sign Language interpreter or help with another language, the Council can provide this. Please give us notice in advance.



If you have costs that might be reimbursed, please discuss and get approval from the staff member leading the activity. We will refund your expenses based on the amounts in your receipts or invoices. This payment will be made by bank transfer and will not affect any benefits you may receive.

We will:



Clearly explain from the start what kinds of payments are available for taking part. This includes what types of expenses can be covered, how the payments will be made, and when you can expect to receive them. We will also do our best to support any access needs you may have, such as help with travel, communication, or care, so that you can fully take part in the activity.

It is your responsibility to:



Before the activity starts, you must tell the person leading the activity if you have any access needs or if there are costs you would like to be reimbursed for, such as travel, meals, or care expenses. These costs will need to be agreed in advance.



After the activity, you will need to give the activity lead your receipts or invoices, along with your bank details so that we can arrange the payment. All expense claims must be submitted within **three** months of the activity. Claims received after this time will **not** be reimbursed.

Reviewing the policy



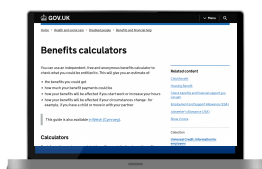
This policy will be checked against the Department for Work and Pensions (DWP) and His Majesty's Revenues and Customs (HRMC) rules on an annual basis and updated accordingly.

Additional Support and Advice

If you have questions about benefits, payments, or support, the following organisations can help:

Benefit Enquiry Line

Visit: www.gov.uk/benefitsadviser

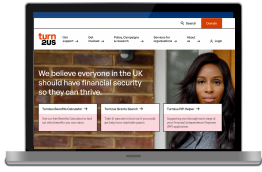


This is a confidential helpline for people with disabilities, their carers, or representatives.



Phone: 0800 88 22 00

Textphone: 0800 24 33 55

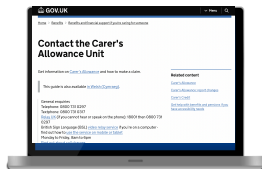


Turn2Us

Visit: www.turn2us.org.uk

A national charity that helps people understand what benefits and support they can get.

Phone: 020 8834 9200



Carer's Allowance Unit

Visit: www.gov.uk/carers-allowance-unit

For general enquiries about Carer's Allowance.

Phone: 0800 731 0297

Textphone: 0800 731 0317



Child Benefit Enquiry Line

Visit: www.gov.uk/government/organisations/hm-revenue-customs/contact/child-benefit

This service provides advice about Child Benefit and Guardian's Allowance, managed by HMRC.

Phone: 0300 200 3100

