

Changing Futures Programme Sussex: Experts By Experience

Meeting Agenda Rewards, Payments & Expenses Guidelines



Version 2 - December 2022

(This document is to be reviewed by those impacted by it every 6 months or sooner if needed)

Changing Futures Rewards, Payments & Expenses Process

The flowchart below describes the process for people with Lived Experience being engaged in the work of Changing Futures and being rewarded/repaid for doing so. This should be read in conjunction with the guidance and the involvement diagrams included in this document.

Process Flowchart for Engaging, Supporting & Repaying People with Lived Experience in The Work of The Changing Futures Programme*

Person with lived experience is interested in taking part in Changing Futures

They may have been told about CF by a support worker or the Lived Experience Co-ordinator, seen some information about the Changing Futures Programme or heard about one of the specific opportunities available.

(The Lived Experience Co-ordinator will ensure that the Changing Futures Programme proactively seeks to engage people with lived experience within their work)

The Lived Experience Co-ordinator will meet with the person and / or their support worker and agree the way forward

This will happen in-person ideally or speak to them and/or their Support Worker online or on the phone to find out more about them, how they'd like to be involved and how we can support them to do so. The Lived Experience Co-ordinator will discuss all of the options available, co-ordinate the support the person may need or would like and how they would like to be rewarded/repaid for their contribution. This will be agreed prior to taking part and will be recorded as appropriate.

Possible ways of being involved (this is not an exhaustive list)

- Sharing their views and experiences at meetings, consultations, through surveys, through their support worker, through a 'journey map', through participating in research, through an informal chat or one to one or in a small group of their peers.
- Working with others to complete an activity or project such as participating in a systems change project, working on a piece of communications or promotion, working on a training session/package to share with people, sitting on a recruitment panel.
- Taking the lead to represent the views of people with lived experience such as attending National meetings and presenting or actively participating and/or leading on presentations for in strategic meetings both in-house and externally.

The person takes part in whichever activity they have chosen & have agreed to be part of

There is no obligation for anyone to participate if they decide not to. The Changing Futures Programme & the Lived Experience Co-ordinator will continue to support someone to engage as long as they wish to. People are free to step in or out as they feel able to do so.

The person may contribute to the work of Changing Futures as many times & in as many ways as they wish

For each activity/engagement, they will be supported and repaid, rewarded, and reimbursed by the Changing Futures Programme / the Lived Experience Co-ordinator as appropriate.

* This process applies where individuals wish to be involved in the work of The Changing Futures Programme - there will also be opportunities for people to take part informally through their current service user networks and groups.

Changing Futures Rewards, Payments & Expenses Guidelines

Purpose

The purpose of this document is to offer guidance and information for staff and people with lived experience of multiple disadvantages contributing to Changing Futures.

The document describes the variety of rewards that people can receive in return for their contribution; as well as the variety of activities that people can engage with.

Changing Futures would not work without the contributions of people with direct experience of multiple disadvantages, with these guidelines and practices, we aim to encourage engagement and appropriately repay people for their invaluable contributions

Definitions

Changing Futures values the unique insight that people who experience or have experienced multiple disadvantages can bring.

People facing Multiple Disadvantages is defined as people experiencing three or more of the following: mental ill health, domestic abuse, offending, substance misuse and homelessness.

A **Service User** is someone who currently uses support services and is currently facing multiple disadvantage.

Someone with **Lived Experience of Multiple Disadvantages** is a broader term for a person who has experienced multiple disadvantage and using services - this could be present or past.

A **Carer** is anyone, including children and adults who looks after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support. The care they give is unpaid.

Scope

This document includes guidelines for the following:

1. Different Types of Engagement available through Changing Futures
2. Expenses and reimbursement
3. Rewards and payments
4. Other ways to reward and value people's contributions
5. Rewards for partner organisations supporting engagement with Changing Futures

1. Different Types of Engagement available through Changing Futures

Changing Futures is committed to repaying people (service users, people with lived experience of multiple disadvantages and carers) for their involvement in our work.

Changing Futures recognises that people with lived experience may want to be engaged with the programme in different ways, at different levels and at different times.

We can offer a variety of activities to facilitate this, and each person can be supported as much as needed to participate in the way they wish to.

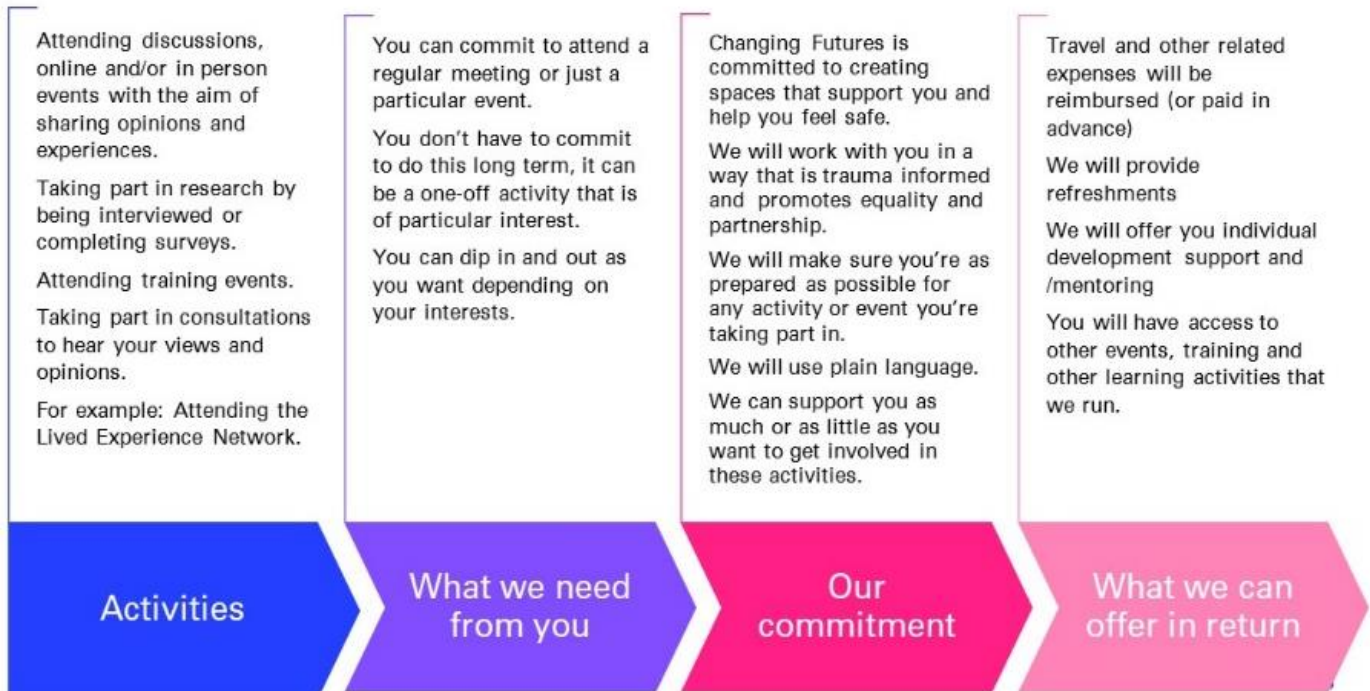
Changing Futures will work within the following **principles**:

- Rewards and payments need to be fair for both the organisation and the individuals involved.
- Rewards and payments should be varied and flexible, so that individuals have a range of options to choose what works best for them.
- Rewards and payments vary depending on the level of involvement and the responsibility required. This also relates to individuals' recovery journey. Changing Futures recognises that people have different priorities at different stages in their lives.
- Payment alone is not a sufficient reward; Changing Futures will offer the necessary support, training or mentoring for people to achieve their involvement goals.
- Alongside rewards being an incentive, Changing Futures will encourage people to choose involvement opportunities that will help them develop skills, confidence, networks, build a better future and achieve their personal goals.

The following illustrates examples of engagement activities and rewards by Changing Futures.

Share your views and participate

Level of Involvement: information/ consultation/ engagement



Collaborate to achieve a goal

Level of Involvement: co-design and co-production



Take lead, represent other people, contribute to making key decisions for the program

Level of Involvement: lived experience leadership and co-production



2. Expenses & Reimbursement

Being involved in Changing Futures should not cause a person to be out of pocket; any expenses derived of involvement activities should be reimbursed. This needs to be agreed in advance with the Lived Experience Coordinator (or relevant person providing involvement support).

There may be personal circumstances that could prevent someone from becoming involved, we will address these on an individual basis and will provide help to overcome these barriers whenever possible.

These expenses include:

- **Travel:** travel will be reimbursed on presentation of receipt or purchased in advance if requested.
- **Subsistence (In-Person activities):** people involved in in-person activities that last a few hours may need refreshments or lunch. Refreshments will be provided in all in-person activities. When an activity lasts 3 hours or more, then lunch will also be provided. It will be agreed in advance with the Lived Experience Coordinator (or relevant person providing involvement support) whether the person will get their own food/drinks and then be reimbursed on presentation of receipt or if these will be provided by the programme/at the event.
- **Childcare:** when someone with childcare responsibilities wishes to contribute to an activity that clashes with their childcare duty, whenever possible we will help break down any barriers. We can do this by paying or reimbursing the cost of a creche or childminder. This needs to be agreed in advance and a receipt needs to be provided. If raised in advance, we can also schedule activities that do not clash with these responsibilities.
- **Digital Inclusion:** Changing Futures is committed to provide digital inclusion. We will do this by:
 - Liaising with our partners so that any service users that wish to take part in one off activities, can access wi-fi, computers, document printouts, etc.
 - We will provide a float of devices and internet data accounts that can be borrowed for people who wish to be involved regularly and have not access to either of these.

3. Rewards & Payments

Depending on the type of activity and the responsibility involved there are three types of remuneration that individuals can chose (refer to Activity and Rewards diagrams above). These rewards amount to £10 for activities that last up to 2 hours, with increments of £10 for added blocks of up to 2 hours. These will be agreed in advance of the activity and administered by the Lived Experience Coordinator (or relevant person providing involvement support).

The options that service users and people with lived experience can choose from are:

- A shopping voucher.
- Monetary payment: this is done by registering the person with payroll, and a bank account is required.
- Changing Futures' credit: it has the same monetary value as the previous options, but the person can accumulate as much as they want and eventually decide to exchange it for goods that Changing Futures will purchase for them. Examples include IT and technology devices, paid training, art materials, books, etc.

4. Other Ways to Reward People

Changing Futures is committed to addressing the challenges experienced by people facing multiple disadvantages; everybody has got the right to rebuild their lives and access to employment is one of the routes to this. In line with this, the program provides employment opportunities for people who have experienced multiple disadvantages.

For some people, a monetary payment is an incentive to get involved in programme activities, and that is acceptable; however, we encourage people to utilise the involvement activities offered as part of their development pathway. In accordance with this, we offer opportunities for individuals to increase their skills and abilities to achieve their goals and to move forward in their recovery.

Our commitment is:

- To provide support and learning opportunities so that people can contribute. This may be one off 1-1 mentoring, specific programme training or other training aimed at developing personal, emotional, and professional skills.
- People involved in a one-off basis will receive the information needed prior to the activity and afterwards, e.g., a checkout, debriefing or exploring other involvement opportunities within the programme and/or learning opportunities available.
- People involved in ongoing activities will have an assigned person to support their involvement journey, and to offer development opportunities.
- We will keep people informed of the impact that their contributions have had.
- Involvement is also a good opportunity to 'create community' and to achieve this, we will offer social activities and events where people can get to know each other, network, and connect with peers, have fun, and feel appreciated. These may include picnics, social activities such as cinema, theatre, etc.

5. Rewards for Partner Organisations Supporting Engagement with The Changing Futures Programme

Changing Futures wants to create community and partnerships as well as being a resource for voluntary and statutory providers. We will provide learning resources, training and development support to those organisations who would like to build their involvement and co-production practices.

6. Involvement Rewards & Claiming Benefits

We are aware that there can be complications when accepting a payment (whether this is monetary or in a voucher) from Changing Futures for people who receive benefits.

For most benefits it is essential to inform Jobcentre Plus of any payment the person has been offered. Some people may need prior permission from their Work Coach at the Jobcentre before they can agree to paid involvement.

The Lived Experience Coordinator at Changing Futures (or other relevant staff supporting the person who wishes to be involved) will offer support to explore the potential impact that payments could have on benefits, and advice the person on the best course of action. It is ultimately the decision of the individual to follow up this advice.

It is important that the person who wishes to be involved is aware of how much they are allowed to accept.

This can be complicated as there are different rates for different benefits. Information on the DWP earning limits and disregards and benefit procedures are set out on the SCIE website at:

<https://www.scie.org.uk/co-production/supporting/paying-people-who-receive-benefits>.

The Department for Work and Pensions uses specific terms in helping it to decide whether someone is taking part in paid co-production, involvement, and participation, as there are benefit rules which are different to part-time work. It is important that the person explains to the DWP or their Work Coach that the payment is received in return for 'service user involvement and co-production' activity, which it is not employment.

The following sets out the DWP guidance '*co-production, involvement and participation may be*':

- In research
- In education
- With charities
- With the NHS
- With local authorities

The services are delivered by a body that has a statutory duty to provide services in:

- Health or social care
- Social housing
- Social security
- Child support

The person is consulted to improve services through user involvement by these bodies or by an alternative body (for example, educational establishments and charities) who conduct:

- Research
- Monitoring
- Planning

Service users may also be described as:

- Experts by experience
- Patients (or potential patients)
- Clients
- Carers
- Focus groups

A body that seeks to improve services through user consultation may describe the process as:

- Service user and carer involvement
- Public involvement
- Participation
- Co-production
- Local Involvement Networks (LINKs)

Source: <https://www.scie.org.uk/co-production/supporting/paying-people-who-receive-benefits>

People who are in receipt of benefits because of health issues or disability must take care to prevent any misunderstanding with Jobcentre Plus. It is important to tell Jobcentre Plus that *service user involvement* is different to work and cannot be used to determine capacity for work.

If the person receives a benefit such as Disability Living Allowance or Personal Independence Payment or Attendance Allowance, it is important to explain about the support provided by the program for their mobility and /or care needs. This is so that DWP do not misunderstand and think that the person has recovered from their mobility needs and/ or care needs.

We can offer a template letter that the person can show to their Work Coach at the Jobcentre or post to the Jobcentre when advising about plans from involvement or asking for permission.

If the person receives a benefit for mobility and / or care needs, they should also post the letter to the DWP office that administers the relevant benefit.

The Changing Futures Programme will not communicate with Jobcentre Plus or DWP directly about your personal involvement.