

Title:	Appointee/Client Accounts
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Role:	Appointee Team supporting Client Accounts
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Brief Description:

The purpose of this Appointee Policy is to clarify the circumstances in which the local authority will act as appointee on behalf of a person in receipt of a service.

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1. Equality Statement

Lincolnshire County Council aims to ensure equality of treatment and access to services for all members, staff and customers.

No person or group of persons applying for services or contracts with the Council will be treated less favourably than any other person or group of persons on grounds of gender, sexual orientation, race, nationality, ethnic origin, disability, marital status, age, religion or belief.

Information about the Council's services will be accessible and, where necessary, targeted to those who may otherwise have trouble in accessing information or services.

The council will scrutinise policies and procedures to ensure non-discriminatory practice is at the core of planning and delivering services by using impact assessment.

2. Introduction

The Secretary of State may appoint another person to receive and deal with social security benefits payable to someone who is 'unable to act' for themselves. The application for an Appointee is by written application to the Secretary of State, through the Department for Work and Pensions (DWP). An Appointee is authorised to act under Social Security (Claims and Payments) (Regs. 1987) Regulation 33.

DWP use the official title of 'Corporate Other Payee' for an organisation acting on behalf of a client. Local DWP Officers retain a list of employees who are authorised to deal with clients day to day financial matters.

There is no statutory duty placed on a local authority to undertake the role of Appointee. It is the view of Lincolnshire County Council (LCC), however, that refusing to act on a vulnerable adult's behalf may place them at risk due to suspension of welfare benefit payments.

DWP guidance states that if a client needs an Appointee, as they lack the mental capacity to manage their own finances, but no one has been nominated or identified, e.g. spouse, relative or close friend who is in regular contact with the person, then the client's practitioner should place a referral with the LCC Appointee Team.

For Childrens cases, if a child is identified as requiring appointeeship and has no other appropriate person to take on this role, the Practitioner should contact the Appointee Team and refer the case to be managed by Childrens services (supported by the Appointee Team), who have parental responsibility for the child under Section 31 of The Children Act 1989.

3. Policy Statement

If the client already has someone acting on their behalf, e.g. a lasting power of attorney, and there is no suspicion of the client being placed at risk of abuse by such an arrangement then, without good reason, it should be the person already dealing with the clients other affairs who takes responsibility to manage the client's finances.

The majority of clients will have someone who is suitable to act on their behalf. Only in cases where Childrens and Adult Care staff have been unable to identify anyone else suitable to act on the clients behalf will appointeeship action be considered.

If the client ceases to receive services whilst the local authority are acting on the clients behalf the Practitioner will need to liaise with the Appointee Team and the DWP to attempt to identify alternative arrangements.

In Adult cases, the local authority will take steps to act as Appointee if the client meets the following criteria: *(This list is not exhaustive)*

- the client is incapable of managing their affairs
- the client has no other assets (property and /or income) other than their benefit entitlements and no savings over £16,000
- there is no other suitable individual such as a family member or friend able to manage their benefit entitlements on their behalf.

In exceptional circumstances, the DWP will consider appointing someone, such as the local authority, to act on another person's behalf if the person is incapable of managing their own affairs due to physical disability, e.g. if they have suffered a severe stroke.

If the assistance required extends beyond DWP benefits, i.e. if the person has income from other sources as well as DWP benefits, any property or landownership, the case should be referred to the Court of Protection Administration Team in Mouchel Business Services. The Court of Protection Administration Team are only able to assist in situations where the person has no one else to act on their behalf.

The Appointee Team will open a new bank account for each client which has Lincolnshire County Council signatories. The appointeeship only authorises Lincolnshire County Council to receive benefits from the date our application is processed, and therefore would only be able to pay service user contributions and personal spends from this date.

At the outset of appointee action, if the Practitioner has been unable to identify a Will, steps should be taken to ensure that it is clear what the client wants to happen when they pass away, and that any agencies involved in their care are also clear about who to contact and what action to take.

4. Mental Capacity

The five key principles of the Mental Capacity Act (2005) are:

- A presumption of capacity – every adult has the right to make his or her own decisions and must be assumed to have capacity to do so unless it is proved otherwise;
- The right for individuals to be supported to make their own decisions – people must be given all appropriate help before anyone concludes that they cannot make their own decisions;
- Individuals must retain the right to make what might be seen as eccentric or unwise decisions;
- Best interests – anything done for or on behalf of people without capacity must be in their best interests; and
- Least restrictive intervention – anything done for or on behalf of people without capacity should be the least restrictive of their basic rights and freedoms.

DWP Guidance on Capacity

The DWP follow the same general principles as above, but their mental capacity guidance is more focused on issues relating to the person's capacity to manage their finances:

"When assessing the customer's capabilities:

- assume they are capable until they demonstrate otherwise
- focus on the customer's abilities to understand and function in making particular decisions, e.g.:
 - can they pay bills?
 - do they know what income they have?
- do they have a general understanding of their benefits and what is involved in managing them – claiming, reporting changes, methods of payment?
- do they have a general understanding of the consequences of not claiming, reporting a change, not having a bank account?
- do they have an ability to understand and weigh up the information relevant to managing their decisions
- it may be helpful to have an independent person who is familiar with the customer present at the interview, eg a family member or social worker

- if the customer lives in a Residential Care Home or Nursing Home, do not assume they are incapable – they may be quite capable of managing their affairs
- if the customer has lost the ability to communicate, eg because of a stroke, do not assume they are incapable. Make every effort to find out their views and wishes by all possible means"

5. Recording

Practitioners are responsible for recording any interaction with the Appointee Team, using the Appointeeship case note in AIS/ICS.

The Appointee Team will record in AIS/ICS when their involvement begins and ends, under Involvement Type "Appointee Team". The involvement begins when the Appointee Team accept a completed referral from the Practitioner.

The Appointee Team are responsible for keeping the electronic and paper files accurate and up to date for each client, including contact sheets, balance sheets, invoices and mandates. All communications and correspondence in relation to each client are recorded within these files. (See Appendix 6)

6. Application for Appointeeship

(See appendices 1, 2 and 3)

All applications for Appointeeship must come from a Lincolnshire County Council Children's Services or Adult Care staff member directly to the Appointee Team via either email to: client.accounts@lincolnshire.gov.uk

or by letter to:

Serco Local and Regional Government Division
Court of Protection and Appointeeship Team
Thomas Parker House
Floor 2
13/14 Silver Street
Lincoln
LN2 1DY

The team telephone number is: 01522 555555

The application will consist of a completed referral form (see Appendix 4), and in adults cases a completed Mental Capacity Assessment and Best Interests checklist from the Principal Practitioner, Social Worker, Community Care Officer or

Occupational Therapist. The applying-Practitioner's involvement must remain open until all financial assessments have been completed and transactions have been set up and are running smoothly. For the duration of the Appointeeship there must be an open area key team involvement, with the understanding that a key worker will be allocated as and when the Appointee Team requires Practitioner input.

Once the appointeeship is set up, case transfers from team to team can take place as usual, as long as the new team is aware of their duties in relation to the appointeeship.

The key team or Practitioner must be available to approve/confirm any additional expenditure from the account that exceeds the pre-approved rates of personal allowance and care home fees.

Expenditure for Childrens cases must always be requested by the Practitioner. The Practitioner must liaise directly with the Appointee Team to arrange how they will collect the funds.

If the Appointee Team requires assistance with the case at any point, an email should be sent to the current key worker or, if there is no current key worker, to the Principal Practitioner of the key team to request allocation.

Upon the death of a client for whom we hold appointeeship, a key worker must be allocated to assist in the finalisation of the account, i.e. location of/contact with next of kin.

7.Change of appointee

The DWP must be informed by letter when there is a change of team leader, which will need completing with the new Nominated Representative details for each case that the incoming manager is responsible for dealing with.

The bank should also be notified by letter of the change of signatory, signed by another authorised signatory.

8.Monitoring and Timescales for Appointeeship

Upon receipt, all forms are checked by the Appointee Team, and additional information requested by email or telephone. Practitioners are to record communication with the Appointee Team in the Appointeeship case notes on AIS/ICS. Application for appointee commences when the information is deemed suitable for appointeeship.

If the client is residing in residential care and has no means of paying their service user contribution until the appointeeship is in place, a nil service user contribution

should be arranged by the Practitioner, and be approved by the Principal Practitioner, to ensure the care home is paid.

N.B. *The Appointee Team will only be able to pay service user contribution from the first date that full benefits are received in the new bank account, unless DWP benefits have been suspended. If there are no other means for the client to receive their personal spends allowance, the Practitioner will need to ask for the nil assessment to include personal spends, which can also be reimbursed once appointeeship has been granted, but only from the date full benefits are received.*

A new LCC bank account is then requested. This is monitored by the Appointee Team and pursued after 6 weeks if no correspondence has been received from the bank.

Upon receipt of the bank account details, a BF56 application form is submitted to the DWP. This is monitored by the Appointee Team and pursued after 9 weeks if no correspondence has been received from the DWP.

Once appointeeship has been granted by the DWP and benefits are being received into the new account, the Appointee Team will inform the Practitioner.

The Appointee Team will begin a financial assessment (SS1/13a or SS1/202A), which they will forward to the Practitioner to check, complete and sign the assessors verification. The Customer Finance Team (for non- residential clients) or Mouchel (for residential clients) will process the financial assessment form and notify the Appointee Team of the new service user contribution.

Once the Appointee Team have been notified of the new service user contribution and the date this will commence, they will write to notify the care home to send all future invoices for service user contributions and requests for personal spends to the Appointee Team.

If the client lives in the community, the referring Practitioner and the Appointee Team will need to discuss the best method for the client to receive their personal allowance. For clients residing in Residential/Nursing Care, a cheque is sent to the home on a monthly basis or as requested by the home.

If additional monies are requested by the care home, the Practitioner will be contacted to agree the additional expenditure.

The account is checked on receipt of the monthly bank statements, and the balance sheets are reconciled against it.

For Childrens cases, upon receipt of a completed and approved referral form, the Appointee Team will request a new bank account for the client. The Practitioner will then need to write to the Disability and Carers Service (DWP) to advise them that DLA payments need to be transferred to a new account, which is to be managed by Childrens Services (supported by the Appointee Team) who have parental responsibility for the child under Section 31 of The Children Act (1989). Form

DBD68LA should be sent to the Appointee Team by the DWP. This will be sent to the Practitioner to complete and will then need to be returned to the Appointee Team to be finalised. Once DLA monies are being received, The Appointee Team will contact the Practitioner to update them on progress and can then liaise to arrange access to funds; distribution of funds will vary on a case by case basis depending on locality of the client. The Appointee Team will contact the key worker/Practitioner if further support is required during the appointeeship.

9. Relinquishment of Appointeeship

There may be many reasons for ceasing to act as appointee, as listed below: (this list is not exhaustive)

- the client regains capacity to deal with their own affairs;
- safeguarding investigation concludes that no abuse has taken place;
- the client ceases to receive services;
- the client dies.

When the Appointee Team relinquishes appointeeship, the team will notify all organisations involved in the case and write a letter of renunciation to the DWP or Pension Service.

Where appointeeship stops for any other reason than those listed, e.g. the client moves to another local authority, form BF56 should be completed by the new appointee and sent to the DWP, along with the letter of renunciation from our Appointee Team.

Any monies held, along with any relevant documentation, will be transferred to the client or new appointee at the point in which benefits cease to be paid in to the account that we hold.

The Appointee Team will close the case and end their involvement on AIS/ICS.

General process for ceasing to act

Client regains capacity to deal with their own affairs (Adults Only)

The Practitioner should forward copies of relevant assessments to the Appointee Team, which has resulted in the conclusion that the client has regained capacity. The Appointee Team will then notify the DWP, close the case and remove their involvement from AIS.

Safeguarding Adult Investigation concludes that no abuse has taken place or the client ceases to receive any other service

The Appointee Team will liaise with the Practitioner to discuss the best course of action; this will be done on a case by case basis.

Death of the Client

If contacted, the Appointee Team will advise the person who notified them of the death to instruct the District Council to inform the Registrar. District Councils follow the Public Health (Control of Disease) Act (1984), section 46, which states that it is the local authority's statutory obligation to pay for the removal fees and funeral costs of a person if the person has no family or family willing to pay for the funeral arrangements. This obligation would usually fall to the District Council.

The Practitioner must notify the Appointee Team of the person's death, so they can notify the DWP and cease the appointeeship accordingly.

Where the person lived in the community, the Appointee Team will notify the housing provider, utility companies, and other debtors of the death.

Testate (with Will)

If a Will exists, the Appointee Team will contact the Executor and ask them to take over the administration of the estate, including payment of debts.

All relevant correspondence should be passed to that person, and all contacts should be advised that this has happened.

The LCC bank account should be closed with any residual amount passed to the Executor. The Appointee Team will need to be provided with certified copies or originals of the Executors ID, Death Certificate of Client, and a signed LCC Personal Indemnity Form (See Appendix 5) unless the Executor is a registered solicitor.

The Appointee Team will close the case and end their involvement.

Intestate (without a Will)

If there is no Will, the person's estate will be shared out under the 'rules of intestacy'. These rules set out who deals with the estate, and who benefits from it.

In cases where the client has died intestate and the balance of the account is less than £5,000, the Appointee Team will release the funds to an identified next of kin by following the rules of entitlement without the need for the next of kin being granted Letters of Administration, as the legal costs in this process will supersede the balance of the account.

The Appointee Team will need to be provided with certified copies or originals of the next of kin's ID, Death Certificate of Client, and a signed LCC Personal Indemnity Form (See Appendix 5).

There is a set order of relatives who are expected to act as the 'Administrator' of the deceased affairs, plus 'rules of entitlement' which determine who gets which assets, depending on which family members survive the deceased person.

The administrator is personally liable if they don't follow these 'rules of entitlement' correctly. For example, you cannot give more to someone the deceased liked, or refuse to pay the correct share to someone they disliked, even if this had been discussed before they passed away.

If the Appointee Team or the Practitioner has concerns that the administrator may not act in the best interest of other remaining family members, these concerns should be raised via the Safeguarding Adults Procedures in respect of the surviving family member considered at risk. An example of this may be two siblings sharing accommodation and, on the death of one of the siblings, there are concerns that the family may put the surviving sibling's independence or finances at risk.

The person who will deal with the estate is the closest living relative to the deceased, chosen in this order:

1. Their husband, wife or registered civil partner (but not their unmarried or unregistered partner).
2. Their children (aged over 18) or their children's descendants (for example, grandchildren, if they are over 18).
3. Their parents.
4. Their brothers or sisters with the same mother and father, or descendants of the brothers or sisters.
5. Their half-brothers or half-sisters (who had either the same mother or the same father) or their descendants.
6. Their grandparents.
7. Their uncles and aunts of whole blood (this means brothers and sisters of their parents, as long as they had the same mother and father) or their descendants.
8. Their uncles and aunts of half-blood (this means brothers and sisters of their parents who had only the same mother or father) or their descendants.
9. The Crown (the state) if there are no relatives.

Every effort should be made to contact the relatives outlined from 1 to 8 before referring the case to the Crown, all efforts to contact relatives will be documented in detail in case of any further claims against the account.

If the Will/next of kin cannot be found

Where it is believed that the client has left a Will but it cannot be found, or where next of kin details are not easily available, the allocated key worker designated at the death of the client will be asked to take steps to find out this information. If the client was in residential accommodation prior to death, then belongings they had with them may be searched. However, the local authority has no legal duties or powers over a client's property once they have deceased. The Treasury Solicitor deals with administration of an estate where someone has died without leaving a Will, spouse, civil partner or entitled relative. The Treasury Solicitor will only get involved if the estate is solvent, over £500, or there is no valid Will or administrator of estate.

Once all other options have been exhausted, and if it is approved by management to take steps to locate the next of kin, any costs incurred in doing so, i.e. newspaper notifications or private investigators, will be claimed from the estate if successful, prior to the handover to the next of kin or entitled relative. Any actions taken to trace relatives will be proportionate to the size of the estate.

If an executor, next of kin or nearest living relative cannot be found, and there is evidence that steps have been taken to no avail, then the case should be referred to the Crown Treasury using the notification form BV1A, which can be found at www.bonavacantia.gov.uk.

If the Crown Treasury will not accept the referral, and the Adult Care Team and Appointee Team have been unable to locate and identify the entitled relative, as per the rules of intestacy, but are aware of their existence, and therefore other relatives have been rejected probate due to this, the accounts must be held open for 30 years and relevant records and personnel updated and maintained in case a claim is made against the estate at a later date. In these circumstances records will be given a destruction date that exceeds 30 years.

10. Funeral Arrangements

N.B. *If the client has insufficient funds in their account to pay for the funeral, please refer to Section 8 - Death of Client, in relation to the Public Health (Control of Disease) Act (1984), section 46, which states that it is the local authority's statutory obligation to pay for the removal fees and funeral costs of a person if the person has no family or family willing to pay for the funeral arrangements. This obligation would usually fall to the District Council.*

The Appointee Team cannot make or confirm any funeral arrangements.

The Appointee Team will advise whoever is responsible, of the funds in the LCC account, and will pay any funeral invoices while there are sufficient funds in the account to cover them.

The funeral expenses are the first legal charge against any estate, and the funeral director (or if this account has been paid by someone else, the person responsible for paying it) has first claim. Funeral payments take priority over all outstanding debts.

Generally, we would expect the cost of a cremation to not exceed £2000. We would not expect a burial to exceed £4000. This would be paid from the client's account, if the funds are available and this has been authorised by the Practitioner.

The cost of a memorial headstone is a legal liability of an estate and, with the Practitioner's authorisation, we would allow a reasonable sum from the funds in the account that we hold to be spent on the headstone. It is the Practitioner's responsibility to seek authorisation from the Principal Practitioner, if required.

Wherever possible, any remaining funds will be passed to the Executor of the Will, on the understanding that they will make final payments and clear any debts. The Appointee Team will then close the account and end their involvement on AIS. Any further correspondence received will be forwarded to the Executor of the Will.

If there is no Executor of the Will, or they do not wish to take responsibility for the account that the Appointee Team hold, the Appointee Team will write to the DWP and any other sources of income to advise them of the person's death.

The Appointee Team will arrange all possible repayments of any over payments into the account, or claim any outstanding payments owed.

Remaining funds will be sent by cheque to the next of kin (if identified on referral) or Executor as stated in the Will upon receipt of certified copies or originals of the next of kin's/executors ID, Death Certificate of Client, and a signed LCC Personal Indemnity Form (See Appendix 5). If an Executor/next of kin/nearest living relative cannot be found the case will be referred to the Crown Treasury.

Once cleared, the Appointee Team will close the account and end their involvement on AIS.

11.Appointeeships (under 18s)

The application remains the same as detailed within the policy; a referral form will be received from a Lincolnshire County Council Childrens Services staff member, directly to the Appointee Team via email or post.

Once the referral has been approved by the Appointee Team they will list themselves as an involvement on ICS (Integrated Childrens System).

The Practitioner will then contact the DWP directly to request a DBD68LA form to be sent to the Appointee Team. We will complete the form to apply to receive the DLA benefit monies in to the account that we hold.

Childrens cases will only ever be in receipt of DLA monies.

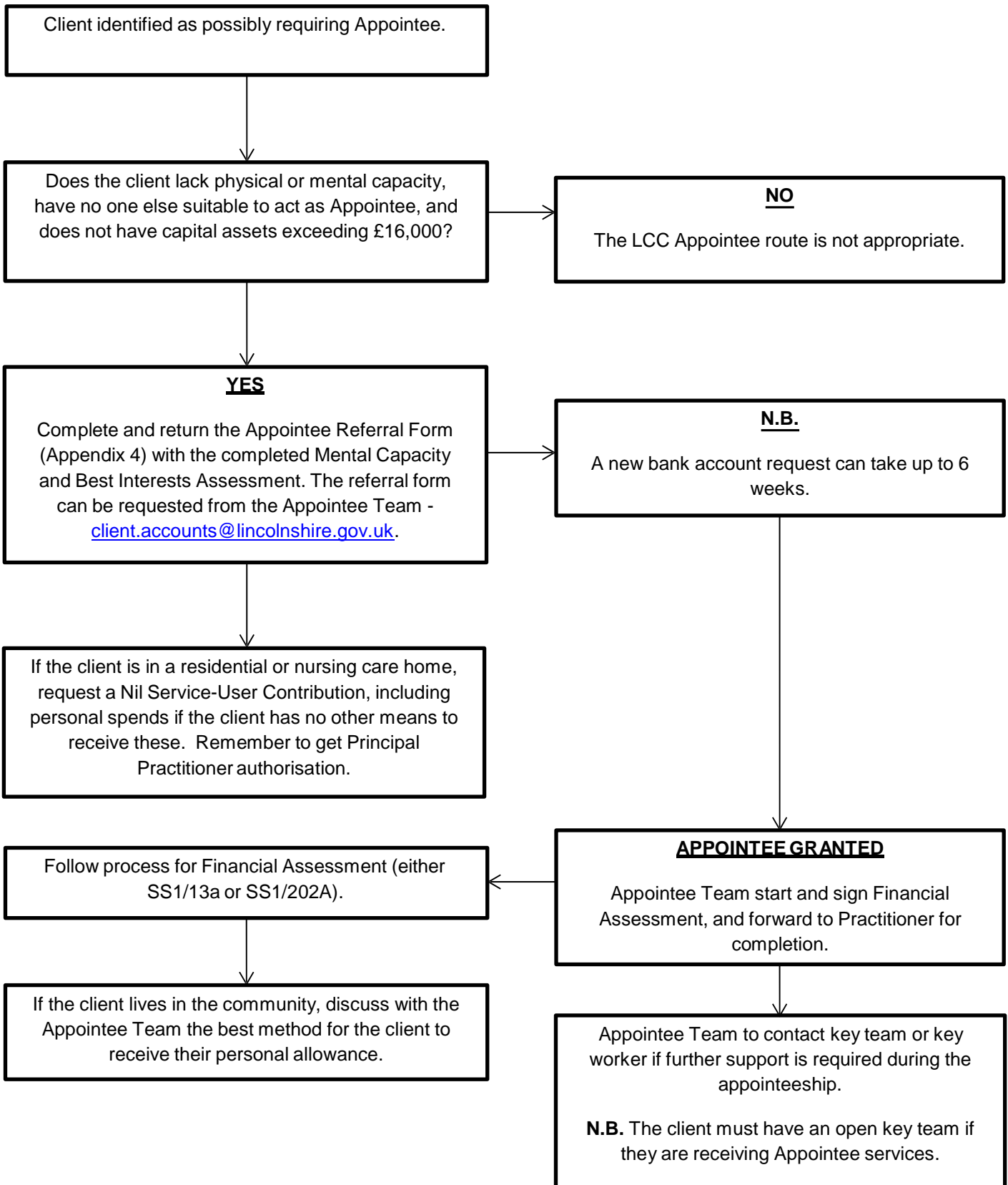
Once the benefits are being paid into the account the process will mirror that detailed in the policy.

Relinquishment on case at the age of 18

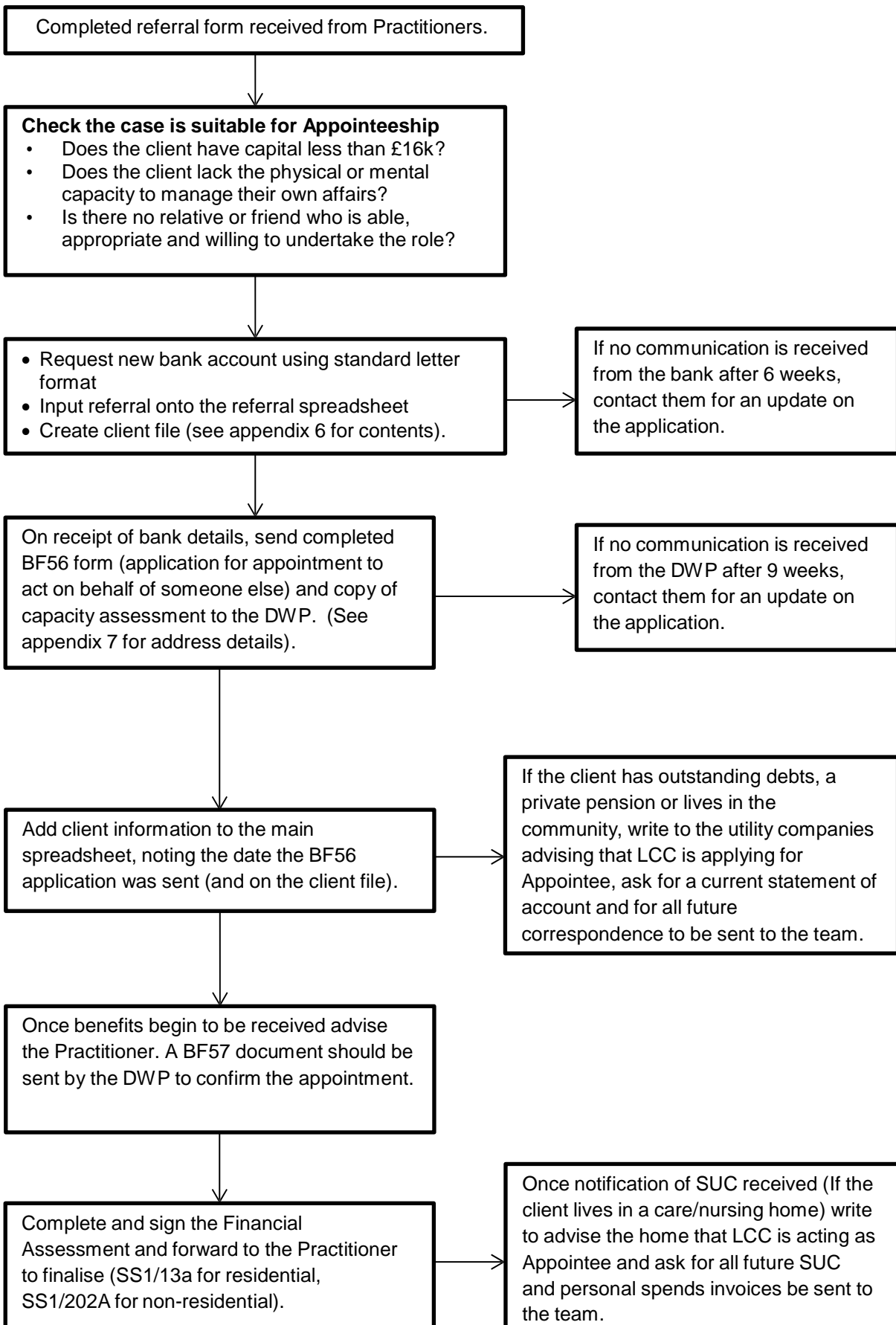
The Appointee Team will liaise with the Practitioner to discuss the best course of action in order to handover the finances; this will be done on a case by case basis.

12. Appendices

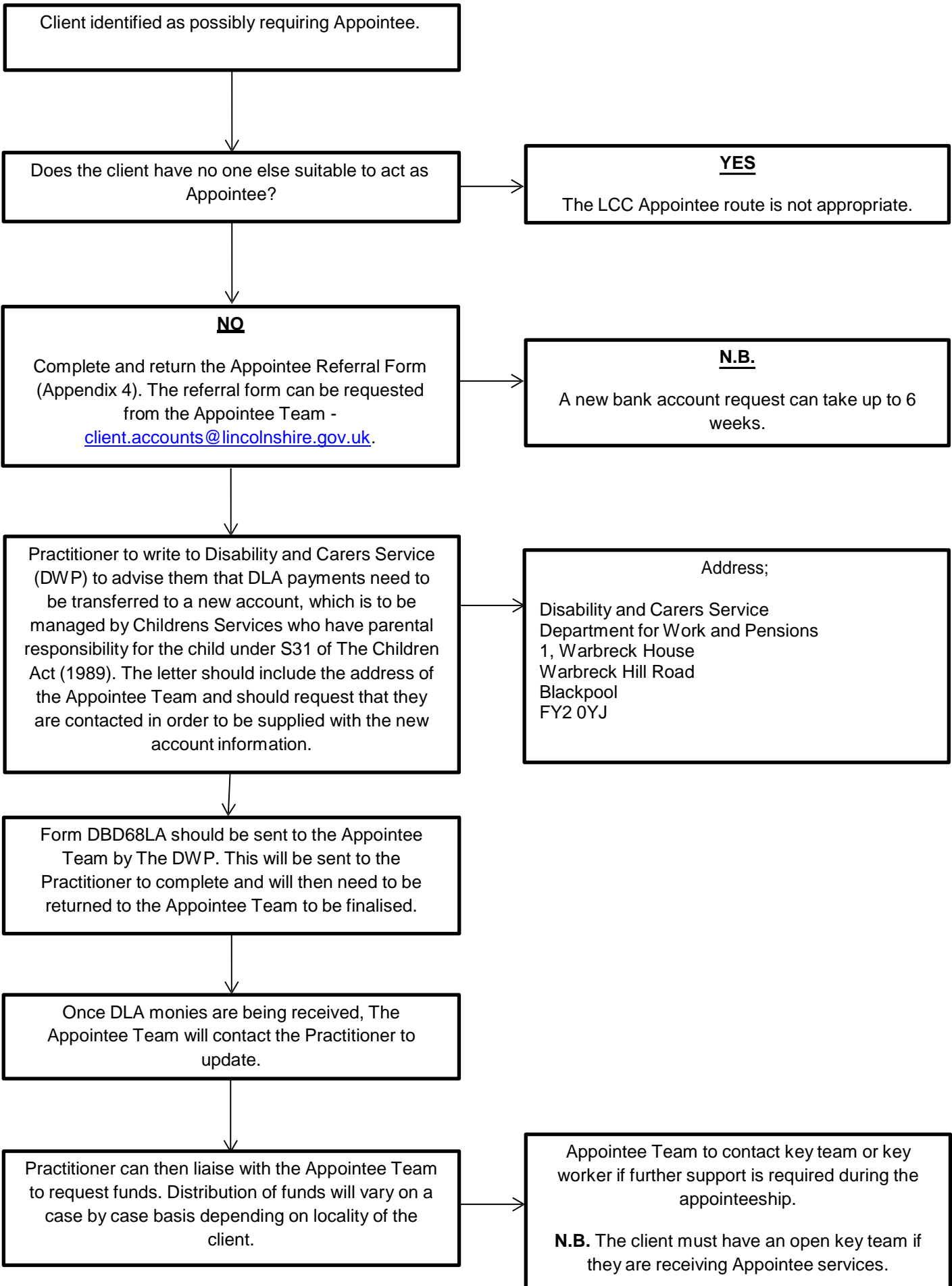
Appendix 1 – Adult Care Practitioner Guide to Setting Up a Client Account (Appointeeships)



Appendix 2 – Business Support Guide to setting up a Client Account (Appointeeship)



Appendix 3 – Childrens Services Practitioner Guide to Setting Up a Client Account (Appointeeships)



Appendix 4 - Client Account/Appointee Referral Form

Client Account/Appointee Referral Form

Please ensure that all sections of the form are completed. Incorrect or missing information may delay the application.

If there is a current Appointee they will need to relinquish their role with the DWP and advise that LCC will be making an application, prior to our application.

Please provide a capacity assessment to accompany our application to the DWP (Adults only).

Full Name:
(including any previous/middle names)

AIS/ICS Number:

DOB:

Current Address:

Postcode:

Type of Accommodation:
(i.e. Care Home, Council House, Privately Rented, Owned)
If Care Home please advise of date of admission

National Insurance Number:
(this can be found on any correspondence from the DWP)

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Details of any bank accounts:
(Name of bank, account name, number and sort code, including current balance)

Appointee/Client Accounts

Details of any debts:

(Please provide copies of any correspondence)

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Details of current benefits received:

(Type of benefit, amounts being received/frequency)

--

Any private pensions:

(Please provide account/reference numbers and correspondence address and amount) (Adults Only)

Details of next of kin:

Postcode:

Relationship:

--

Is there a Will:

(If so, please provide a copy or advise of the current location) *Adults only*

--

Name of person making the referral and role in relation to Client:

--

Please explain why the referral for appointeeship is being made:

Is there any Safeguarding involvement:

Is there a current appointee:

(If yes, they will need to relinquish their role with the DWP and advise that LCC will be making an application, prior to our application)

Yes No

If yes, please provide details:

Please send completed forms to:

Serco Local and Regional Government Division
Court of Protection and Appointeeship Team
Thomas Parker House
Floor 2
13/14 Silver Street
Lincoln
LN2 1DY

or email to: client.accounts@lincolnshire.gov.uk

Telephone: 01522 555555

Appendix 5 - Lincolnshire County Council- Appointee - Personal Indemnity Form

Serco Local and Regional Government Division, Court of Protection and Appointeeship Team, Thomas Parker House, Floor 2, 13/14 Silver Street, Lincoln, LN2 1DY, client.account@lincolnshire.gov.uk, 01522 555555

On behalf of the Estate of the Late

Client Number: _ _ _ _ _

I authorise you to close the Lincolnshire County Council held account of the above mentioned deceased, and raise a cheque for any remaining funds to the following payee.

Payee Name:

CONDITIONS OF THIS AGREEMENT

When accepted, this agreement is in full and final settlement of all claims against Lincolnshire County Council in connection with the funds we pay to you under the terms of this agreement.

This agreement relates to the estate of (DECEASED)

Your acceptance of this agreement is made on the following terms:

You have read the terms of this agreement and agree to accept them

No further claim can be made to Lincolnshire County Council in connection with the estate

You are entitled, either solely or with others, to the balance in the late clients account held by Lincolnshire County Council on their behalf

Where any other beneficiary(ies) is/are entitled to a share of these funds you confirm you have their consent to accept this agreement

Personal Indemnity

I give this indemnity both in my personal capacity and as the claimant/deceased's Personal Representative/Beneficiary/Executor/Next of Kin.

FULL NAME:

RELATIONSHIP TO DECEASED:

ADDRESS:

SIGNATURE: **DATE:**

The signature must be the Payee the funds are being released to (as detailed on this form).

Appendix 6 - Client File Format

National Insurance number, date of birth, AIS number and Practitioner information should be detailed on the inside front cover for quick reference. The date the BF56 application was sent should also be detailed here.

Four dividers are initially used for:

Statements – *Monthly statements filed after they have been updated on the electronic spreadsheet for all income and expenditure. A copy of the income and expenditure sheet is kept in front of the statements. The most recent statements are filed at the top.*

Benefits – *All DWP letters are filed in this section and any other correspondence relating to benefits.*

General Correspondence

Mandates – *Initial referral form, capacity assessment and BF57 document.*

Once benefits are being received and we are in a position to pay service user contribution (SUC) further dividers are added for invoices and personal spends etc. If the client resides in the community a separate divider is used for each utility company.

Fig. 1 Example of electronic Income and Expenditure sheet. This is kept in the clients individual folder located on;
 G:\Business_Support\Business_Support_Teams\Business_Support_North_Hykeham_Area\Roman Way\Client Accounts

Income				Expenditure		B/F:		
Date	Receipt Number	Details	Amount	Date	Cash or Cheque number	Details	Amount	Balance
		Total:	£0.00			Total:	£0.00	
							Balance carried forward	
<i>Not cashed at last statement</i>								

A client contact sheet is kept on the electronic file to record any phone calls, emails or any other information that has been received. All action that has been taken is also detailed here:



CLIENT ACCOUNTS CONTACT SHEET

DATE:	BRIEF DESCRIPTION OF CONTACT/ ACTION TAKEN:

Appendix 7 - Addresses for DWP Application

For prospective clients under the age of 18:

Send correspondence to:

Disability and Carers Service
Department for Work and Pensions
1, Warbreck House
Warbreck Hill Road
Blackpool
FY2 0YJ

For prospective clients under the age of 60:

Send the application to the Jobcentre:

Lincoln Benefit Centre
Jobcentre Plus
Brightside Lane
Sheffield
S99 2AH

For prospective clients over the age of 60:

Send the application to the Pension Service:

Leicester Pension Service
The Pension Centre
PO Box 6773
Leicester
LE1 1WN