**[Your organisation’s headed paper]**

**Address line 1**  
**Address line 2**  
**Postcode**  
**Contact details**

To Jobcentre Plus,

[*Name of person providing involvement*] has been requested to assist [name of your organisation] with service user and carer involvement and/or co-production. We wish to ensure that the purpose of service user and carer involvement and/or co-production is understood and is not mistaken for work.

**What is [name of your organisation]?**

[*Describe what your organisation does*]

We involve people who use health and social care services because of ill-health or disability or their personal life experiences in developing and improving services/ /research/monitoring services/guidance [as relevant].

**What is service user involvement and co-production?**

People who can offer a service user perspective because of their personal experiences of using health and social care services are requested to assist in our work.

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 and co-production 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 and carer 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 and carer involvement is intended to cover preparation, attendance and appropriate follow-up activities.

**Support provided for mobility and care needs**

[*Name of your organisation*] provides support measures that are appropriate for each individual, so that people 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 or carer and may cover preparation, alternative transport options for travel to and from a venue, and personal individual support both during and after the activity. For example, support may include provision of a personal assistant or a support worker.

**Payment for service user and carer involvement**

Good practice guidance for service user and carer involvement and co-production recommends that people should be offered payment for activities such as attending meetings and events, and that reasonable out-of-pocket expenses should be covered or reimbursed. Please note that:

* [*name of your organisation*] offers service users and carers who receive welfare benefits which have earnings limits or disregards, the options of involvement on a voluntary basis, or for a lesser payment, if requested
* [*name of your organisation*] pays monthly in arrears
* The [*name of your organisation*] payment period is over a month or more, and so we anticipate that Jobcentre Plus will treat these payments as averaged over the payment period. See Decision Makers Guide Chapter 48 paras 4080-81 and for a cycle of work para 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 Advice for Decision Makers Chapter H3, paras 3160 and 3241
* Service users and carer can withdraw from involvement activities at any time to attend ‘employment-related’ activities if required by Jobcentre Plus.

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

[*Signed by member of staff*]