



Customer Engagement Reward Scheme

How it Works





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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?

Customer Engagement 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 & 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)	Min 15
Being on an interview panel (either as part of procurement or recruitment process)	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)
Spotlight champion attendance through a spotlight series (A Spotlight series is a project that involves customers from start to finish. Customers thoroughly review a specific area by viewing performance information, identifying areas to improve, and attending workshops)	Up to 2 hours per week for the duration of 6 weeks	250 (per project)



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 Strategic Committee	
Membership and attendance to Customer Engagement Strategic Committee quarterly meeting	Attendance to the quarterly meeting, one additional meeting (if required) and any pre-reading.	500 (per quarter)
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	
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 the customer engagement leads)
Referring a customer through our customer engagement activities	*new customers receive 50 initially	*25