



Include to Improve Lived Experience Network Guidelines

The purpose of this document

This document provides clear guidance for interested people and members of the Include to Improve Lived Experience Network. The guidance includes:

1. An overview of Include to Improve
2. A description of the Lived Experience Network
3. Ways to be involved in the Lived Experience Network
4. The process of joining and being involved in the Lived Experience Network
5. Remuneration and payment information
6. Consent

1. An overview of Include to Improve

Include to Improve is a two-year programme led by Activity Alliance and Sport for Confidence, funded by Sport England. The programme aims to increase the number of high-quality accessible opportunities for disabled people to take part, volunteer and work in the sport and physical activity sector.

2. A description of the Lived Experience Network

The lived experience network is a community of people with a shared vision – to improve disabled people’s experiences and engagement in sports and physical activities. It is a safe space for disabled people and their supporters to share their thoughts and experiences of taking part, volunteering and working in the sport and physical activity sector.

We want to hear from disabled people from diverse backgrounds with different views and experiences. It does not matter if you have taken part in anything like this before or are not currently active, we want to hear from a range of different people. We also welcome families, carers and supporters of people who may need to assistance to express their views directly or share their experiences.

Through the network, we will listen, learn and work together with disabled people and organisations to influence change and design inclusive solutions to improve opportunities for disabled people in sports and physical activities.

Principles of the Lived Experience Network:

Supportive	We will create an environment where members feel supported at all stages of involvement.
Valued voices	Members voices, lived experiences and expertise will be valued.
Belonging	We will create a safe, respectful and trustworthy environment where everyone has the opportunity to feel a sense of belonging.
Solution focused	The sharing of lived experiences will be meaningful and influence change.

3. Ways to be involved in the Lived Experience Network

There are lots of ways that you can share your views, experiences, and knowledge. Opportunities could include:

- Filling out a survey or questionnaire.
- Writing down your thoughts.
- Joining focus groups or online meetings.
- Taking part in Forum discussions.
- Joining practical workshops.
- One-to-one discussions.
- Making a video.

We will make it clear when we share an opportunity whether payment is available for those who are eligible.

4. The process of joining and being involved in the Lived Experience Network

We invite you to sign up to our network using one of the following options:

- **[Include to Improve survey on Survey Monkey.](#)**
- Send an email to **includetoimprove@activityalliance.org.uk**.
- Call 08081 756991. Select option 3.
- Write to Activity Alliance – Include to Improve, Trafford House, Chester Road, Manchester M32 0RS.

We will ask for contact information, communication preferences and areas of interest for working with the Include to Improve programme. Activity Alliance will store this information confidentially on a secure database. Network members' contact details will be shared with Sport for Confidence but will not be shared with other organisations and only used as outlined in these guidelines, unless they consent otherwise. Data management will follow the Data Protection Act 2018 (DPA 2018) and UK General Data Protection Regulation (UK GDPR).

Information will be received in a format that works best for the you, such as in writing or verbally. All opportunities will be optional, and you are free to withdraw at any time. The Include to Improve Team will consider all expressions of interest and communicate appropriately about the next steps.

Sometimes a person will not be chosen for a particular task to ensure a wide range of experiences are represented in our work.

You will be contacted about opportunities no more than twice a month. We value your time and will make every effort for the experience of being involved to be clear and positive.

5. Remuneration and payment information

The Include to Improve programme highly values the Lived Experience network's contribution and will pay those taking part an involvement fee of at least £25 per hour, but one-off adjustments can be made dependent on the nature of the involvement.

Payment will be made after the work is completed by bank transfer or gift voucher from Activity Alliance using the [Ayda](#). Payments will be consistent across projects. Payments will be made on a one-off basis, and recipients are not entitled to regular pay or employee benefits by Activity Alliance. Reimbursements of expenses, and costs relating to personal support or assistance to work together will also be paid by Activity Alliance.

There is only a short setup required on Ayda. A person will receive a notification to claim their payment and will be asked to sign in using their email address and claim the incentive of their choice. Incentives will be sent in real-time. Reasonable out of pocket expenses incurred in connection with involvement in a project can be combined into one single payment or processed separately, depending on preference.

Payments are for 'service user involvement' and should not affect any benefits or income tax. However, for those in receipt of work-related benefits, there is a risk benefits can be stopped in certain circumstances if individuals fail to get permission for earnings, earn over the limit, or fail to inform the job centre of paid work-related activity. We aim to ensure that receiving benefits does not act as a barrier to engaging in projects. You are advised to seek regular professional independent advice about tax and National Insurance contributions for their personal circumstances.

It is the responsibility of the person taking part to manage involvement payments. If a person has concerns about receiving payment, they should discuss this privately with the project lead.

As we continue to develop our approach to working with disabled people, we commit to reviewing and gathering feedback on the payment information and rates every year.

6. Consent

By expressing interest in an opportunity or project, you consent to working with Activity Alliance and Sport for Confidence. All information provided during activities will be stored securely and your identity will be kept strictly confidential, except as required by law.

Information obtained from you will be summarised and reported to our partners, policy makers, and in research outputs. You will not be identifiable in publications unless consent is gained on an individual basis.

You are free to withdraw from activities at any point by contacting the project lead. You do not have to give a reason for your withdrawal.

If you are unhappy with your experience with the Include to Improve programme, concerns should be raised and managed using [Activity Alliance's Complaints Procedure](#).

Should Activity Alliance or Sport for Confidence wish to remove a Lived Experience Network member from a project, we are at liberty to do so at any time, although where reasonably possible, the reasons for this should be explained to the person.

Get in touch



Send an email to includetoimprove@activityalliance.org.uk.



Call 0808 175 6991 and select Option 3.



Write to Activity Alliance – Include to Improve, Trafford House, Chester Road, Manchester M32 0RS.