

Redcar & Cleveland Borough Council
Adult Social Care

Public Guide

Co-production Recognition & Reward Guidance

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Document Control			
Document Type		Public Guide	
Document Title		Co-production Recognition & Reward Guidance	
Ownership & Review			
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Version Control			
Version	Date	Author	Changes
1	01.02.2026	Nikki Pope	First version
Distribution			
Version	Date	Circulation	
1	July 2026	Published on Redcar & Cleveland website	

1. Purpose of the guidance

This guidance outlines Redcar & Cleveland Borough Council's approach to recognition and reward for co-production activities within Adult Social Care. It provides a consistent and equitable approach that values the contributions of people with lived experience of Adult Social Care, including their families and carers.

It ensures that people who take part in co-production in a voluntary, unpaid, capacity are appropriately acknowledged for their time, skills, and expertise, and that no one is left 'out-of-pocket' as a result of their involvement.

This guidance should be reviewed alongside our [Co-production Charter](#) which provides our vision and principles for co-production in Redcar and Cleveland.

2. Background

There are many different definitions and ways to understand co-production, depending on how it's being used. The local definition we have chosen to use was developed with our co-production group [Redcar & Cleveland Voices for Real Change](#), which includes people with lived experience of adult social care, staff and partners.

Co-production is working together, with respect as a team, listening to and learning from everyone's knowledge and experiences to improve.

For people with lived experience to engage meaningfully with co-production people should feel their contributions are valued and equal to those of professionals.

Recognition and reward support this principle. This may include expressions of thanks and acknowledgment, feedback on their involvement, access to training and personal development, reimbursement of out-of-pocket expenses and the offer of gift vouchers as a token of appreciation.

3. Eligibility

Recognition and reward will be considered for people with lived experience when they are contributing to co-production in a personal and voluntary capacity, in their own time and not as part of paid employment.

Recognition and reward will be considered for co-production activities relating to Adult Social Care policy, practice or service development. This includes for example co-production group meetings, working groups, project teams and recruitment and selection.

Recognition and reward will not be considered when people with lived experience contribute to surveys, open meetings, webinars, learning and development events or other consultation or engagement activities outside of agreed co-design or co-production activities. It also does not apply to co-production at an individual level, for example involvement in decisions about a person's own care and support plan.

Recognition and reward will be considered for each co-production activity, with the appropriate level of recognition and reward clearly communicated to participants before co-production work commences.

5. Expenses

People with lived experience contributing to co-production in a personal capacity will not be left out-of-pocket due to involvement. Participants should use the most cost-effective travel options and provide receipts for reimbursement.

Redcar and Cleveland Borough Council will consider all options to reduce financial barriers to participation. Participants can email ascenagement@redcar-cleveland.gov.uk to explore support options.

6. Gift vouchers

Gift vouchers may be offered as a token of appreciation to people with lived experience who participate in co production in a personal capacity. The gift voucher amount is a consistent, flat rate for each session of participation.

Gift vouchers and reimbursed expenses may affect any benefits the participant currently receives. Different benefits may be impacted in different ways so participants should seek advice from an independent welfare rights advisor to discuss their individual circumstances.

Participants can choose not to receive a gift voucher or request a lower value gift voucher if this is preferred.

Redcar and Cleveland Borough Council signpost participants to Citizens Advice for benefit advice with all gift vouchers and expenses for co-production activities. Participants can also be referred to our Welfare Rights Team for additional guidance and advice if required.

Citizens Advice Darlington, Redcar and Cleveland

17 Queen Street

Redcar

Cleveland

TS10 1AB

Telephone: 01642 030000

Email: enquiries@citizensadvisedrc.org.uk

website: <https://www.citizensadvisedrc.org.uk/>

To be referred to our **Welfare Rights** team please email ASCengagement@redcar-cleveland.gov.uk