

Customer Engagement Reward Scheme

How it works



building
communities

**YOUR
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Driving Positive Change

Customer Engagement Reward Scheme

What is the Reward Scheme?

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

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

Every three months, the Customer Engagement team will email all customers who 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 engagement 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 us on customer.engagement@orbit.org.uk to inform us that you would like to unsubscribe.

If you are new to Customer Engagement and would like to join 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?

Attend any of the activities below:

Customer Engagement activity	Time required	Points
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
Taking part in a bitesize online meeting or focus group	Up to 30 minutes	10
Completing a mystery shopping exercise	Up to 2 hours	10
Taking part in an online meeting or focus group	Up to 2 hours	15
Sitting on a regular scrutiny & co-creation group <ul style="list-style-type: none"> - Online meetings - Face to face meetings 	Up to 4 hours	15 (Online) 25 (Face to face)
Taking part in a regular diversity group <ul style="list-style-type: none"> - Online meetings - Face to face meetings 	Up to 4 hours	15 (Online) 25 (Face to face)
Referring a friend through to our Customer Engagement activities	Not applicable	25
Coming along to a face-to-face focus group	Up to 4 hours	25
Taking part or representing at an ad-hoc engagement activity	No maximum time but will be a minimum of 8 hours	50

Some customers may choose to engage with us 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 Engagement activity	Time required	Points
Scrutiny champion attendance through a Scrutiny Hackathon project	Up to 2 hours a week for the duration of 6 weeks	250 per project
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
Membership and attendance to Customer Engagement Strategic Committee quarterly meeting	Attendance to committee meetings and all associated committee activity that might include pre-reading, further meetings, or event attendance per quarter.	500 per meeting