

Client Affairs Team

Working Together to Manage Your Money



Contents

WHO ARE THE CLIENT AFFAIRS TEAM?	3
CORPORATE APPOINTEE	4
COURT OF PROTECTION DEPUTY AND PROPERTY AFFAIRS	5
HOW THE PROCESS WORKS	6
HOW WILL I BE KEPT INFORMED	7
HOW WILL I ACCESS MY MONEY?	8
SERVICE COSTS	9
KEEPING YOUR DATA SAFE	10
GLOSSARY OF TERMS	11

Who Are The Client Affairs Team?

After your social care assessment, your social worker will meet with you and, where appropriate, your family or friends. Together, you will agree on the support you need. If it is decided that you require help managing your money or property, your social worker will make a referral to **Newham Council's Client Affairs Team.**

The Client Affairs Team manages the finances and property of people who meet **all** of the following criteria:

- Are aged 18 years and older
- Receive support from the Adult Social Care Service
- Have no-one else in their network that is willing, able or suitable to act on their behalf
- Are subject to safeguarding concerns or who have been assessed as lacking the mental capacity to manage their own financial affairs.

Once a referral is made, the Client Affairs Team can manage your finances in two ways:

- By becoming your Corporate Appointee for Department for Work and Pensions (DWP) benefits
- If necessary, by applying to the Court of Protection to be appointed as your Deputy for Property and Financial Affairs.

1. Corporate Appointee

When the Council is appointed as a **Corporate Appointee**, the Client Affairs Team can support by:

- Ensuring you receive the benefits you are entitled to
- Assisting with the day-to-day management of your finances, including utility bills, personal expenses, and care fees
- Protecting you from financial abuse or exploitation
- Providing access to your funds through a prepaid card or Post Office voucher, enabling you to manage personal spending such as shopping and entertainment.

Corporate Appointees are authorised to **manage your benefits only** and cannot access your personal bank accounts.

As a Corporate Appointee, how will my money be managed by the Client Affairs Team?

When we become a Corporate Appointee we will open up a new bank account on your behalf where your benefits will be paid into.

We will notify your regular payment providers—including utility companies, landlords, and others—about your new bank details.

We will also ensure you are receiving the correct benefit entitlements.

Our goal is to help you **maintain financial stability** and **independence** wherever possible.

2. Court of Protection Deputy for Property & Affairs

If you have savings, property or investments, the Council may apply to the **Court of Protection** for authority to act on your behalf.

If the court agrees, it will appoint a **Court of Protection Deputy for Property and Affairs**—usually the Council’s Client Affairs Manager—to manage these responsibilities, all future correspondence and decisions.

As a Deputy for Property and Affairs how will my money be managed by the Client Affairs Team?

Once appointed as your Deputy for Property and Affairs, we will manage your finances, including any income, savings, assets or property.

We will report annually to the Office of the Public Guardian, the government body that oversees deputies and ensures people who lack mental capacity are protected. These reports provide transparency and accountability in how your money is managed.



Corporate Appointees and Court of Protection Deputy for Property & Affairs

How the Process Works

1. **Referral** - Your social worker refers your case to the Client Affairs team
2. **Financial Setup** - Once approved, the team open a dedicated bank account on your behalf
3. **Application** - The Client Affairs team apply to the Department for Work and Pensions (DWP) to manage your benefits.
4. **Ongoing Support** - You will be allocated a dedicated Client Affairs Officer who will support you with all of your finances. A financial plan will be agreed with you and your social worker.
5. **Court Oversight** - If appointed as your Deputy, we report annually to the Office of the Public Guardian, who ensures your finances are managed responsibly.

How will I be kept informed?

We will keep you and your family or representatives informed at every stage.

If a court application is needed, you and your loved ones will receive official documents, giving you the chance to raise any concerns or suggest someone else to manage your affairs.

Formal Approval

Once a judge has approved the application, the courts will issue an order appointing the council as your Deputy for Property and Affairs.



How will I access my money?

We will work with you and your social worker to choose the best way for you to access your money, based on what works for you.

- **Prepaid Card** - Ideal if you can remember your PIN and use a card independently or with support. Funds can be loaded daily, weekly, or monthly, as agreed. These cards cannot be overdrawn
- **Post Office Voucher** - If a card isn't suitable, you will receive a weekly voucher by email or post. It includes a barcode that can be scanned at the Post Office to withdraw the agreed amount.

Paying bills - As the Client Affairs Team will be managing your income, your case officer will ensure your bills, care fees, and any existing debts are paid on your behalf.

Personal use - You, your Social Worker, and support team will work together to agree a weekly amount for your personal use.

Do I have to pay for the service?

Yes. The Client Affairs service is non-statutory. This means that the Council is not legally required to provide it.

Charges for Appointeeship

The Council charges for Appointeeship services based on the account balance on the anniversary of the appointment:

- No charge is applied for balances under £1,000
- 3.5% annually is charged for balances between £1,001 and £20,300
- £824 is charged annually for balances over £20,301.

Charges for Deputyship

When a Deputy is appointed by the Court of Protection, the Council can charge fees based on national rates set out by the Court of Protection who sits under the Ministry of Justice.

In addition, the Office of the Public Guardian charges an annual supervision fee, which depends on the balance in your account on the anniversary of the court order.

Keeping your data safe

All personal and financial information is handled securely and in line with the UK General Data Protection Regulation (GDPR) and Newham Council's data protection policies.

We only collect and use data that is necessary to support you, and we never share your information without your consent unless legally required.

Contact Newham Council's Client Affairs Team

Email:

Client.affairs@newham.gov.uk

Telephone:

0203 373 1452/0203 373 9346
(Monday-Friday 9am-5pm)

For more information

- www.gov.uk/become-appointee-for-someone-claiming-benefits
- www.gov.uk/become-deputy
- www.newham.gov.uk/clientaffairs

OR

Scan the QR code below for more information.



Glossary of terms

Client Affairs Team

Manages the finances of individuals who are unable to do so themselves, ensuring their money is used in their best interests.

Court of Protection

A specialist court that makes decisions about the property, finances, and welfare of people who lack mental capacity.

Office of the Public Guardian

Is the government body that oversees deputies and ensures people who lack mental capacity are protected. These reports provide transparency and accountability in how your money is managed.

Corporate Appointee

An organisation (like a local authority) officially appointed by the Department for Work and Pensions (DWP) to manage a person's benefits when they cannot do so themselves.

Court of Protection Deputy for Property & Affairs

A person or organisation appointed by the Court of Protection to manage someone's financial matters when they lack capacity.

Lacks Mental Capacity

Unable to make a specific decision at a given time due to illness, disability, or injury, as defined by the Mental Capacity Act 2005.

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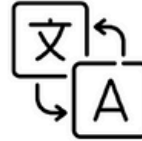
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