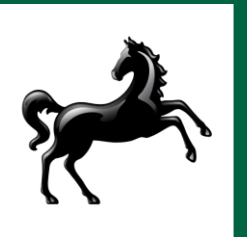


Lived Experience Leadership Programme Pilot – Session 7

April 2024

LLOYDS BANK
FOUNDATION
Channel Islands





Reward and recognition

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This session – my aims



To explore what we mean by ‘reward and recognition’



For you to share experience about what you’re currently doing



To share experience from the UK, especially in relation to payment for involvement activities



To think together about how you might want to recognise and reward people with lived experience for their involvement in future



This session – your aims

Is there anything you'd
particularly like to cover?



What do I mean by 'reward and recognition'?

Saying thank you
(verbally and/or in
writing)

Giving feedback
about what happened
as a result of
involvement

Certificates

Events

References for jobs,
education or
volunteering

Help with CV

Access to
development
opportunities

Gifts

Mobile phone top-ups

Vouchers

Cash

Payment

What I don't
mean

Payment of out-of-
pocket expenses
(e.g. travel
expenses)

How do you currently recognise/reward people with lived experience who get actively involved in your organisation?



Payment for involvement in the UK charity sector

- 2023 survey of organisations supporting involvement in research: 36% of respondents offer payment to PWLE for involvement activities – up from 25% in 2021
- 30% of research charities in Republic of Ireland
- 2021 survey of Shared Learning Group members: 30% offering payment for involvement (we know this has significantly increased since 2021)



Shared Learning Group
on Involvement
& Charities Research Involvement Group

Why are UK charities offering payment?

A way to recognise people's time, experience and expertise.

Acts as an incentive to some people to get involved

Belief that payment will increase the diversity of people who get involved

May encourage people who are less invested in the organisation (and may therefore offer more constructive challenges) to get involved.

An incentive for some people to remain involved

It reduces some of the barriers to involvement – e.g. if people lose money by getting involved.

Helps to level the balance of power

Helps to offset other expenses not covered by the charity (e.g. childcare, relief care, etc)

Enables people to be involved more, thus building their skills and enabling them to get involved with roles that require more skill/experience.

Brings the charity into line with others in the area

Sets the charity apart from other charities that may be competing for people's time and experience

What are organisations paying people for?

Activities that aim to shape or influence the work of the charity

Activities that take a significant amount of time (so not completing a survey)

NOT simply to share their experience

How much are they paying?

It varies!

NOT an hourly rate – usually for a block of time (e.g. 1-2 hours, over 4 hours etc)

Will depend on activity undertaken – but broadly about £75 per day

Payment for involvement - challenges

- Regulations around payment are really complex in the UK and there is serious reputational risk if you get it wrong
- It can be bureaucratic and time consuming
- It can be really frustrating for people if they are paid late or paid the wrong amount
- Slow or incorrect payment can lead to people ceasing to be involved
- Hard to explain the complexities of payment to staff and people who get involved
- Ensuring people who are in receipt of benefits have enough information to decide whether to accept payment, as this may affect the benefits they get. Similar issues for refugees.
- Ensuring people are aware that all payments are subject to tax and potentially national insurance deductions

Payment – top tips!

- Co-design your payment policy and process with people with lived experience and your finance department
- Get senior level / Trustee sign-off for the payment policy and the payment process
- Think carefully about the rates you will offer and try to ensure there is a logic to this
- Don't plan to pay unless you are sure your organisation can afford it in the long term
- Be clear about which involvement opportunities attract payment, and how much the payment will be
- Be clear that people can opt not to accept payment.
- Think hard about the ethics around your payment policy – e.g. don't pay people just to tell their 'stories'
- Ensure the payment policy is consistently applied
- Make it as easy and as quick as possible for people to claim payment
- Ensure that all staff who are likely to involve people are aware of the payment policy and that they budget for this



Questions /
comments about
payment?

Your thoughts on reward
and recognition for your
organisation in future

Thank you

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