

SAMPLE POLICY – Please note, this is a sample of our internal lived experience expenses policy and procedures. It has been edited for brevity and is meant as an example template. It is not our live policy document.

Introduction

Justlife is committed to working with people with lived experience of homelessness in order to improve our projects and outcomes for people experiencing homelessness. This aligns with our strategic plan and ensures that those we support are at the heart of our service design and development.

Part of this commitment is recognition that people with lived experience should be rewarded for sharing their expertise and time and ensuring all expenses are reimbursed.

Purpose

This policy and procedure has been created to provide clear guidance on how Justlife will reward experienced participants and what rewards will be provided.

Justlife will ensure there is a paper trail for giving cash/gift so everyone is clear on how the system works.

Lived Experience Expenses Policy

Who is eligible for Lived Experience Reward?

All people who have lived experience of homelessness and are supporting a Justlife project in a clearly stipulated role (such as those listed below) are eligible to receive rewards. This includes people with past experience in addition to those currently experiencing homelessness.

Levels of participation and reward

Participation Activity	Reward
Providing Feedback	REIMBURSEMENT AMOUNT GOES HERE
Interview - respondent (research)	REIMBURSEMENT AMOUNT GOES HERE
Interview Panel	REIMBURSEMENT AMOUNT GOES HERE
Peer Researcher	REIMBURSEMENT AMOUNT GOES HERE

Co-Production workshop(s)	REIMBURSEMENT AMOUNT GOES HERE
Service Designer	REIMBURSEMENT AMOUNT GOES HERE
Steering Group Meeting	REIMBURSEMENT AMOUNT GOES HERE
Training	REIMBURSEMENT AMOUNT GOES HERE

Methods of reward

On the initial meeting with a lived experience participant the method and frequency of reward will be agreed and recorded with each project manager/team. This will be flexible should the participant wish to change award details in the future. Rewards can be made by:

- Bank Transfer
- Vouchers (electronic or paper, to be agreed by project lead and participant)

All completed payments must be added to our [internal payment log](#).

Reward payment process

Payment can be gifted to participant at the end of each week or monthly, with the method and frequency agreed with the participant at the initial one-to-one meeting.

Payment will be issued for hours attended by the previously agreed method.

A log of all payments will be kept by the project team.

Rewards and Benefits

It is the responsibility of the participant to inform the Job Centre/DWP that they are participating in this project, declare any cash rewards and find out if this may affect the benefits they are receiving.

It is the responsibility of the participant to let the relevant bodies know that they are participating in this role if required.

Payment for expenses will not need to be declared and will not affect benefits of participants.

More guidance on this can be found in our staff FAQ or the [Payment for Involvement Playbook](#).

Declining payment

Participants can decline payment if they so wish.

Expenses

Expenses may include, but are not limited to:

- Travel to and from meetings/workshops
- Stationery required for meetings/workshops
- Food and drink required during meetings/workshops
- Carer/keyworker accompaniment to meetings/workshops
- Childcare costs
- Interpretation costs

Wherever possible Justlife will book and pay for items classed as expenses to avoid any initial costs to participants. Where this is not possible and out of pocket expenses are incurred, receipts should be retained and supplied to the relevant project team for reimbursement. All expenses should be agreed in advance with the project team.

If expenses cannot be paid in advance by the project team, expenses will be reimbursed by bank transfer as per the participant's request. Receipts must be made available to the project team, who will keep a record of all expenses.

Volunteering

Those receiving lived experience payments as outlined in this policy would not be considered volunteers because they are providing specific expertise for project design and development.

A Justlife Volunteer is someone who freely gives their time, effort and talent in order to contribute toward the mission, vision, and values of Justlife, without concern of financial gain.

Further reading: [Understanding work, advisory roles and benefits](#) from Social Care Institute for Excellence and [Payment for Involvement Playbook](#) from Social Change Agency