



Include to Improve Lived Experience Network Remuneration Policy

Lived experience payment guide

1. Purpose and Scope

This policy sets out clear guidelines for remuneration for involvement in the Include to Improve Lived Experience Network and people who take part in programme activities alongside us. People should be paid for their time and expertise, and we will make the amount of payment for each activity clear in advance. In the event the payment is unclear or if you have any questions, please contact us using the details at the end of the policy.

This policy will be regularly reviewed to ensure it remains up to date.

2. About this Policy

The policy sets out how we pay people who share their expertise to influence our plans or who contribute expertise to the work we deliver. People will be offered recompense for their contribution depending on the type of activity undertaken, as detailed below.

People's experience can take many different forms. As we plan, develop and implement our work, it is vitally important that we actively consult, discuss, meet with, research, involve, listen to and understand the views and opinions of a wide a range of people with lived experience.

There is no formal contract for people who take part.

3. Financial Recompense/Payment

This policy sets out the approach by Include to Improve towards recompensing people with lived experience and people who take part in the programme's activities, ensuring the process is fair and consistent.

- 3.1** We are able to pay people with lived experience who share their time and expertise to influence our plans or who contribute to the work we deliver (please see table below for more details on the types of activities where we are able to pay).

It is your choice whether to accept payment if you are eligible. We recognise there may be many reasons why someone is unable to or would prefer not to receive payment, even if they are eligible. Please notify us if this is the case and we can explore alternative options to support your participation and recognise your contribution in a way that works for you. We offer expenses separately to payment so can still reimburse these for you, if needed.

You may choose to be paid for one activity but not for another, or not at all. You can request that the money would have been paid go to a charity, if you prefer, or simply not identify yourself as someone who is eligible for payment. In this case, any money which would have been paid to you will remain in the Include to Improve budget to support our wider activities.

Payment for involvement activities is considered 'earnings'. Depending on your personal circumstances, it is therefore possible that payment for activities may affect your state benefits (including pension) or liability for tax and National Insurance. We are happy to talk this through with you, but we are not benefits experts. This means that we can't advise on specific situations and recommend that you check with a benefits advisor if you are unsure. Please see [Section 6. Further financial information and advice for further information.](#)

It is your responsibility to understand how any payment from us may affect you or your household's state benefits (including pension) and liability for tax and National Insurance. We will be as flexible with our payment arrangements as we can to try and meet your needs. For example, you can change how you choose to be paid, such as requesting to receive a lower amount to avoid crossing your earnings threshold. We can also provide you with an official letter explaining your involvement in the lived experience network to show benefits advisors or other officials.

- 3.2** Sometimes it may be appropriate to employ consultants with lived experience to complete work on behalf of Include to Improve. This is usually when a piece of work needs someone with specific skills and experience. This person will complete the work independently. Examples include a lived experience expert chairing a conference or undertaking a specific piece of research or consultation.
- 3.3** The level of payment will be agreed and clearly stated before involvement activities take place.
- 3.4** If you have access needs and you require personal support and assistance to take part in programme activities, Include to Improve will pay for this and agreement needs to be confirmed with the Include to Improve Team.
- 3.5** Activities which are more social and informal or involve the Include to Improve Team giving information are not eligible for payment.
- 3.6** Payments can also be made in the format of prize draws. In this event, survey prize draws will include information about a deadline and payment.
- 3.7** The remuneration is available in the form of bank transfer or E-voucher from Activity Alliance using the platform, Ayda, depending on personal preference. More information on Ayda can be read in the **Lived Experience Network Guidelines** document.

4. Payment table

As part of Include to Improve, we will actively seek opportunities for people with lived experience or those who share their expertise to guide and influence our work. People will be offered recompense for their contribution depending on the type of activity undertaken, as detailed below.

Payment for a person's involvement is at least £25 per hour, but adjustments can be made depending on the nature of the work. Payment should include time spent communicating and for any pre-tasks.

Please note, this is a guide to payments, and some may vary dependant on the nature of the activity. Payment information for each activity will be provided prior to any activity taking place. Payments are subject to change, and this policy will be regularly reviewed to ensure it remains up to date.

Types of activities	Examples of taking part might look like	Associated remuneration
Focus group. Joining practical workshops.	Online or in-person group discussions where lived experiences, opinions, feedback and ideas are shared.	1 hour – £25 Half day – £100 Full day – £200 Travel can be remunerated; assistance can be provided if needed for this if required.
Giving feedback and helping to develop materials or resources.	Reviewing course content. Reviewing documentation. User testing.	Up to £25 per resource/course to be confirmed in advance.
Forum discussions on the Lived Experience Network Hub.	Posting and sharing thoughts and feedback on provided forum topics.	Prize draw of five vouchers up to £25 or access to training.
One to one discussion. Video interview. Photoshoot.	Completed independently, online or in person.	1 hour – £25 Half day – £100 Full day – £200 Travel can be remunerated; assistance can be provided if needed for this if required.
Attendance. Guest appearances.	Presenting at an event, a conference, workshop or meeting.	1 hour – £25 Half day – £100 Full day – £200 Travel can be remunerated; assistance can be provided if needed for this if required
Online surveys or questionnaires.	Online surveys or questionnaire about specific topics.	Prize draw of five vouchers up to £25 depending on survey length or access to training.
Writing down your thoughts or making a video.	Completed independently, separate to other activities e.g. focus groups.	1 hour – £25 Half day – £100 Full day – £200
Generic use of group photos and videos.	Course content. Case studies.	No payment.

	Marketing. Media. Quotes.	
Joining an online seminar or training opportunity		No payment.
Engage with us through social media.		No payment.

5. Payment methods

Sometimes it can be difficult to know which payment method works best for you. We have created the following table to support you in deciding your preferred payment method. If your personal circumstances change then we can revisit payment options with you at your request.

	Expenses	Payment	E-voucher
Requirements	A bank account.	A bank account. Email address.	Short set up on Ayda. Email address.
How to Claim	Via a form we will send to you to complete and return.	Provide your Bank Name, Account Name, Account Number and Sort Code, Postal Address and Contact Number to improvetoinclude@activityalliance.org.uk or by calling 0808 175 6991 and select option 3.	Through the payment system Ayda, you will receive a notification to claim your voucher and will be asked to sign in using your email address.
Method of Payment	Payment is paid directly into your bank account.	Payment is paid directly into your bank account.	E-voucher received to your email address.
Timeline	Payment received once processed by Include to Improve Team	Payment received once processed by Include to Improve Team – this will be	E-voucher received once processed by Include to Improve Team – this will be

	– this will be approximately 1-3 weeks.	approximately 1-3 weeks.	approximately 1-3 weeks.
Tax Implications	It is your responsibility to declare your earnings to HMRC and the Department of Work and Pensions where relevant.	It is your responsibility to declare your earnings to HMRC and the Department of Work and Pensions where relevant.	It is your responsibility to declare your earnings to HMRC and the Department of Work and Pensions where relevant.

6. Expenses

We try to make our activities as inclusive and accessible as possible, but we also offer expenses to cover any additional support you may need to enable your full participation. Before committing to any expenses, please first gain agreement from a member of the Include to Improve Team.

Expenses must be claimed monthly by completing the appropriate expenses claim form accompanied by relevant receipts (copies/photos of receipts are normally acceptable providing these are legible and the cost, including any VAT details, are visible).

We offer expenses:

- If you are eligible for payment and
- If you are participating in a paid activity

We offer expenses including but not limited to:

- Fuel costs
- Parking costs
- Taxi fares
- Rail/Bus tickets
- Cost of a personal assistant or support worker
- Cost of a translator or interpreter
- Meals and subsistence
- Accommodation costs, such as an overnight stay

If you anticipate incurring expenses not outlined in this policy, would like to request an expenses form or have other enquiries, please contact includetoimprove@activityalliance.org.uk.

Reimbursement of expenses will be made separately and should not affect your benefits or tax, though receipts must be retained for evidence. It is your responsibility to declare your earnings to HMRC and the Department of Work and Pensions, where relevant.

7. Further financial information and advice

A list of organisations and resources where you can find further information and advice about specific financial circumstances is included below.

Citizen's Advice Bureau gives information to help you make financial decisions. It provides information on local Citizens Advice contact details and opening times.

Disability Rights UK has online factsheets and guides to provide information about benefits, tax credits, and other disability related issues developed by and for disabled people. Paper copies can be accessed by contacting them.

HM Revenue and Customs (HMRC) provides information about income tax, welfare benefits, and other financial support.

Turn2Us is a national charity that helps people in financial need by providing information and support. They can be contacted online, by phone, and face-to-face through partner organisations.

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.