



The Havebury Housing Partnership Resident Incentives Policy

Policy No. HS 062

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Relevant corresponding Policy <i>(procedures only)</i>	N/A		
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Equality & Diversity Impact Assessment Outcome			
Legal Advice (inc date)			

1. Introduction

- 1.1 This policy is relevant to all residents, shared owners and leaseholders taking part in our engagement methods, as outlined in our resident engagement strategy. It does not extend to volunteer positions for specific tasks such as supported gardening.
- 1.2 We want to hear from our residents and we recognise that in order to make this appealing, viable and of interest that incentives can be a useful tool to get additional feedback and hear a range of views and opinions across the areas we operate within.
- 1.3 Incentives will be awarded for any consultation or event organised by us, where we invite residents to take part and to give their views. Events such as training, or resident requested meetings, will not be incentivised under this scheme. Details of the level of engagement we will incentivise can be found in section 4.
- 1.4 This policy was shaped in conjunction with involved residents as part of a focus group around engagement and incentives.

2. Responsibility

- 2.1 Leadership team is responsible for approval and oversight of this policy. The Customer Experience and Insight Manager and delegated staff are responsible for delivery.
- 2.2 Quarterly reports on engagement activities will be reported to Resident Experience Committee and Board.

3. Aims and Objectives

- 3.1 To produce a fair and consistent method of incentivising residents and customers to influence and engage in our services.
- 3.2 To outline to all staff what incentives are available for our methods of engagement.
- 3.3 Involvement leads will record names and times of involvement and the overall record will be kept and managed by the Customer Experience Team.

4. Policy Statement

- 4.1 Incentives will be given in line with the Influence and Engagement levels of Influence. There are 3 levels:

DECISION MAKING: This is the top level of influence and refers to resident members of our Board and Committees. These residents are remunerated in line with our Governance structure. No additional incentive will be offered for this role. Resident Board and Committee members may choose to take part in additional surveys or engagement methods outside of this role, which may be incentivised separately and in line with this policy.

RECOMMENDATIONS: This method relates to structured groups within the engagement structure such as Performance and Scrutiny Panel, Complaints Panel and Resident Voice Panels. Residents will be incentivised per hour of engagement at a rate of £15 per full hour. This will be paid in the form of vouchers, annually. The Incentive year will run from 1st September to 31st August, with vouchers being distributed in October each year.

INFORMATION AND INSIGHT: These methods are one-off types of engagement and will typically form surveys or competitions. These types of engagement will be incentivised on an individual basis with a prize draw. The value of the prize will be agreed for each method by the Customer Experience Team and the relevant service lead for the engagement project. Residents taking part in these methods will not be guaranteed a reward.

4.2 Each engagement method outlined above will reimburse residents for reasonable expenses. Mileage will be paid in line with HMRC recommendations. Telephone calls made for the purpose of the involvement method will be reimbursed on submission of an itemised phone bill. All other costs incurred on the bill fall to the resident to pay.

5. References

Related External Documents	
Reference	Link to reference
N/A	N/A
Related Internal Documents	
Governance structure Engagement strategy Influence and Engagement Procedure	

6. Document control

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