Involved Tenant Recognition, Rewards and Incentives Framework

Introduction

ForHousing's mission is to provide safe, well-maintained homes and deliver customer focused, equitable and efficient services.

We are committed to continually striving to do better. Working in partnership with involved tenants, listening to tenants' views and involving them in improving services is crucial to this.

This framework details how we will recognise, reward and incentivise the involvement of tenants.

This framework does not apply to tenant Board members or Customer Committee members where remuneration is provided. Where tenants who hold these positions take part in other involvement activities outside of that role, they will receive the same rewards as others.

Recognising Tenant Involvement

We value the time given by involved tenants who work in partnership with ForHousing through participation in our formal involvement opportunities. We understand the need to recognise and reward them for their time and support. Formally involved tenants will be rewarded and recognised according to the framework below, they will also be reimbursed for expenses, such as travel upon production of a valid receipt and if required, loaned tablets to enable them to undertake their duties.

We will recognise and reward tenant involvement activities in a range of ways.

Rewarding Tenant Involvement

Thank you event
Involved tenants will be invited to an annual celebration event in December. At this event we will hold an awards ceremony to celebrate the contribution of volunteers and it will be planned alongside tenants.

Formal involvement groups
Community Voice
Membership of the Community Voice will be incentivised as follows:

- A contribution towards broadband costs of £15 PCM will be made

- A voucher of £50 per year will be awarded based on attendance at 75% of meetings. This will be calculated and awarded in December each year
- Any focus groups associated with the business of Community Voice are included in the annual incentive

Scrutiny
Participation in Scrutiny will be incentivised and structured according to the role:

Scrutiny Partners
- A contribution towards broadband costs of £15 PCM will be made
- A voucher of £50 per year will be awarded based on attendance at a minimum of 75% of meetings. This will be calculated and awarded in December each year
- If a Scrutiny Partner participates in an exercise, they will receive the same one off voucher as Core Group members at the end of the exercise (£25 for internal audit report, £50 for full review). This is based on completing the tasks assigned to them during the exercise and attendance at a minimum of 75% of the meetings
- Scrutiny Partners can participate in a maximum of two exercises and a minimum of one

Core Group members
- Core Group members will receive a one-off voucher at the end of the exercise. This is based on completing the tasks assigned to them during the exercise and attendance at a minimum of 75% of the meetings
    - If the exercise is supporting an internal audit this value will be £25
    - If the exercise is a commissioned exercise the value will be £50

Tenant participants
- Wider tenant participants will receive a voucher to the value of £10 for attendance at a focus group
- For participation in other methods e.g., survey, social media, telephone interview they will be entered into a prize draw for a £20 voucher

Tenant and Customer Reviewers- currently under review
- Tenant and Customer Reviewers will be awarded a voucher of £50 per year based on completion of tasks assigned to them. This will be calculated and awarded in December each year

Complaints and Feedback Panel
Members of the Complaints and Feedback Panel will be awarded a voucher of £50 per year based on an attendance of a minimum of 75% of meetings. This will be calculated and awarded in December each year.

Repairs and Maintenance Service Excellence Group
- Members of the Repair and Maintenance Service Excellence Group will be awarded a voucher of £50 per year based on an attendance of a minimum of 75% of meetings. This will be calculated and awarded in December each year

There may be some tenants who are members of more than one formal involvement group. These tenants may receive incentives for a maximum of two groups. The maximum amount awarded will be £200.

Incentivising One-off Involvement Activity

There will be one off involvement activities linked to specific tasks and projects e.g. policy reviews, customer journey mapping, topic-based focus groups and surveys, and it is recommended that service areas incentivise attendance. The responsibility for setting the incentive is with the service area and a cost of £10 per person, per meeting in voucher form is recommended.

Expenses

Expenses should not be a barrier to involvement and tenants will be supported on an individual basis to enable involvement.

In all involvement activity, any reasonable expenses incurred in taking part will be reimbursed on production of a valid receipt or in line with existing travel expenses policies. This will include:

- Reasonable childcare or other caring costs, if using a registered Childminder or Care Agency or other care, e.g. respite centre. This needs to be agreed ahead of the activity
- Reasonable public travel costs
- Mileage when tenants use their own vehicle for an involvement activity
- Where a taxi is required, this will be booked and paid for by ForHousing using the company account
- Where a meeting is held over lunchtime or evening, refreshments will be provided by ForHousing

Training

ForHousing will support members to access training relevant to their role within ForHousing's involvement structure to support members to develop their skills and keep up to date with housing legislation and regulation as well as ForHousing services.

Any relevant training required to enable involvement in any activity will be provided by ForHousing or by linking into recognised sector training opportunities, e.g. TPAS, National Housing Federation.

Tablets

A tablet will be loaned to volunteers to allow them to undertake their role effectively. If a tenant is a member of more than one group, then only one tablet will be awarded. The tablet will be returned once the member leaves the group.