**Example of a letter written by the organisation offering involvement and addressed to Jobcentre Plus:**

**Headed paper of the organisation**

To Jobcentre Plus

Mr/Ms/Mrs xxxxxxxxxxx has been requested to assist [Organisation] with service user involvement. We wish to ensure that the purpose of service user involvement is understood and is not mistaken for work.

## About our organisation

(Here the organisation gives a description of what they do, their aims etc)

What is service user involvement?

People who can offer a service user perspective because of their personal experiences of using health and/or social care services are consulted about service provision.

We include patients, potential patients, carers and people who use health and social care services.

We describe people who we involve as service users. Other terms that are used include ‘Experts by Experience’, participants, co-production.

DWP have a full description of service users that applies to all benefits and can be found in Advice for Decision Makers Chapter H3: paragraph 3161.

## The difference between service user involvement and work

Involvement activities should not be mistaken as capacity for work, and recruitment for service user involvement should not be confused with recruitment for employment. People are recruited because of their personal experiences of using health and social care services.

Service user involvement activities:

* are intermittent and people can withdraw at any time
* vary in length and in frequency, and usually last for a few hours (or less) in any one week
* are individual activities and do not imply future involvement
* may include attendance of quarterly or annual meetings
* may include contributing to intermittent meetings or telephone conferences
* may include helping to prepare for meetings, telephone conferences or events
* may include some follow-up activities after meetings or events

Any payment that is offered for service user involvement is intended to cover preparation, attendance and appropriate follow-up activities.

## Support provided

We will provide support measures that are appropriate for each individual, so that service users can attend and contribute to our meetings and events. Some people who we involve may be in receipt of benefits for mobility or care needs. Involvement in activities should not be interpreted as a reduction in the care or mobility needs of service users involved.

Support for care or mobility needs is offered as required by the service user and may cover preparation, travel to and from a venue, and contributions both during and after the activity. For example, support may include provision of childcare, or provision of a personal assistant or a support worker.

## Payment for service user involvement

Good practice guidance for service user involvement recommends that members of the public (who use or may use services and their carers) should be offered payment for activities such as attending meetings and events, and that reasonable out-of-pocket expenses should be covered. Please note that:

* as involvement activities are often arranged on an ad hoc basis, organisations often pay service users monthly in arrears
* to assist service users who receive welfare benefits which have earnings limits or disregards, organisations offer involvement on a voluntary basis, or at a lesser amount, if requested
* as the payment period may be over a month or more, we anticipate that Jobcentre Plus will treat these payments as averaged over the payment period. See DMG Chapter 48 paragraphs 4080-81 and for a ‘cycle of work’ paragraph 48094.
* the Department for Work and Pensions legislation exempts ‘service users and carers’ from the application of notional earnings and treats reimbursed expenses for service user involvement as ignored (see ADM Chapter H3, paragraphs 3160 and 3241)
* service users can withdraw from involvement activities at any time to attend

‘employment-related’ activities as requested by Jobcentre Plus

Please do not hesitate to contact me if you require further information.

**Signed by member of staff**