



**Brighton and Hove**

# **Reward and Recognition Guidance**

City Engagement Partnership Guidance on the reward and recognition of service users and community representatives who give their time to support the development of services, policy and strategy in the city.

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## **Section A**

The City Engagement Partnership (CEP) works with public bodies and the community and voluntary sector to help them better respond to citizens and communities needs. It encourages people who make decisions to work more closely together so that better decisions are made and that money is saved. In particular, the CEP has lead responsibility for implementing the city Community Engagement Framework.

### **Why is the City Engagement Partnership developing a Reward and Recognition guidance for the city?**

The CEP wanted to develop 'Reward and Recognition' guidance so that the council and its partners will be able to consistently and appropriately reward and recognise service users and community representatives. Specifically we wish to acknowledge the time, effort and personal resource they offer us as we improve services, develop strategic thinking and strengthen our decision-making processes.

During consultation for the development of the Community Engagement Framework (CEF), respondents expressed the need for consistency around reward and recognition from public sector organisations for those people who give their time to engagement processes.

***It was stressed that this did not necessarily mean financial reward, but recognition of the value that their time, knowledge and expertise bought.***

In essence, respondents requested common guidelines and *minimum* standards that set out how people will be rewarded for the time they give to attend meetings, consultations, deliberations or any other engagement activities with public sector bodies in the city.

The aim of the proposed guidance is to help remove barriers for those service users who would like to engage with public bodies. The guidance could equally apply to engagement with private, community and voluntary sector organisations. It complements the Community Engagement Framework, which should be used when planning any community engagement activity.

Community Engagement Framework:

[http://www.brighton-hove.gov.uk/downloads/bhcc/BH\\_CEF\\_Community\\_Engagement\\_Framework.pdf](http://www.brighton-hove.gov.uk/downloads/bhcc/BH_CEF_Community_Engagement_Framework.pdf)

## 1) What types of engagement should this guide apply to?

We are focusing on engagement where service users and community representatives work collaboratively with service providers as opposed to traditional volunteering. However, much of what is outlined is recommended good volunteer management practice and therefore this guidance complements the Volunteer Centre Good Practice Guide:

Web link: [www.bh-impetus.org/volunteeringgoodpractice/](http://www.bh-impetus.org/volunteeringgoodpractice/)

The scope of the engagement identified in this guidance covers all public sector engagement processes from “one-off” engagement activities to detailed collaborative working.

### **We are therefore proposing the following types of engagement:**

**Consultation:** Where an individual or organisation gives their time, expertise and input to a consultation process;

**Design:** Including the involvement of an individual or representative of an organisation in the design or development of activity such as a service, training programme or consultation process;

**Delivery of activity:** This might include involvement in the delivery of an activity such as assisting in running a training event, or provision of shadowing or mentoring support;

**Debriefing and evaluation:** This might include involvement in a review meeting or process to help evaluate a consultation or engagement activity;

**Strategic representation:** This would include the time and expertise given by a representative of a community or organisation in decision-making processes such as a strategic partnership.

## 2) What should be the minimum standards and best practice ideas for involving service users and community representatives in consultations?

Below are some of the standards and ideas for best practice currently being used by service providers in the city. These standards also include ideas used by beacon status local authorities such as Staffordshire Moorland District Council.

Type of involvement	Specific activity	Minimum standards	Ideas for best practice
<b>Consultation</b>	Responding to a questionnaire or survey	<ul style="list-style-type: none"> <li>➤ Letter of thanks that includes information about how outcomes will be disseminated (e.g. report sent to all respondents or posted via a website or on request)</li> <li>➤ Acknowledgement of the number of respondents and names of groups / organisations that respond</li> </ul>	<ul style="list-style-type: none"> <li>➤ Prize draw</li> <li>➤ Regular updates on progress via website or other appropriate communication such as a newsletter</li> <li>➤ Final report, or summary, sent to all respondents, posted on website and / or promoted via local press</li> <li>➤ Evaluation of process with outcomes reported on website or via other appropriate communication</li> </ul>
	Attending a one-off public meeting, workshop or focus group to give views	<ul style="list-style-type: none"> <li>➤ Provide refreshments</li> <li>➤ Provision of information about how outcomes will be disseminated (e.g. report sent to all respondents or posted via a website or on request)</li> <li>➤ Letter of thanks to all attendees</li> <li>➤ Acknowledgement of the number of respondents and names of groups / organisations represented at events</li> </ul>	<ul style="list-style-type: none"> <li>➤ Regular updates on feedback via website or other appropriate communication such as newsletter</li> <li>➤ Final report, or summary, sent to all respondents and posted on website and / or promoted via local press</li> <li>➤ Evaluation of process with outcomes reported on website or via other appropriate communication</li> <li>➤ Payment in cash for travel expenses (See <b>Guidance on Payment of Expenses</b> page 11)</li> </ul>

### 3) What should be the minimum standards and best practice ideas for involving service users in designing services?

Type of involvement	Specific activity	Minimum standards	Ideas for best practice
<b>Design</b>	Advising or supporting the development of a process (such as a consultation, event or training programme) via one off meeting, such as to help identify stakeholders or key issues	<ul style="list-style-type: none"> <li>➤ Meet where service user or representative is based or provide refreshments</li> <li>➤ Letter of thanks</li> <li>➤ Provision of information about how outcomes will be disseminated (e.g. report sent to all respondents or posted via a website or on request)</li> </ul>	<ul style="list-style-type: none"> <li>➤ Final report, or summary, sent to those who have been involved and / or posted on website</li> <li>➤ Payment in cash for travel expenses (See <b>Guidance on Payment of Expenses</b> page 11)</li> <li>➤ Offer choice of vouchers or tokens to individuals/groups (See <b>Guidance on voluntary involvement and the benefits system</b> page 15)</li> </ul>
	Advising or supporting the development of a process via involvement in a short life steering or working group	<ul style="list-style-type: none"> <li>➤ Provide refreshments</li> <li>➤ Provide space to say things and be listened to</li> <li>➤ Provision of updates on progress</li> <li>➤ Provision of report and or summary on outcomes</li> <li>➤ Payment in cash for travel expenses (See <b>Guidance on Payment of Expenses</b> page 11)</li> </ul>	<ul style="list-style-type: none"> <li>➤ Place articles in newsletters highlighting the involvement and an individual's contribution; report the effect this has had on service delivery or on the development of a policy or plan.</li> <li>➤ Offer certificates</li> <li>➤ Offer references – work, college, training etc</li> <li>➤ Offer choice of vouchers or tokens to individuals/groups (See <b>Guidance on voluntary involvement and the benefits system</b> page 15)</li> <li>➤ Offer places on conferences / workshops where feasible</li> <li>➤ Provide volunteering opportunities</li> <li>➤ Nominate service users or representatives for awards at the end of each year</li> </ul>

**4) What should be the minimum standards and best practice ideas for involving service users in delivery of services?**

Type of involvement	Specific activity	Minimum standards	Ideas for best practice
<b>Delivery of activity</b>	Supporting the delivery of an activity, such as a training session	<ul style="list-style-type: none"> <li>➤ Offer of appropriate support including training where necessary</li> <li>➤ Provide refreshments</li> <li>➤ Provision of report and or summary on outcomes</li> <li>➤ Payment of expenses (See <b>Guidance on Payment of Expenses</b> page 11)</li> </ul>	<ul style="list-style-type: none"> <li>➤ Place articles in newsletters highlighting the involvement and an individual's contribution; report the effect this has had on service delivery or on the development of a policy or plan.</li> <li>➤ Offer choice of vouchers or tokens (See <b>Guidance on voluntary involvement and the benefits system</b> page 15)</li> <li>➤ Offer references – work, college, training etc</li> <li>➤ Offer certificates</li> <li>➤ Offer places on conferences / workshops where feasible</li> <li>➤ Offer training opportunities to develop skills and knowledge</li> <li>➤ Provide volunteering opportunities</li> <li>➤ Nominate service users or representatives for awards at the end of each year</li> </ul>

**5) What should be our minimum standards and best practice ideas for involving service users in debriefing and evaluation activities?**

Type of involvement	Specific activity	Minimum standards	Ideas for best practice
<p><b>Debriefing and evaluation</b></p>	<p>Involvement in a review meeting, for example to evaluate a consultation or development process</p>	<ul style="list-style-type: none"> <li>➤ Offer of appropriate support and training where necessary</li> <li>➤ Provide refreshments</li> <li>➤ Letter of thanks</li> <li>➤ Provision of information about how outcomes will be disseminated (e.g. report sent to all respondents or posted via a website or on request)</li> <li>➤ Payment of expenses (See <b>Guidance on Payment of Expenses</b> page 11)</li> <li>➤ Acknowledgement of involvement in final report</li> </ul>	<ul style="list-style-type: none"> <li>➤ Offer choice of vouchers or tokens (See <b>Guidance on voluntary involvement and the benefits system</b> page 15)</li> <li>➤ Offer references – work, college, training etc</li> </ul>

	<p>Involvement in a longer term review process, such as for a major engagement or development process via a working group</p>	<ul style="list-style-type: none"> <li>➤ Offer of appropriate support and training where necessary</li> <li>➤ Provide refreshments</li> <li>➤ Provide space to say things and be listened to</li> <li>➤ Provision of information about how outcomes will be disseminated (e.g. report sent to all respondents or posted via a website or on request)</li> <li>➤ Payment of expenses (See <b>Guidance on Payment of Expenses</b> page 11)</li> </ul>	<ul style="list-style-type: none"> <li>➤ Place articles in newsletters highlighting the involvement and an individual's contribution; report the effect this has had on service delivery or on the development of a policy or plan.</li> <li>➤ Give certificates</li> <li>➤ Offer places on conferences / workshops where feasible</li> <li>➤ Offer training opportunities to develop skills and knowledge</li> <li>➤ Provide volunteering opportunities</li> <li>➤ Nominate service users or representatives for awards at the end of each year</li> </ul>
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## 6) What should be our minimum standards and best practice ideas for involving service users in strategic representation?

Type of involvement	Specific activity	Minimum standards	Ideas for best practice
<p><b>Strategic Representation</b></p>	<p>Ongoing involvement to represent the views of a group/organisation or sector to support the development of strategic priorities and plans, such as via involvement in partnership activity</p>	<ul style="list-style-type: none"> <li>➤ Provide refreshments</li> <li>➤ Provide space to say things and be listened to</li> <li>➤ Provision of support and briefings</li> <li>➤ Provision of appropriate updates and information in preparation for meetings</li> <li>➤ Provision of information about how outcomes will be disseminated (e.g. report sent to all respondents or posted via a website or on request)</li> <li>➤ Offer training opportunities to develop skills and knowledge</li> <li>➤ Offer places on conferences / workshops where feasible</li> <li>➤ Payment of expenses (See <b>Guidance on Payment of Expenses</b> page 11)</li> </ul>	<ul style="list-style-type: none"> <li>➤ Place articles in newsletters highlighting the involvement and an individual's contribution; report the effect this has had on service delivery or on the development of a policy or plan.</li> <li>➤ Offer certificates</li> <li>➤ Offer references – work, college, training etc</li> <li>➤ Nominate for awards at the end of each year</li> </ul>

## **7) What should the roles and responsibilities of service users and community representatives be in working collaboratively to support service improvements, and strategic planning and decision-making processes?**

The Community and Voluntary Sector Forum (CVSF) is the umbrella group for the community and voluntary sector organisations in Brighton and Hove. CVSF provided the following guidance on the roles and responsibilities for sector representatives who sit on strategic partnerships in the city:

- Signing up to policies and protocols around joint working;
- Attending and being prepared for meetings;
- Being accountable to their members and partners;
- Delivering on agreed actions;
- Being open and clear on what they can and cannot do or deliver;
- Working with elected councillors;
- Abiding by the 'Compact'  
[http://www.cvsectorforum.org.uk/sites/cvsectorforum.org.uk/files/Compact\\_low\\_res.pdf](http://www.cvsectorforum.org.uk/sites/cvsectorforum.org.uk/files/Compact_low_res.pdf)

## **8) What should be the roles and responsibilities of service providers to support collaborative working?**

There are a range of possible roles and responsibilities for service providers. However examples of best practice include the following:

- Signing up to collaborative policies and protocols;
- Defining the purpose of representation and engagement;
- Being clear about the opportunities available for influencing;
- Being clear and explicit on what they expect from community representatives and service users;
- When engaging with groups being clear about how community representatives and service users are mandated by their communities/groups;
- Being committed to providing information around structures and policy frameworks/strategies for example as part of induction and/or training;
- Allowing access to equipment (e.g. printers, stationery) where appropriate;
- Reimbursing expenses;
- Delivering on agreed actions;
- Working collaboratively with elected councillors;
- Abiding by the 'Compact' and Community Engagement Framework [http://www.brighton-hove.gov.uk/downloads/bhcc/BH\\_CEF\\_Community\\_Engagement\\_Framework.pdf](http://www.brighton-hove.gov.uk/downloads/bhcc/BH_CEF_Community_Engagement_Framework.pdf)
- Recognising and overcoming barriers to engagement ensuring fair and safe access;
- Being open to learning and working collaboratively with service users to influence changes to achieve better outcomes;

- Seeking advice from the Inland Revenue before paying service users and carers without deducting tax or national insurance contributions;
- Encouraging employees to use the Reward and Recognition guidance;
- Where it is agreed that the involvement of community representatives necessitates payment, statutory bodies should provide role descriptions showing the criteria for the chosen rate. This should be recorded for audit purposes. Service providers need to be sure that payments can be made lawfully and do not put other at risk having received them;
- Putting processes in place to ensure that both policy and practice are regularly monitored and evaluated. Feedback should always be sought from all stakeholders.

## 9) Which expenses should be reimbursed?

Paying out-of-pocket expenses is recognised good practice for ensuring that engagement opportunities are accessible to everyone, not just those who can afford it.

Best practice examples include the reimbursement of the following expenses:

- Travel costs;
- Meals (where these are not provided as part of the activity when the activity runs over a meal time);
- Child care and other carer costs;
- Postage, phone calls, stationery, etc.

## Section B

### Guidance on Payment of Expenses

Paying out-of-pocket expenses is recognised good practice for ensuring that engagement opportunities are accessible to everyone, not just those who can afford it. Many organisations will have their own policies and procedures that cover this area.

### Which expenses should be reimbursed?

Out-of-pocket expenses incurred as part of volunteering activity are generally reimbursed upon the production of a receipt. In this context, the term 'volunteering' includes the activities described in these guidance notes.

These include:

- Travel costs;
- Meals (where these are not provided as part of the activity when the activity runs over a meal time);
- Child care other carer costs (Organisations need special dispensation to pay these costs from the Inland Revenue);

- Postage, phone calls, stationery, etc.

### **Travel costs**

The following travel costs are also frequently reimbursed for volunteers:

- Return trip from home (or place of work) to the activity venue on public transport e.g. bus, train where supported by receipts;
- Return trip from home (or place of work) to the activity venue in private car, motorcycle, other motorised vehicle or pedal cycle at the rates shown below;
- Parking costs for the duration of the activity where parking is not provided free of charge.

### **HM Revenue and Customs Mileage Rates**

There is a single rate recommended by HM Revenue and Customs for reimbursing mileage rates. Any payment above this will be liable to tax. The current rates are:

#### **HM Revenue and Customs approved mileage rates from 2011/12**

<b>Type of vehicle</b>	<b>Rate per mile</b>
Cars and vans	45p
Motor cycles	24p
Bicycles	20p

N.B the above are the current rates as at 2011/12 and are for the first 10,000 business miles in the tax year. Please always check the HM Revenue and Customs website for rates.

**Visit:** <http://www.hmrc.gov.uk/rates/travel.htm>

## Guidance on payment rates

Payment for the contribution of service users and community representatives is a complex and contentious area.

The Department of Health has produced a guide for service providers, service users and carers on Reward and Recognition, which apply in the examples of involvement to which this guidance relate. These can be accessed at

[http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_4138523](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_4138523)

The guidance stresses the importance of defining exactly what type of involvement is required in each situation. The level of involvement will vary depending on the commitment, skills, time, experience or expertise the activity requires. This in turn will have a bearing on how much should be paid.

The guidance states that

*'it is best practice that service users involved with service providers in activities that involve deciding together, acting together and encouraging independent initiatives are offered payment. The service user can decline this offer if they wish and be involved on a voluntary unpaid basis.'*

In our guidance, we have focussed on reward and recognition that does not include paying an individual for their time and expertise. However, there are circumstances where payment for involvement might be explored. The Department of Health provides guidance to suggest the specific types of activity or circumstance within which a service user might expect payment. These are as follows:

### Examples include:

- Where a user is involved to provide a representative view or where he/she is one of a few (or the only) user representatives for a specific task, regular service improvement planning meeting or working group;
- Where particular skills, commitment, reliability and work output is expected;
- Where individual service users have allotted to represent a wider group of service users at a meeting;
- Where service users are involved in the recruitment/interviewing process;
- Where people have been invited by the service provider to provide a user's point of view at a particular event.

The rate of payment for involvement will depend on the type of activity, the skills and experience of the individual, and the complexity or responsibility that is required.

### Rates of Pay

Some service providers will use an hourly rate of payment while others choose to pay a set rate for a session.

Service providers should be aware of the National Minimum Wage requirements in relation to paid involvement, so all rates for paid involvement should not equate to less than the National Minimum Wage. These rates tend to change on the 1<sup>st</sup> October of every year so do check the HM Revenue and Customs website:

Visit: <http://www.hmrc.gov.uk/payee/payroll/day-to-day/nmw.htm>

## **Guidance on voluntary involvement and the benefits system**

This guidance recommends that anyone involved on a voluntary basis should contact Jobcentre Plus to ensure that they will not attribute what is known as “notional earnings” for volunteers.

Visit: <http://jobseekers.direct.gov.uk/detailhds.aspx?sessionid=45e4e964-9d19-4080-a19e-aa9510d21fa3&pid=4&d=9016>

There is information about how to contact the local Jobcentre Plus officers on the Brighton and Hove City Council website: <http://www.brighton-hove.gov.uk/index.cfm?request=c1000991>

Service users should contact an expert welfare rights adviser to confirm the implications for their own personal circumstances.

In Brighton and Hove there are a number of independent organisations that give welfare rights advice. Visit Advice Brighton and Hove (see Get Advice section): <http://www.advicebrighton-hove.org.uk/Site/Home.html>

You can also contact the Community and Voluntary Sector Forum for a copy of their directory which has a comprehensive list of local community and voluntary organisations, including organisations that offer information and advice or visit their online directory on their website: <http://www.cvsectorforum.org.uk/belonging/members-directory>

## **Other sources of information and advice about volunteering**

Brighton and Hove Volunteer Centre: [http://www.bh-impetus.org/volunteer\\_centre/](http://www.bh-impetus.org/volunteer_centre/)

Volunteering England: <http://www.volunteering.org.uk/>

Joining the Dots: A City Volunteering Strategy for Brighton and Hove 2010-15

Direct Link to the Strategy Document: <http://www.box.net/shared/yfxvh8c43j>

Link to on going updates and progress of the strategy: <http://volunteeringstrategy.wordpress.com/>

### **Caution Notice**

***This document is for guidance only organisations need to ensure in their own policies and procedures that any payments made are made lawfully and not putting participants at risk of tax evasion or benefit fraud.***

## Appendices:

### Appendix One

This appendix is a list of useful sources of information, including how to access guidance on National Minimum Wage updated from the Department of Health Reward and Recognition Guidance.

On occasions organisations representing service users will be commissioned to facilitate the involvement of service users with service providers. In this case, agreement should be made directly with them as to the appropriate level of fee, and included within a contract. The service user organisation is then responsible for arranging payments to service users. Where this kind of arrangement is made, the service provider has a duty to support the service user group with advice on the complex issues and access to welfare rights advice for service users.

#### Useful sources of information and advice

Minimum Wage Guidance from the Department of Business, Innovation and Skills (BIS)

<http://www.bis.gov.uk/policies/employment-matters/rights/nmw>

Pay and Work Rights Helpline (Gives details of current minimum wage rights)

Phone ☎: 0800 917 2368

Textphone: 0800 121 4042

Website: <http://payandworkrightscampaign.direct.gov.uk/index.html>

Basic information of employment rights in Bengali, Bulgarian, Latvian, Lithuanian, Polish, Slovakian and Romanian available on the website.

Employment Rights employment law guidance from BIS

<http://www.bis.gov.uk/policies/employment-matters/rights>

Self-employment guidance from HM Revenue and Customs

<http://www.hmrc.gov.uk/sa/register.htm>

Please note IR56 has been withdrawn

Benefits advice from Citizens Advice Bureaux

[www.adviceguide.org.uk](http://www.adviceguide.org.uk)

Childcare vouchers can be purchased from [www.childcare.co.uk](http://www.childcare.co.uk) and other such organisations

For details of Childcare Tax and Childcare Vouchers

Visit: <http://www.hmrc.gov.uk/calcs/ccin.htm>

Visit: <http://www.hmrc.gov.uk/leaflets/ir115.pdf> IR115 Paying for childcare Getting help from your employer. Search for childcare vouchers

User friendly guide to benefits and part-time work published by the Disability Alliance

Phone ☎: 020 7247 8776

Textphone 020 7247 8776

Website: <http://www.disabilityalliance.org/>

'The way to work' written by Judy Scott with Daphne Hall published by the Disability Alliance in 2006 and updated 2007.

This is a guide written for mental health professionals who advise people on moving from incapacity benefits into work. The complex benefit system is described in plain language from the perspective of the service user

## Appendix Two

The City Engagement Partnership recommends that organisations develop payment and reimbursement policies drawn up in conjunction with their human resources and finance departments and consulted on with local service users/user groups.

Where it is unrealistic for an organisation to develop a single policy (for example where a variety of services are delivered with varying budget constraints) it is recommended that the organisations rates are used as a starting point are used as a starting point and negotiated with service users, service user organisations and human resources as well as finance departments on a case by case basis.

The following example is given as an example that could be adapted in your own circumstances. This example is only given as a case study.

### **Case Study:**

#### **Sussex Community NHS Trust Service user and carer payments policy**

These rates are offered only as a guide.

Rates determination process as at 1/4/08

- Rates are determined according to the agreed level of activity.
- Rates will be reviewed on 1st of April each year.

Rates as from April 1st 2008 will be;

Level One: expenses only

Level Two: £6.23

Level Three: £10.07

**A matrix for payment is set out below:**

<b>Involvement Activity</b>	<b>Payment</b>
Level 1: <i>Simply informing</i> people of what is planned or has already been decided	Expenses only
Level 1: <i>Consulting on decisions</i> , offering opinions, listening to feedback	Expenses only
Level 2: <i>Deciding together</i> , encouraging additional ideas or options, seeking joint decisions	Payment at lower rate plus expenses
Level 2: <i>Acting together</i> , not only deciding jointly what to do, but actually doing it together “in partnership	Payment at lower rate plus expenses
Level 2: <i>Encouraging independent initiatives</i> . Helping others to do what they want – perhaps within a framework of advice and support provided by those who control the resources	Payment at lower rate plus expenses
Level 3: <i>Contribute to academic activity</i> , training/educating others work involving extensive preparation such as presenting at a seminar or conference	Payment at higher rate plus expenses
Level 3: <i>Undertaking work with a higher level of responsibility, or requiring a particular level of expertise.</i>	Payment at higher rate plus expenses

**Source:** DRAFT SERVICE USER AND CARER INVOLVEMENT STRATEGY SUSSEX PARTNERSHIP NHS TRUST Appendix 5

## Appendix Three

Below are the issues that the **Department of Health** suggests should be considered and/or included in reward and recognition policies of organisations.

Theme	Issues to address in policy and practice
<b>Purpose</b>	<p>How does the policy relate to:</p> <ul style="list-style-type: none"> <li>➤ Service development and participation</li> <li>➤ Service delivery participation</li> <li>➤ Conferences</li> <li>➤ Training events</li> <li>➤ Other forms of participation</li> </ul>
<b>Payment issues</b>	<p>What is the position on:</p> <ul style="list-style-type: none"> <li>➤ Payment for travel</li> <li>➤ Incidental expenses e.g. phones, photocopying etc.</li> <li>➤ Payment for time</li> <li>➤ Payment for child-care, sitting (e.g. older people) or alternative care</li> <li>➤ Providing transport for users, carers, advocates or supporters</li> <li>➤ Amount or level of payment and any different rates between different tasks or forms of participation</li> <li>➤ Process for making payments</li> <li>➤ Receipts for expenses incurred</li> <li>➤ The range of options for payment that could be viewed as taxable income e.g. money, goods, services in kind, tokens, vouchers or other non-cash payments</li> <li>➤ Food and drinks (if not provided) or other subsistence issues</li> <li>➤ Speed of payment</li> <li>➤ What is not paid</li> </ul>
<b>Ground rules</b>	<p>What is the position on:</p> <ul style="list-style-type: none"> <li>➤ Eligibility</li> <li>➤ The range of ways users and carers can participate</li> <li>➤ Representation issues</li> <li>➤ Exclusion issues</li> <li>➤ Expectations of users and carers as participants</li> <li>➤ Relationships between people paid for their time and the commissioners of that time</li> <li>➤ Incremental scale of payments for different types of work</li> </ul>

<b>Budgets</b>	<p>What's the position on:</p> <ul style="list-style-type: none"> <li>➤ Who contributes to the budget for participation</li> <li>➤ Where such budgets are held</li> <li>➤ How are they administered</li> <li>➤ How such budgets are audited</li> </ul>
<b>Benefits issues</b>	<p>What information is provided on:</p> <ul style="list-style-type: none"> <li>➤ Effects on benefits</li> <li>➤ Support e.g. a named contact for advice to users and carers</li> </ul>
<b>Quality assurance</b>	<p>Does the policy include:</p> <ul style="list-style-type: none"> <li>➤ A review date and people responsible for undertaking the review</li> <li>➤ How to complain if the policy is not working or there are issues of concern</li> </ul>
<b>Other issues</b>	<p>Liability issues</p> <ul style="list-style-type: none"> <li>➤ Tax position in relation to people receiving benefits</li> <li>➤ HM Revenue and Custom's position on any employer's liability for those making the payments</li> </ul>

Source: A survey of policy and practice on expenses and other payments to mental health service users and carers participating in service development. T. Ryan & C. Bamber. 2002