

CSWS Reward and Recognition Procedure 2023-24

- The purpose of this procedure is to ensure a consistent, fair, and equitable system to give recognition to the value of carer input into participation/co-production initiatives delivered and/or commissioned by Carers Support West Sussex (CSWS).
- Carer involvement is key to delivering and strengthening a collective voice for carers across West Sussex and beyond. We recognise that carers are ‘experts by experience’, and therefore should be making a vital contribution to all aspects of the work undertaken within the services provided by local carers’ support organisations.
- For effective involvement, people need to feel supported and for their contribution to be valued, respected, and have an impact. They should therefore be treated with courtesy and dignity, be offered clear information on what they are to be involved in, how they can participate and what expenses will be met.
- Carers offer their skills, expertise, knowledge, and experience on an unpaid basis, in their own time, and of their own choice. We recognise that carers are busy people with a range of responsibilities, therefore the support provided by us must be easy to access and responsive to their needs to enable them to make a full contribution. Carer involvement is different from the role of a volunteer, but the roles can cross over.
- Whichever way we choose to reward and recognise the contribution of carers, we will:
 - ✓ Recognise the barriers to carer involvement and try to overcome them where we can.
 - ✓ Try and include the broadest spectrum of carers from different backgrounds and communities.
 - ✓ Let the voice of carers be heard and influence what we do.
- This procedure has also been developed on the understanding that carers who get involved and do not receive monetary rewards or a specific non-financial benefit have “volunteer”¹ status. “Volunteer” status ensures a volunteer’s health and safety rights are protected but does not infer employment rights.
- It is the responsibility of the carer to inform the Jobcentre (or Department of Work and Pensions (DWP)) about any incentives or gifts in the form of vouchers received for involvement work with us.
- A template **Service User Involvement Letter** can be provided upon request. Carers are advised to share this letter with their Work Coach at the Jobcentre when advising about any plans for involvement or asking for permission

¹ “Volunteer/Volunteering” is defined as “any activity that involves spending time, unpaid, doing something that aims to benefit the environment or someone (individuals or groups) other than, or in addition to, close relatives. Central to this definition is the fact that volunteering must be a choice freely made by everyone” - <https://www.ncvo.org.uk/policy-and-research/volunteering-policy>

- We wish to confirm that we will not communicate with Jobcentre Plus or DWP directly about any individual involvement.
- Carers have the option not to accept incentives or gifts in the form of vouchers if they feel it will have a negative impact on their financial situation or for any other reasons.
- The amounts rewarded will depend on the type of activity, the complexity and responsibility that the activity demands. The figure for Reward & Recognition reflects what we consider an appropriate rate for contribution but may be subject to budget control, so may be lower or higher than what is listed below.

NB. This reward and recognition arrangement does not represent employment and should not be considered as a replacement for seeking employment. The values listed below may be subject to change and review at short notice.

Activity	Reward & Recognition
<ul style="list-style-type: none"> • Attendance at public meeting as member of the public/member of audience • Attendance at public information sessions • Completion of surveys/consultations/polls (in person/online) 	<p style="text-align: center;">Not applicable</p> <p>Offered refreshments (water, tea, coffee only)</p>
<ul style="list-style-type: none"> • Invited to stakeholder event • Invited to take part a member of a discussion groups • Invited to attend as part of public panels • Invited to networking events/meetings as carer representative 	<p style="text-align: center;">Travel Expenses Only (where appropriate)</p> <p>Offered refreshments (water, tea, coffee only)</p>
<ul style="list-style-type: none"> • Attendance at a meeting (or similar) to tell a 'carer story' • Presenting (or co-facilitating) at Forums • External media and interviews • Involvement in delivering carer awareness training • Involvement in recruitment interviews • Working with staff on a specific project at a more involved level (i.e., co-production) 	<p style="text-align: center;">Travel Expenses and Reward/Recognition Rate</p> <p style="text-align: center;">(£10.00 - 15.00 per hour OR £50.00 for all-day)</p> <p>Offered drink refreshments and lunch if all day</p>

- Rewards in the form of vouchers is our default position in relation to the type of reward offered. However, we will agree (where possible) together with each carer in what form the reward should be offered. Options to be considered on a case-by-case basis may include: Cash / Prizes / Gifts.
- We will agree the value of the reward to be offered to carers in each case and at the Project Lead (or their nominee) discretion. The value should reflect the time spent on the task and will range from £10.00 per hour or maximum of £50.00 for an all-day event or activity.
- For carers who are unable to attend meetings or events (for example, housebound service users) but complete the same role in a different way as carers who do attend such meetings, the same level of reward will apply.