



Norfolk County Council

Paying for our help to manage your benefit money (our Appointee Service)



Norfolk
County Council



Tell us what you think



This is an Easy Read survey.

If you need help reading this survey, call us on 01603 224219 and someone will help you.

What we are doing (1)



Norfolk County Council has an Appointee Service.



The Appointee Service helps people to manage their benefit money.



This is the money people get from the Government.



This service is for people who use Norfolk County Council's adult social care services.

What we are doing (2)



People may want help from the Appointee Service because they find it hard to make choices about how to spend their money.

This could be because they have a disability or illness.



The Appointee Service helps people to:

- Use their benefit money to pay for things they need, like their care or their bills
- Save their money and keep it safe.



What we are doing (3)



People do not have to use our Appointee Service. They can get help in other ways.



Right now, people do not pay for help from our Appointee Service.



The law says we do not have to help people in this way.



We think our Appointee Service is very important because it means we can help people keep their money safe and spend it on the things they need.

What we want to do (1)



Our Appointee Service helps 475 people manage their benefit money.



1 person

It costs us about **£12** a week to help one person.



475 people

It costs us about **£296,400** to help 475 people for a year.



More people want help from the Appointee Service each year.

What we want to do (2)



Next year we think it will cost us **£358,000** to help everyone who wants to use our Appointee Service.



We do not have enough money to keep helping everyone in all the ways we do now.



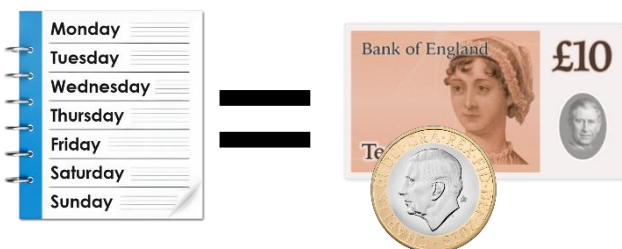
We must think about how we can change the Appointee Service so that we can keep helping people with their money in the future.

Our idea (1)



Our idea is that in future people should pay to use our Appointee Service.

They would pay:



- **£12 every week.**



- **£624 each year** for our help to manage their benefit money.



This is similar to what people pay for this help in other parts of the country.



Our idea (2)



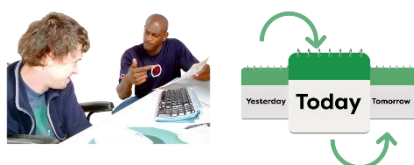
People who already use the Appointee Service will have to pay.



New people that want to use the service will have to pay.

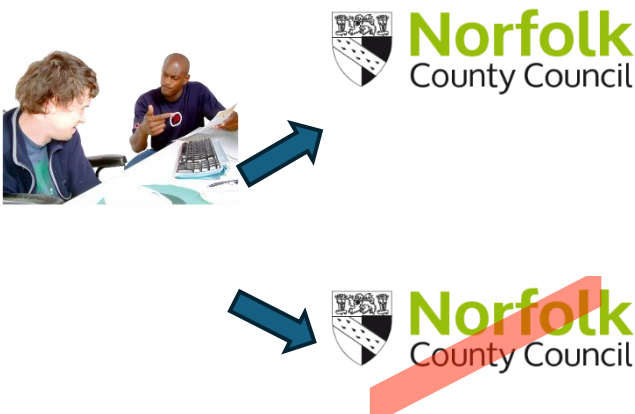


We think this idea will mean we will have enough money to keep helping people in this way.



If you live in your own home (not a care home) you may be able to claim a disability related expense to cover the cost.

Our idea (3)



People can get the same help from other places instead of using our Appointee Service.



Getting help from other places can cost more money.



This help can cost people between £528 to £1335 a year.



We want you to tell us what you think about our idea. This will help us decide what to do.

Taking part (1)



You do not have to answer all our questions.



You do not have to tell us your name or anything about you.



We must keep your information safe by law.



We will not share your information with people who do not work for us.

Taking part (2)



If you have a question about how we keep your information safe you can call us: 01603 224219.

Our questions (1)

Question 1:

Who are you answering these questions for?

☒ Please tick 1 box



☐ Me



☐ For someone who needs help to answer the questions



☐ For a group, organisation or business

Our questions (2)



Question 2:

If you are answering these questions for a group, organisation or business, what is it called?

Please write your answer in this box:



Our questions (3)



Question 3:

Do you use our Appointee Service to help you manage your benefits?



Please tick 1 box

☐ Yes



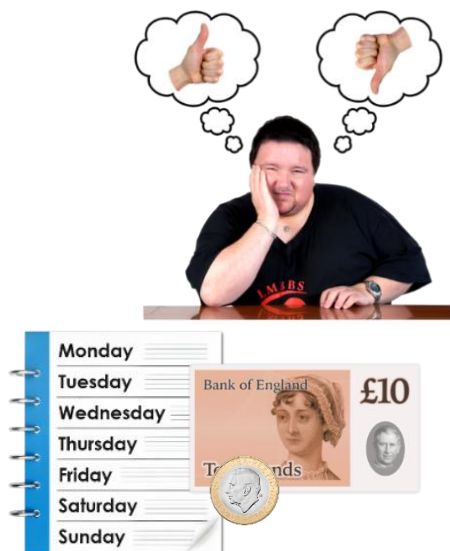
☐ No



☐ I do not know



Our questions (4)



Question 4:

Do you think it is a good idea or a bad idea for people to pay £12 a week for help from our Appointee Service?



Please tick 1 box

☐

Good idea

☐

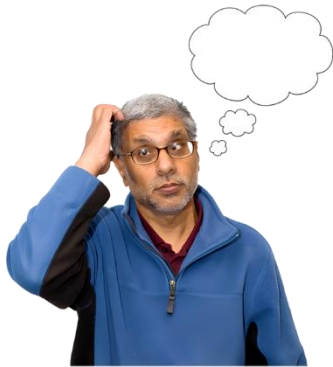
Bad idea

☐

I do not know



Our questions (5)



Question 5:

Please tell us why you gave that answer to Question 4.



Please write your answer in this box:



Our questions (6)



Question 6:

If you had to pay £12 per week for our Appointee Service, what would you do?



Please tick 1 box

- ☐ I **would** use your Appointee Service
- ☐ I **would not** use your Appointee Service
- ☐ I would use a different Appointee Service
- ☐ I would use someone else to manage my money, like a family member, solicitor or charity
- ☐ I do not use an Appointee Service because I do not need this help
- ☐ I do not know

Our questions (7)



Question 7:

Tell us what you think.

If there is anything else you would like to tell us about our idea, write it in this box



Questions about you (1)



It is helpful to know more about you. This helps us to see if different people think our ideas are good or bad.



You do not have to answer these questions.



If you answer these questions, we will keep your information safe.

Questions about you (2)



Question 8: How old are you?

Please write your age in this box:



☐ I prefer not to tell you



Question 9: What is your sex?

Sex: Your sex is whether you were born as a man or a woman.

☒ Please tick 1 box

☐ Male

☐ Female

Questions about you (3)



Question 10:

Is your gender the same as your sex?

Gender: This is whether you like to be known as male, female, or something else.



Please tick 1 box

☐ Yes

☐ No

If you would like to, you can tell us your gender identity in this box:



Questions about you (4)



Question 11:

Are any of these true for you?

- ☐ I have a disability
- ☐ I have had a health condition for a long time
- ☐ None of these
- ☐ I prefer not to tell you

Questions about you (5)



Question 12:

Which of these describes your health condition or disability?

Please tick all that apply:

- ☐ **Blind or partially sighted**
- ☐ **Deaf or hard of hearing**
- ☐ **Limiting health condition**
e.g. heart disease, asthma, strokes, osteoarthritis, rheumatoid arthritis, fibromyalgia and myalgic encephalomyelitis (ME) etc.
- ☐ **Learning Disabilities**
- ☐ **Neurodiversity**
e.g. autism, dyslexia, dyspraxia

Questions about you (6)

☐ **Mental health conditions**

e.g. depression, schizophrenia, bipolar affective disorders, eating disorders, obsessive compulsive disorder

☐ **Physical disability**

e.g. limb disorder, amputee, wheelchair user, cerebral palsy, motor neurone disease, muscular dystrophy

☐ **Other – please write below**

If you have another type of disability or health condition, tell us in this box:



Questions about you (7)



Question 13:

What is your ethnicity?

Ethnicity is your race or background. For example, you may be Black, White or Asian.



Please tick 1 box

- ☐ White or White British
- ☐ Asian or Asian British
- ☐ Black, Black British,
Black Caribbean or African
- ☐ Mixed or multiple ethnic groups
- ☐ Another ethnic group
- ☐ I prefer not to tell you

Questions about you (8)



Question 14:

Which area of Norfolk do you live in?



Please tick 1 box

☐ Breckland

☐ Broadland

☐ Great Yarmouth

☐ King's Lynn and West Norfolk

☐ North Norfolk

☐ Norwich

☐ South Norfolk

Questions about you (9)



Question 15:

What is your first language?

☐ I speak English



If another language is your first language, please write the name of it in this box: ↓



How to send us your answers



Put the survey in an envelope.



You do not need to put a stamp on the envelope.



Put this address on the envelope:



APPOINTEE CONSULTATION
2026

Freepost RTCL-XSTT-JZSK
County Hall
Martineau Lane
Norwich
NR1 2DH



Send this survey back to us by
12 October 2026.

What happens next



This survey closes on
12 October 2026



We will think about what people have said about our idea in winter 2026/27.



This will help us decide what to. In December 2026 we will decide if people should pay for the help they get from the Appointee Service.



If we decide people should pay, this will start in Winter 2026/27.

If you have more questions (1)



If you have more questions,
you can contact us:



Phone: 01603 224219



Email:

haveyoursay@norfolk.gov.uk



Text Relay:

18001 0344 800 8020

If you have more questions (2)



You can ask us for this document in large print, audio, Braille, or a different format.



You can ask us for this information in a different language.