

the charity for
your community



The Involvement Helpline

“What happens to my benefits if I get involved?”

If you can't answer this question you may find it very hard to encourage people who use health and social care services and their carers to get involved.

Don't worry help is at hand:

Milton Keynes Citizens Advice Bureau

Offers a free phone specialist benefit and tax credit advice service called the Involvement Helpline. It provides confidential, personalised and professional advice to anyone who is considering paid or voluntary involvement with the health or social care organisations that subscribe to the service.

The problem

Benefit rules can be complex and inconsistently applied.

Involvement may not be understood correctly so benefits may be stopped unnecessarily.

People receiving benefits want to become involved with health or social care organisations but are often reluctant to do this for fear of breaking the rules associated with their payments.

People cannot risk losing their benefits therefore many organisations find that their offers of involvement are being declined.

The result

The Involvement Helpline is currently commissioned by the Commission for Social Care Inspection, General Social Care Council, Skills for Care, and the Social Care Institute for Excellence.



'We have found that the Involvement Helpline has provided us with a service that ensures the people we want to involve are able to seek accurate and confidential advice about how payment for involvement may affect their benefits. People who have used the helpline have given us positive feedback about the quality of service they have received.'

Rachael Dodgson
Commission for Social Care Inspection

How can my organisation subscribe to the Involvement Helpline?

If your organisation involves people who use health and social care services and their carers and would like to subscribe to the Involvement Helpline please contact

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