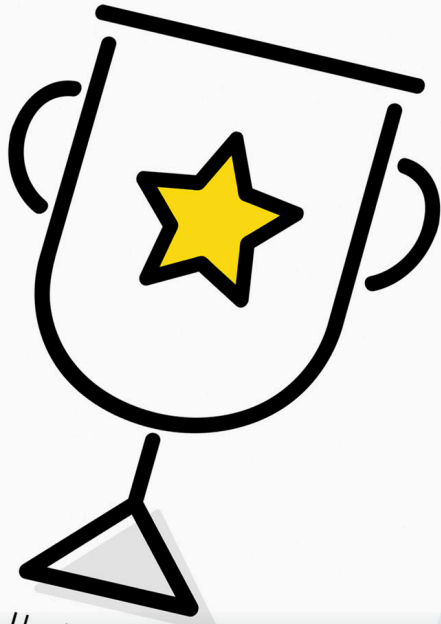


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QUALITY

MYFREEBRIDGE REWARD POLICY



myFreebridge Reward Policy			
Last Reviewed	April 2026	Next Review	April 2028
Responsible Officer			

Policy Statement: We recognise that our Customer Insight Panel members give Freebridge their valuable time and effort in sharing views, observations and offering feedback on Freebridge services, policy and strategic decisions.

In recognition of their time and contributions to improving Freebridge services participants will be rewarded for their efforts.

The aim of this policy is to provide a fair, clear and consistent process to ensure there is an audit trail for reward.

Policy Detail:

Scope

This policy extends to all current and formally recognised Customer Insight Panel Members and Community Voices.

1. Reward Package for Customer Insight Panel Members and Community Voices Vouchers

Customers will be rewarded in vouchers, which they can select to receive or Alternatively, they can choose to donate the equivalent value to the Freebridge Tenancy Support Fund. A choice from the following vouchers will be offered:

A choice from the following vouchers will be offered: Supermarket and retail vouchers

Customer Insight Panel

Customer Insight Panel Members will be rewarded at £10 per hour, up to a maximum of £40 per session, for time attending and participating in meetings, plus up to one hour of preparation time per meeting.

Community Voices

Community Voices will have the opportunity to participate in focus groups throughout the year.

Focus groups will consist of up to 20 people, typically held over a 2-hour duration. Attendees will be rewarded at £10 per hour and so each person will receive a maximum of £20 in vouchers unless the focus group requires a follow-on session with the same group of people, customers will only be able to participate in one focus group a year.

Training

Customer Insight Panel Members will be given free access to a range of training opportunities, as determined by Freebridge to be essential in enabling them to fulfil the groups' respective Terms of Reference.

Additional Costs and Expenses

In order to enable customers to attend meetings, transport can be arranged, and mileage reimbursements can be claimed. Childcare costs will be considered on a case-by-case basis as requested, by the Head of Communications and Engagement.

Exclusions from reward

We reserve the right to refuse reward where a Customer Insight Panel Member or Community Voice can be evidenced to be in breach of their tenancy agreement, especially in cases of persistent anti-social behaviour. This will usually not apply where the breach relates to rent arrears.

In the event that a Customer Insight Panel Member or Community Voice has had their membership withdrawn for failing to meet the expectations of membership as set out in the Terms of Reference, then reward will cease with immediate effect.

Any refusals will be considered on a case-by-case basis by the Head of Communications and Engagement, with the decision-making clearly set out in writing. There will be no right of appeal writing.

No cash alternatives will be offered in lieu of reward vouchers.

Monitoring

Customer Insight Panel meetings

Customer Insight Panel meeting attendance will be logged within 24 hours of a meeting taking place by the Communications and Engagement Team. Up to three hours will be allocated for a meeting and, should there be any reading or preparation required prior to a meeting, then a further hour will be allocated for this purpose.

Should a member of either group be unable to attend a meeting but still comments or offers feedback on the reading material one hour's time will be recorded and rewarded.

Panel members will be rewarded after each session.

Focus Groups

Focus Group attendance will be logged by the Communications and Engagement Team within 24 hours of a meeting taking place and vouchers will be made available within ten working days after the focus group.

The Head of Communications and Engagement will be responsible for organising the issue of vouchers and keeping the attendance logs up to date.

In line with the 'Section 122: Housing and Regeneration Act 2008 Policy' any vouchers awarded to Customer Insight Panel Members, or Community Voices participating in Focus Groups, who are also Freebridge shareholders will be reported to the Audit and Risk Committee on an annual basis (although the names of the recipients of the vouchers will be kept confidential). This will cease in April 2026.

Additional Information

The Department for Work and Pensions was consulted prior to creating this policy document, to ensure that any voucher payment to Freebridge customers would not affect any benefits they were in receipt of.

Whilst we have gone to every effort to understand the impact of reward on benefit entitlement, we urge customers to take their own advice directly from the organisation providing any benefits, to discuss their own personal circumstances and to make any required declarations.

Review

The policy will be subject to an annual review in accordance with the budget allocation.

Leadership team is responsible for monitoring the effectiveness of the policy.

Day to day responsibility for administering and issuing vouchers sits with the Head of Communications and Engagement, who is ultimately accountable for its administration.