

## Remuneration

Arwen, as a community partner

of St Fagans National History Museum,

Wales, what kind of things

did the museum get right?

A very positive aspect

of the Our Museum work at St Fagans

has been that the community partners

have been remunerated

for the time that they have given.

So there is another form of recognition

of the value of their time, and their expertise.

Working for small charity myself,

it has been an important part

of being able to free up my time to be involved.

It's not a huge amount,

but it's not a tokenistic amount,

it's a positive recognition of the fact

that our time is valuable.

But it's not only a third sector organisation

partners or consultants that are paid,

it's also appropriate on some

large public participation programmes to offer expenses.

Dave Thomson is the Assistant Director

of Inclusion & Partnerships at 5 Boroughs

Partnership NHS Foundation Trust.

The 5 Boroughs Partnership utilises

staff and patient knowledge

to reshape and develop health services in the area.

They engaged with a large bank of non-staff experts.

And we wanted to find out more

about remuneration for their input.

So Dave, why is remuneration important?

And how do you approach it

in the 5 Boroughs Partnership?

Using my own experience from 20 years ago,

I remember that, as a full time wheelchair user,

I was asked on many occasions

would I give advice and support on accessibility plans.

That interested me, when we were sat at the table,

there were architects, there were builders,

there were designers, there were managers,

there were project teams, and sometimes, myself

and maybe another colleague, a disabled person,

were the only people who were being paid.

So, when I was able to develop

the involvement scheme for the Trust

the one thing I wanted to do

was to ensure that; one, we at least paid expenses to people,

it would certainly go for events that we did.

If it was trust business that they would contributing to,

that we would offer remuneration,

which was ten pounds an hour.

And in addition to that,

to ensure that the individual felt safe  
or at least knowledgeable  
that they could actually accept those payments,  
we offered every one of that people  
a free welfare benefit check,  
that we procured from a local third sector organisation.

And that benefit check was information  
that was just given to the individual, not us.

That information is theirs.

So, in other words, if a person is on income support  
and maybe different types of benefits,  
once it's been shared with the company  
they would then be able to assess them and say,

"If you earn £21 a week  
this is how it will affect your benefits  
or this is how it'll affect your tax."

And that's what we've been doing  
and it's worked very, very, very well.

And what agency did you use to do those benefit checks?

We actually went out to tender  
from 4 or 5 different organisations  
and who shows a local housing...  
third sector housing support group in one of our boroughs.

So there are several types  
of agencies that can provide that service?

Yeah, Citizens Advice Bureau,  
lots of welfare benefits organisations,

that in addition to people being given information about their welfare benefits and tax, so liabilities.

They were also, while they were there, introduce to, "Well, have you ever thought of claiming this benefit"

or "Did you know that that benefit now opens the door to this benefit?"

Oh well we do a bit of smoking cessation.

And in some cases, people that enhanced incomes or certainly enhanced health outcomes, because it's literally been a gatekeeper to other areas of health and wellbeing.