



myFreebridge Reward Policy			
Last Reviewed	March 2023	Next Review	April 2026
Responsible Officer	Director of Operations		

**Policy Statement:** We recognise that our Customer Ambassadors, Service Champions and Community Voices give Freebridge their valuable time and effort in sharing views, observations and offering feedback on Freebridge services, policy and strategic decisions, whilst also acting as brand ambassadors for Freebridge.

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 Ambassadors, Service Champions and Community Voices.

#### 1. Reward Package for Customer Ambassadors, Service Champions & Community Voices

##### Vouchers

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

- Love2Shop
- One4all Vouchers
- Supermarket Vouchers

##### Customer Ambassadors and Service Champions

Customers involved in these groups will be rewarded at £10 per hour, both for the time attending and participating in meetings, as well as up to a maximum of one hour advanced 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 Ambassadors and Service Champions 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 and childcare costs will be considered on a case-by-case basis as requested, by the Customer Voice Lead and Director of Customers & Communities.

## **Exclusions from reward**

We reserve the right to refuse reward where a Customer Ambassador, Service Champion 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 Ambassador or Service Champion 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 Customer Voice Lead and Director of Customers & Communities, with the decision making clearly set out in writing. There will be no right of appeal.

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

## **2. Monitoring**

### **Customer Ambassadors & Service Champion meetings**

Customer Ambassador and Service Champion meeting attendance will be logged within 24 hours of a meeting taking place by the Customer Voice Lead. Two 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.

Customers in both groups will be rewarded three times a year with these being:

- December
- April
- August

### **Focus Groups**

Focus Group attendance will be logged by the Customer Voice Lead within 24hrs of a meeting taking place and vouchers will be made available with ten working days after the focus group.

The Customer Voice Lead 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 Ambassadors, Service Champions and Community Voices 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).

### **3. 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.

### **4. 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 in the administration and issuing of vouchers lies with the Customer Voice Lead and Director of Customer & Communities ultimately accountable for its administration.