Our plans for rewards and reimbursement

Tell us what you think

A questionnaire for service users and carers
Tell us what you think about our plans for rewards and reimbursement

We want to know what you think about our plans. This will help us to make our plans better. You know why you help us with our work and what would make it better for you.

You can find out more about our plans in the booklet with this questionnaire.

The booklet is called
Our plans for rewards and reimbursement
An easy guide for service users and carers.

The booklet tells you about our plans for these things
- how we give you back money that you spend when you volunteer with us
- how we might pay you money to do work for us.

Hard words are in **bold**. There is a list of what things mean at the end of this questionnaire.
If you answer the questions in this questionnaire please send it back to us.

You can send your answers to this address. It is free to send your answers to this address. You do not need to use a stamp.

Administration Team
Freepost RRRK-BZBT-ASZU
2nd Floor Jubilee House
5510 John Smith Drive
Oxford Business Park South
Oxford
OX4 2LH

You can email your answers to Julia Stackhouse at this email address

public.involvement@oxfordshirepct.nhs.uk

You can fill out the questionnaire on our website

www.oxfordshirepct.nhs.uk

Please send your answers back to us before Tuesday 9 June 2009

If you have any questions or want to know more you can call this number

01865 336 790
Part 1  About you

1  Tell us about why you are filling out this questionnaire

☐ I am answering these questions about myself and voluntary work that I do.

☐ I am answering these questions about a group or company that does voluntary work. Please write the name of the group here.

If you are answering these questions about a group or company in the voluntary sector please contact us. You need to fill out a different questionnaire.

2  Are you male or female? Please tick one box

☐ Male

☐ Female

☒ I do not want to say

3  Which of these would you say you are? Please tick one box.

☐ White

☐ Mixed

☒ Asian or Asian British

☒ Black or Black British

☐ Chinese

☒ I do not want to say

☒ Other please tell us
4. Do you have a disability?
The Disability Discrimination Act says having a disability means these things
- It is very hard for you to do day to day things like eating, washing or walking.
- It has been hard for you to do these things for at least one year.

5. Do you work for the NHS?

6. Do you work for Social and Community Services?

7. How did you find out about this questionnaire?
Please write your answer in this box
Part 2  About the work you do for us

8. How did you find out about ways to volunteer with us?
Please tick all the ways you found out about us.

Someone who works for Oxfordshire Primary Care Trust or Social and Community Services asked me to volunteer.

Another group told me about volunteering.

I saw an advert about volunteering.

Someone I work with told me about volunteering.

Another service user or carer told me about volunteering.

A friend or someone in my family told me about volunteering.

I read about volunteering on the Oxfordshire Primary Care Trust website.

I read about volunteering on the Oxfordshire Social and Community Services website.

I filled out a form at a public meeting to ask for more information.

Other. Please tell us
9. Why do you volunteer with us?
Please tick all the reasons why.

☐ I want to be able to help people and give something back.

☐ I want to make health and social care services better.

☐ I want to do something important and useful.

☐ I want to learn new things.

☐ I want to learn more about health and social care services.

☐ I want to learn more about an illness or disability.

☐ I want to meet new people.

☐ Other reason. Please tell us why.
10. How many times did you volunteer with us in the last 12 months? Please tick 1 box.

- [ ] 1 or 2 times
- [ ] between 3 and 5 times
- [ ] between 6 and 10 times
- [ ] between 11 and 15 times
- [ ] between 16 and 20 times
- [ ] between 21 and 25 times
- [ ] more than 25 times
Part 3  About expenses and reimbursement

11 How important are these things when you are deciding how much you volunteer with us?

We offer to pay you money for the work you do.

- Very important
- A little bit important
- Not important

We offer to pay you back for money you spend when you are volunteering for us.

- Very important
- A little bit important
- Not important

12 When you volunteer with us do you ask for money to pay for expenses? For example money for bus fare or petrol or something else.

- Yes
- No
13 Do you always get this money back on the same day you ask for it?

- Yes
- No
- Sometimes

14 If you have never asked for money to pay for expenses please tell us why not.

Please write your answer in this box
15 When you do work for us do you ask for money to pay for these things?
• Your time
• Your skills and the things you know
• The work you do for us

If you tick yes please go to question 17 on page 12.

If you tick no please go to question 16 on this page.

If there is anything else you ask for money for please write it in this box.

16 If you have not asked for payment or reward please tell us why.

Please write your answer in this box.

Now please go to question 19 on page 13.
17. If you have claimed travel expenses and payment how long did it take for you to get the money? Please tick 1 box.

- I got the money on the same day I asked for it.
- I got the money 1 week after I asked for it.
- I got the money 2 weeks after I asked for it.
- I got the money 3 weeks after I asked for it.
- I got the money between 4 and 6 weeks after I asked for it.
- I got the money 6 weeks or more than 6 weeks after I asked for it.
18 If you asked for travel expenses or payment how did we give you this money?

☐ We gave you cash.

☐ We gave you a cheque.

☐ We put the money straight into your bank account. You did not get cash or a cheque.

Other. If we gave you the money in another way please write it in this box.

19 Do you get benefits?
For example income support or disability living allowance.

☐ Yes Please go to question 20 on page 15

☐ No Please go to question 21 on page 15

☒ I do not want to say
20 Only answer this question if you ticked yes for question 19. Do you still ask for money for expenses and payment?

☐ Yes
   Please go to question 22 on page 15.

☐ No
   Please go to question 21 on this page.

☐ I do not want to say

21 Only answer this question if you ticked no for question 19 and 20. Please tell us why you do not claim expenses or payment.

Please write your answer in this box.
Only answer this question if you ticked yes for question 19 and 20. Have you asked for advice about what to declare about benefits and volunteering?

Yes

No

Please go to question 23 on this page.

Please go to question 24 on page 16.

Who gave you advice about benefits and volunteering?

I talked to someone from the group where I volunteer.

I talked to my doctor.

I talked to the Citizens Advice Bureau.

I paid for advice and support from someone else.

Other. Please tell us who else gave you advice about benefits and volunteering.
Part 3  About our plans for rewards and reimbursement

24  Do you think our plans for rewards and reimbursement will make it harder for you to ask for money?

☐ Yes  ☐ No

If you ticked yes please tell us why you think it will be harder to ask for money.

25  Is there anything else we need to say in our plans about rewards and reimbursement?

Please write in anything else we should add to our plans.
26 Do our plans for rewards and reimbursement make you more likely to ask for money for expenses?

☐ I will probably claim expenses now.

☐ I will probably not claim expenses now.

☐ The plans will not change whether I ask for money for expenses or not.

If the plans will make you not want to claim expenses please tell us why
27 We want to make sure you can volunteer and help us with the work we do. We want our plans for rewards and reimbursement to show this. Do you think our plans will make sure you have everything you need to volunteer?

☐ Yes the plans will make sure I get everything I need

☐ No the plans will not make sure I get everything I need

Please tell us anything else you want to say about our plans

28 How can we contact you?

Name

Address

Email address
What things mean

Reward
This is money we might pay you when you do work for us.

Reimbursement
This is when we pay you back for money you have to spend when you do work for us.

Expenses
This is money you spend because you volunteer for us. For example money to pay for the bus to get to meetings. Claiming expenses means you ask us to pay you back for these things.

Voluntary sector
Groups in the voluntary sector are sometimes called non profit groups. These groups are not private companies or part of the government.

Disability Discrimination Act
These are rules from the government to make things better and more fair for people with disabilities.

NHS or National Health Service
The Primary Care Trust is part of the NHS. It is their job to help people stay healthy.

PCT or Primary Care Trust
This is part of the NHS. It is their job to help people stay healthy.

Social and Community Services
This is part of the council. It is their job to help with things like housing, support and other things.

Health and Social Care Services
This is the NHS and the council working together. Their job is to make sure people get the healthcare and support they need.

Declare
This means telling someone when you start to volunteer or do paid work. The amount of money you get in benefits might change if you start work. It is important to talk to someone about your benefits and the work you do.

Citizens Advice Bureau
You can get free advice about money, work and other things. You can go to the office to get advice and support. You can also get advice on the phone or email.
Easy words and design by Clear for all. www.clearforall.co.uk

Thanks to Change Picturebank for line drawings.