



How we will pay members of the public to help us improve our work

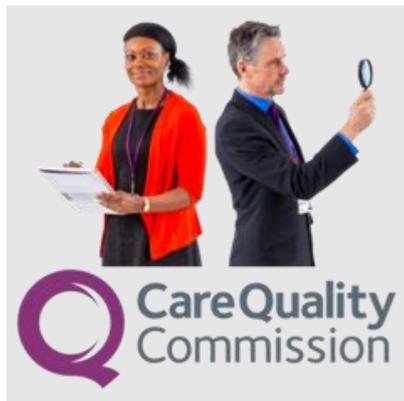
January 2021



Easy read version of 'CQC's policy on payments, expenses and support for members of the public involved in coproduction and codesign'



1. What this easy read is about



We are the Care Quality Commission. We check services like hospitals and care homes to make sure they give good care to people.



To help us do this, we need lots of people using these services to tell us what they are like.



We can pay members of the public, including people who use services, their carers and loved ones, who we invite to tell us about their experiences of health and care.



This will often mean coming to a meeting to talk to us, or taking part in another activity.



Sometimes this means paying members of the public back for things like their travel costs.

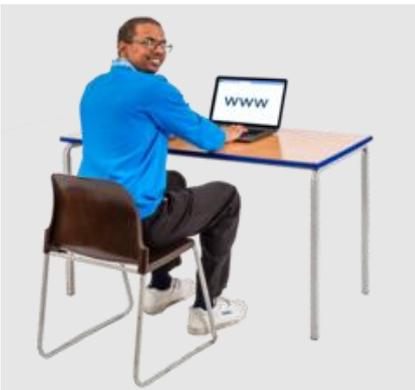


Or paying them for their time and because they are experts in different areas that we want to look at.

2. Who we do not pay



There are lots of different ways that people can help us in our work, which do not include any sort of payment, including:



- People who choose to answer questions through some of our online surveys, which can be done quickly and easily.



- Members of the public who tell us about their experience of using particular services (like their care home or GP) through our helpline or website. This helps us with our inspections.



- People or charities who choose to help us free of charge in meetings and activities because they have a personal interest in a subject.

3. What we will pay members of the public

There are two sorts of payment we will give to members of the public that we invite to work with us:



1. Expenses. This is money paid back to the person because they have spent it getting to the meeting or activity. This is mainly travel costs, but may also include hotel and food costs.



2. Involvement fee. This is a payment to reward people for their time, skills or because they are experts.

Involvement fees range between:



- £180 per day for people who take a very big part in our work, like leading a project or writing a report (called Leading)



- £150 per day for people who take a big part in our work, like giving training (called Deciding Together)



- £126 per day for people who take part in our work, like giving their views at a meeting or taking part in an interview (called Working Together)

4. What we will pay people who work for charities



We will pay people who work for charities differently, depending on if they are small (this means charities that earn less than £100,000 a year, as shown on the [Charity Commission's website](#)) or large (over £100,000).



For large charities, we will only pay expenses to people who take a very big part in our work (called Leading).



For small charities, we will pay expenses and an involvement fee for people who take a very big part in our work (called Leading).



And just expenses for people who take part (called Working Together).

5. Things it is useful to know about our payments



Tax and benefits

Depending on how much people earn, they may need to pay tax on these payments, but it is up to each person (not CQC) to make sure they are paying the right amount of tax.



For more help on tax visit the website:

www.gov.uk/income-tax-rates



It is up to each person (not CQC) to work out whether any payments may affect their benefits.



We advise that people on benefits speak to their Job Centre plus, Citizen's Advice or someone else they trust before accepting any payment.



Travel

Anyone who will be asking for expenses for travel should ask CQC to arrange them before they travel.



This is so we can use our ticket booking service, which can be cheaper.



It also means we can talk to people to see if they have any needs that can be met with a 'reasonable adjustment', like getting a taxi from the station to a meeting.

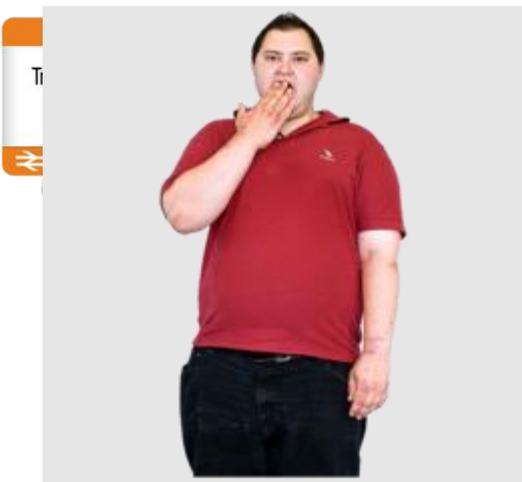


Hotels or other accommodation

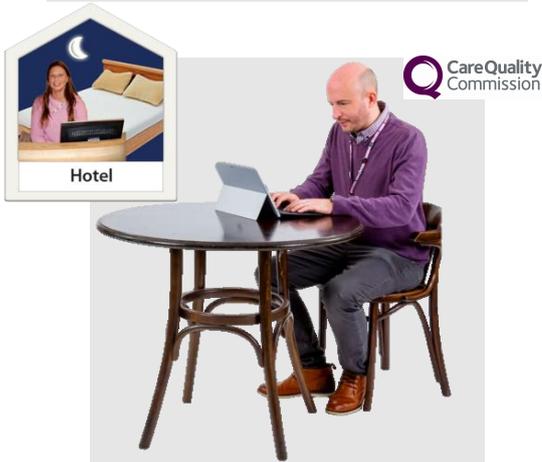
CQC normally **does not** pay for people to stay in hotels or other accommodation.



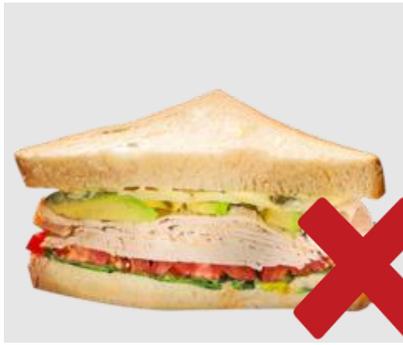
We will plan meetings and other activities so that people do not have to leave their house before 6am, or arrive home after 8pm.



CQC will only pay for accommodation as a 'reasonable adjustment', like if someone has a disability that means they cannot travel for too long in one day.

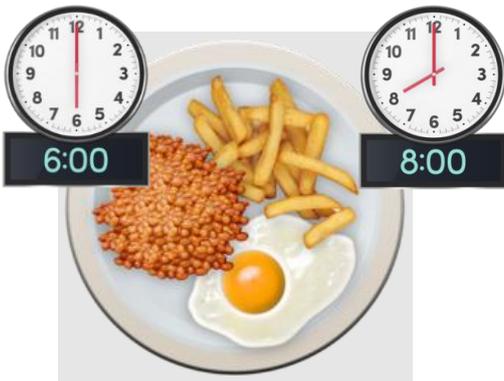


This must be agreed before each activity with CQC so we can use our accommodation booking service.



Meals

CQC normally **does not** pay for people's meals.



However, we will pay people back for the cost of breakfast or an evening meal if they have to leave home before 6am or arrive home after 8pm.



Other support for reasonable adjustments

Costs to cover other reasonable adjustments should be agreed with CQC before each activity. These can include payments to cover:



- care for children, or a sick or disabled partner, relative or friend



- support that the person themselves needs, like a personal assistant or support worker, or interpreter.

How people are paid

People who are paid only once a year (between April and March) are given a one-off payment into their bank accounts.

People who are paid more than once a year need to be paid through a different process, because they will be put on our payroll system.



We pay young people (under 18) in gift vouchers:



- Under 16s are paid £10 per hour in vouchers.



- 16 to 17 year olds are paid £80 per day in vouchers.



7. Who to get in touch with at CQC



For any other questions about our payments, or to book travel, hotels or any reasonable adjustments, please talk to the person who has invited you to an activity.



Or email:

publicinsight@cqc.org.uk



There is more information about our payments on our website at:

www.cqc.org.uk/publicpayments