

# Fact sheet

Last Review Date: June 2026

Next Review Date: June 2028

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## Becoming an Appointee

An appointee is the person or organisation who is appointed by the Secretary of State for the Department of Work and Pensions (DWP) to act on behalf of a person who is unable to manage their benefits themselves due to lacking mental capacity.

A person's family members are usually the most appropriate people to take on this role as they will know their relative best and understand their wishes.

### There are a few simple steps to becoming an appointee:

1. Contact the appropriate benefit helpline, e.g. State Pension, Personal Independence Payment.
2. The DWP will arrange to visit the claimant to assess if an appointee is needed.
3. The DWP will undertake an interview with you to ensure you're a suitable appointee.
4. During the interview, the appointee application form (BF56) will be completed.
5. If the DWP agrees with the application, you will be sent Form BF57, confirming that you have been formally appointed to act for the claimant.

### Appointee's Responsibilities:

- To make and maintain any benefit claims.
- Sign the benefit claim form.
- Tell the benefit office about any changes which affect how much the claimant gets.
- Spend the benefit (which is paid directly to you) in the claimant's best interests.
- Tell the benefit office if you stop being the appointee, e.g. the claimant can now manage their own affairs.

### When Telford & Wrekin Council may become Appointee:

If there are no family members involved with the person, and that person is in receipt of Adult Social Care, Telford & Wrekin Council's Appointee & Deputy Team can apply to the DWP to become appointee and start receiving the person's benefits into a Bank Account, which is independent from the Council. **NB there is a charge for this service (please see below).**

The social worker will tell the Appointee & Deputy Team how much money the person should be given each week to live on (Personal Allowance). This amount will be loaded onto a pre-payment card and given to the most appropriate person to use, e.g. carer, support worker. For any purchases to be made which are outside of the weekly Personal Allowance, the carer or support worker can complete a Request for Funds form and send to the Appointee & Deputy Team, who will confirm if funds are available and either make the purchase or load the pre-payment card.

The team will also pay any bills which are sent to them, on behalf of the person or arrange to set up Direct Debits to make regular payments.

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In order to manage the person's benefits correctly, the team need to know of any changes in the person's circumstances which could affect their entitlement, i.e. if anyone joins or leaves the household, or the person has a hospital stay. This will enable the team to give the DWP accurate information so that they can adjust their benefits accordingly.

## Charges

From 1 April 2026, Telford & Wrekin Council have increased the **fee to £10.59 per week** for people who are in receipt of Appointee Services provided by the Appointee & Deputy Team.

The Council continues to charge for the use of pre-payment cards, on a cost recovery basis. These charges relate to the use of the person's pre-payment card and will vary dependent on usage. A full list of charges is as follows:

Prepayment Card Charges Transaction Type	Amount of charge
Monthly Service Charge per card	£1.00
Prepaid Card Issue Fee	£4.00
ATM balance inquiry	£0.30
Standing Orders	£0.25
Declined/Failed Transaction Fee	£0.08
Loading Fee (PA)	£0.10
ATM withdrawals	£0.85
Direct Debits	£0.30

These charges are collected every 4 weeks in arrears by the Appointee & Deputy Team.

## Contacts

If you have any queries, please contact the Appointee & Deputy Team:

By telephone on 01952 383360

By email [appointeeanddeputy@telford.gov.uk](mailto:appointeeanddeputy@telford.gov.uk)

By post to Appointee & Deputy Team, Telford & Wrekin Council, Darby House, Telford TF3 4JA

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