orbit
your voice

Customer Involvement Reward Scheme
How it Works



Customer Involvement Reward Scheme

What is the Reward Scheme?

To recognise the value of customers' contributions, time and commitment to give feedback in our strategic involvement activities, we have launched a new reward scheme.

Customers can earn point for the activities they participate in and exchange those point for Love2Shop vouchers.

Every three months, the Customer Involvement team will e-mail all customer sho have built up any points to let them know their points balance. Customers with 50 points or more can exchange their points for Love2Shop vouchers that can be used in various shops, restaurants and much more!

Every 50 points = £10.00 Love2Shop voucher

Joining the Reward Scheme

If you already participate in our involvement activities or use our Your Voice digital platform you will be automatically enrolled into the reward scheme however, if you would like to opt-out of the reward scheme please email use at customer.engagement@orbit.org.uk to inform use that you would like to unsubscribe.

If you are new to Customer Involvement and would like to joint the new reward scheme and shape the services you receive through our engagement activities, please complete the form on our 'get involved' page or email us on customer.engagement@orbit.org.uk

How can you get involved?

Customer Involvement activity	Time required	Points
	1 – 30 minutes	
Digital feedback via a discussion forum	Up to 15 minutes	5
Completing a survey	Up to 15 minutes	5
Submitting a vote to a poll	Up to 15 minutes	5
Participating in a Facebook Live Stream	Up to 30 minutes	10
Taking part in a bitesize online meeting or focus group	Up to 30 minutes	10
	Up to 2 hours	
Taking part in an online meeting or focus group	Up to 2 hours	15
Sitting on a regular scrutiny and co-creation group (online or face to face)	Up to 2 hours	20
Taking part in a regular diversity group (online or face to face)	Up to 2 hours	20
	Additional activities	
Completing a mystery shopping exercise	1+ hour (depending on exercise)	15 minimum
Sitting on an interview panel (either as part of procurement or recruitment process), unless as part of a larger project with separate reward recognition	Participating as an interviewer and any applicable pre-reading or engagement in advance	50
Representing customers at steering groups and/or strategic board meetings	Attendance to meeting and any applicable pre-reading or engagement in advance	50 (per meeting)

Strategic involvement points

Some customers may choose to engage with use more regularly and apply to one of our more strategic opportunities. These customers will be rewarded separately due to the time involved to ensure this is accurately rewarded. These can be found below:

Customer Involvement activity	Time required	Points
Scrutiny champion attendance throughout a Scrutiny Spotlight project	Up to 2 hours a week for the duration of 6 weeks	250 per project
Membership and attendance to Customer Voice and Scrutiny Panel meeting - every 8 weeks	Attendance to panel meetings and all associated panel activity that might include pre-reading, further meetings, or event attendance per quarter. Where other events not restricted to the CVSP are attended, points allocated for the event will be claimable by a CVSP member attending	200 per hour
Ambassadorship	Attending leadership days	50
	Delivering presentations to stakeholders and about customer engagement	50
	Further customer engagement opportunities being driven from ambassadorship. The customer engagement team will then create and organise the engagement plan	20 per topic

Bonus points

Customer Involvement activity	Time required	Points
Recognising your contribution	The customer engagement leads will recognise customers who have positively contributed to the engagement activities they have attended. For example, they have provided positive suggestions, constructive feedback or collaborated with customers	Bonus points or one-off vouchers (at the discretion of Customer Involvement Leads)
Referring a customer to customer involvement activities	*new customers receive 50 initially	*25