

Discussion question	Managers response
<p>Surveys - what are your views on the type of incentive offered, the amount and any other suggestions.</p> <p>The majority of customers said the incentive for completing short surveys was a fair amount but there was one suggestion to increase to £15.</p> <p>Suggestion - increase the number of winners based on the number of completed surveys (especially if there is a percentage increase in uptake). Let customers know how many people may enter so they have an idea of their chances of winning.</p> <p>Suggestion - make it clear that surveys are a way of getting involved if they are unable to commit to focus groups or other involvement activities.</p>	<p>Managers response</p> <p>We will keep the incentive at £10 as most felt that was fair and the surveys are always short but we will review this amount annually.</p> <p>It would be difficult to accurately let customers know the number of entrants to a survey as we send surveys to our list of customers who've signed up to be involved (1400) the open rate is 50% generally response rate is much lower (30-40). We could publicise how many we received after to give an idea for future ones.</p> <p>We will increase number of prizes and amount for larger, more complex and more weighty surveys.</p> <p>When sending out surveys we will explain that they have been especially created with the director/manager who oversees on their request specifically to gain feedback that can influence any changes they make.</p> <p>We will always share changes influenced by previous surveys to show the system works.</p>
<p>Focus Groups - what are your views on the type of incentive offered, the amount and any other suggestions.</p> <p>The majority of customers said the incentive for focus groups were a fair amount, although some felt there could be an increase to £25.</p> <p>Suggestion - Provide vouchers at the end of the session, giving customers a limited choice. <i>(Problems with e-vouchers (Love2Shop) - difficult to download, balance not registering in account etc).</i></p> <p>Suggestion - offer focus group customers training (EDI, plain English, Microsoft platforms etc).</p> <p>Suggestion - Offer local days out as an alternative.</p>	<p>Managers response</p> <p>We will keep the incentive at £20 as most felt that was fair but we will review this amount annually.</p> <p>If customers are asked to do pre/post focus group work, as we sometimes ask (i.e. reviewing a letter/document and answering questions) we will pay an extra £10 for the additional task.</p> <p>For in-person sessions we will make the change and start providing hard copy vouchers at the end of the session instead of sending online ones afterwards. We will ask customers to sign to sign the claim form to confirm they have received this and to submit their travel expenses.</p> <p>We will continue to provide Love2Shop vouchers as they can be used in some supermarkets.</p> <p>For online sessions we will keep the current system of claim form and online vouchers, with a choice of Love2Shop or Amazon.</p> <p>We will look at the option of putting together a short menu of free in-house and online training that our involved customers can access, this would be in a customers' own time and would not be incentivised.</p> <p>We will look into options for providing paid TPAS training courses to customers but due to the cost of this it would be a limited number per year to the most regularly involved customers.</p> <p>We will investigate other possibilities such as days out / experiences from local businesses and then bring any potential options back to a customer group over the next 12 months. We have made an additional change to the policy in regards the rent credit option, the change is as follows: Customers can choose to receive a shopping voucher for their incentive after volunteering, or they can ask for the equivalent monetary amount to be donated to Selwood Housing's charity of the year. A third option is open to customers that either have rent arrears with Selwood Housing or have a shortfall in their Housing Benefit or Housing Element payment of Universal Credit. In either of these circumstances, customers could opt for a credit to their rent account as their incentive.</p>
<p>Customer complaints forum - what are your views on the type of incentive offered, the amount and any other suggestions.</p> <p>The majority of customers said the current incentive types were a fair amount although some felt there should be an increase £45 - £50 (£42 is an odd amount, round it up).</p> <p>Suggestion - Offer social events for members as per scrutiny.</p> <p>Suggestion - offer training and conference attendance.</p> <p>Suggestion - As with the focus group suggestion, provide physical vouchers.</p> <p>All customers were happy with the suggested increase in the internet contribution.</p>	<p>Managers response</p> <p>We will increase the incentive to £45.</p> <p>We will offer a budget for the complaints forum members to hold their own social (meal out or other) once a year for all members (6) at £25pp.</p> <p>For in person sessions we will provide hard copy vouchers at the end of the session, asking customers to sign to say they have received these.</p> <p>We will continue to provide Love2Shop vouchers.</p> <p>Complaints forum will be able to send 3 members on 1x online training course per year or organise 1x team training session (either in-person or online).</p> <p>1 members will be able to attend a relevant conference with all expenses paid.</p>

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<p data-bbox="136 185 954 204">Scrutiny - what are your views on the type of incentive offered, the amount and any other suggestions.</p> <p data-bbox="136 244 1133 336">The majority of customers said the current incentive types were fair but some thought an increase £45 - £60 due to level of work involved (£42 is an odd amount, round it up) Suggestion - Offer alternative digital vouchers to Love2Shop, as physical vouchers would be difficult as the group are not seen on a regular basis. All customers were happy with the suggested increase in the internet contribution.</p>	<p data-bbox="1151 252 2080 325">We will increase the monthly incentive to £45 from 1st April. The rest of the system will remain as it is, as we do not see scrutiny members regularly enough to distribute hard-copy vouchers. If customers request them they can be posted. We will continue to give a choice of Love2Shop or Amazon.</p>
<p data-bbox="136 355 297 375">Discussion question</p> <p data-bbox="136 387 714 461">Do you feel the following criteria is fair? 1. It is your responsibility to make your claim. 2. Late claims will not be processed until the following month. 3. Claims must be made within three months of the involvement activity.</p> <p data-bbox="136 496 533 531">All customers agreed this was fair. Point 3: would exceptional circumstances be considered?</p>	<p data-bbox="1151 355 1312 375">Managers response</p> <p data-bbox="1151 496 1720 531">We will keep these criteria as all have been approved. We will also include that incentives and expenses cannot be claimed in advance.</p>
<p data-bbox="136 550 297 569">Discussion question</p> <p data-bbox="136 582 1151 624">Process to claim incentives - we need a simple process that works for you when claiming, and us when processing. Do you have any suggestions?</p> <p data-bbox="136 683 1122 740">Suggestion - Keep a secure log of customer bank details for expenses & provide physical vouchers. Suggestion - Increase the incentive offer to include expenses (i.e. £20 for the incentive - no additional for walking to the office or £20 for incentive and £X addition for mileage/travel costs). This way, one physical voucher can be given at the end of the session.</p>	<p data-bbox="1151 550 1312 569">Managers response</p> <p data-bbox="1151 695 2080 730">We have spoken with our solicitors and agreed a secure and manageable way of holding bank details so customers will only have to enter them on the first time they participate. Customers will need to update this if their bank details change.</p>
<p data-bbox="136 790 358 809">Other questions/comments</p> <p data-bbox="136 853 591 873">Could you offer a donation to a food bank as an extra incentive?</p>	<p data-bbox="1151 790 1312 809">Managers response</p> <p data-bbox="1151 826 2080 900">We always give the option to donate to Selwood's charity of the year. If you wish to donate to the foodbank you could choose a voucher and then buy and donate food. We will look into whether there is a simple way to donate to other charities or a local foodbank. We will do this within the next 6 months.</p>