



Your views on our proposal to charge for the council's money management (Appointee) service

Overview

In this consultation we are asking for your views on our proposal to introduce administrative charges where Norfolk County Council are asked to manage the benefit money of adults that are unable to manage their own finances.

Norfolk County Council (NCC) provides an Appointeeship service, for people using social care services, who are unable to manage their benefit money. We currently do not charge an administrative fee for this service. This consultation therefore relates to NCC's proposal to cover its costs by charging for this service.

NCC, like other local authorities across the country, needs to make significant budget savings while continuing to provide vital social care services for its residents.

Most local authorities provide a money management service for adult social care clients who are unable to manage their benefit money, and have no family members or other responsible person who can manage their money appropriately on their behalf.

The Council is not required by law to provide this service, but recognises the importance of supporting vulnerable people to effectively manage their benefit money and to protect them from potential, or actual, financial abuse.

Why your views matter

We want to find out what people think about our proposal to introduce an administration fee to look after the money of adult social care clients who are unable to manage their own benefit money.

We would like to know what you think about the proposals outlined in this consultation.

We are consulting through:

- The online consultation, which is also available as a paper copy and in different formats
- Easy Read version of the consultation sent to all clients receiving a Norfolk County Council social care service living in both residential and community settings
- Email/letter to care providers and voluntary organisations that support clients that are, or in the future may be, affected by the proposed changes
- Email communication to care assessment staff at NCC
- Online and face to face engagement events:

1. Online session - for providers (care homes/agencies/stakeholders)

Join our online session where you can talk to us to find out more, and ask any questions you may have.

When: Tuesday 8 September

Time: Start is at 5pm, with a presentation then lots of time for questions and answers

Email haveyoursay@norfolk.gov.uk for a link to join

2. Online session - for clients (people who use the service and carers/family)

Join our online session where you can talk to us to find out more, and ask any questions you may have.

When: Friday 11 September

Time: Start is at 11am, with a presentation then lots of time for questions and answers

Email haveyoursay@norfolk.gov.uk for a link to join

3. Drop-in session

Come and talk to us to find out more, and ask any questions you may have.

Where: The session will be in the Green Room, Archive Centre, County Hall, NR1 2DH

When: Friday 11 September

Time: Start is at 2pm with a presentation, but you're welcome to drop in any time between 2-3pm.

Here's a link for information on how to get to the Archive Centre:

<https://www.archives.norfolk.gov.uk/article/30907/How-to-get-here>

The consultation runs from **Monday 3 August 2026 and closes at midnight on Monday 12 October 2026.**

Please note that if we receive any consultation responses after this date, we cannot guarantee that we will be able to take them into account.

If you need a copy of this consultation document in a different format, please email HaveYourSay@norfolk.gov.uk, call 0344 800 8020 or Text Relay on 18001 0344 800 8020 (textphone) and we will do our best to help.

The consultation questions should take about 15 minutes to complete.

How we will make our decision and report back to you

We will take a report about the findings of this consultation to the Norfolk County Council's Cabinet meeting in December 2026.

Our county councillors will consider the consultation responses we receive very carefully. In particular, they will take into account:

- The impact of any proposal on individuals, groups, or communities and in particular on people identified as having 'protected characteristics' under the Equality Act 2010. The protected characteristics are: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation
- The views of people and stakeholders consulted
- The evidence of need and what is proven to work effectively and well
- The financial and legal positions and any constraints at the time
- Any potential alternative options, models or ideas for generating income or making savings

Your opinions are valuable to us. Thank you for taking the time to read this and respond.

Personal information, confidentiality and data protection

We will use any personal information to understand how different groups of people feel about our proposal.

We will process any personal information we receive from you in line with the [UK General Data Protection Regulation \(UK GDPR\)](#)¹, the [Data Protection Act 2018](#)², and Norfolk County Council's data protection policy and guidelines. This means that Norfolk County Council will hold your personal data and only use it for the purpose for which it was collected, being this consultation. [You can find a copy of our privacy statement on the Norfolk County Council website](#)³.

We will not identify individuals when reporting back our findings and under our record management policy we will keep this information for five years. We will also, under normal circumstances, not pass your personal data on to anyone else. However, we may be asked under access to information laws to publish or disclose some, or all, of the information you provide in response to this consultation. We will only do this where such disclosure will comply with such relevant information laws which include the Freedom of Information Act 2000, the Data Protection Act 2018, and the Environmental Information Regulations 2004.

You can choose not to take part in the consultation, to stop responding at any time, or to ignore any personal questions that you do not want to answer.

¹ www.gov.uk/data-protection

² www.legislation.gov.uk/ukpga/2018/12/contents

³ www.norfolk.gov.uk/privacy

Background

This consultation relates to NCC's proposal to charge an administration fee for managing the benefit money of people using social care services, where the council is acting as that person's Appointee.

Due (in part) to the introduction of the Mental Capacity Act, the demand for Appointee services has grown year-on-year and the cost of providing this service is growing. In the last 2 years, demand for the service has increased by 30 percent.

We estimate that the annual cost of providing the Appointeeship service to the 475 current clients is £296,400. The average cost of managing the money for each person is £12 a week. Due to an increase in referrals for this service, the cost to deliver the Appointeeship service is forecast to increase to £358,000 in 2026-27.

What is an Appointee?

An Appointee is a person or organisation who has been given the legal right to manage someone else's Department of Work and Pensions (DWP) benefit money on their behalf.

The Appointee has a number of responsibilities including:

- Collecting state benefits
- Maximising benefit income
- Making payments from this income for care charges, personal allowances, and other bills; particularly where the person using social care services continues to live in the community
- Supporting individuals to save

As an example, someone may be unable to manage their own finances due to a lack of ability or capacity to do this. NCC will arrange to collect and administer their DWP money on their behalf, which can be time consuming and sometimes complex if various bills need to be paid.

Someone may lack mental capacity for various reasons, including:

- they have dementia
- they have a learning disability
- they have a mental health condition
- they have had a serious brain injury or illness

NCC's Client Financial Affairs Team delivers the Appointeeship service. You can [read more about our Appointeeship service](#)⁴ on our website.

There is no national approach to charging for Appointeeships. Policy and charges are therefore subject to local council decisions.

⁴ www.norfolk.gov.uk/article/41863/Making-decisions-for-someone-else

What is currently offered?

Adults have the right to manage their own financial affairs. However, this may be difficult for some individuals due to lack of mental capacity.

NCC recognises the importance of supporting vulnerable adults to manage their finances and to protect them from potential or actual financial abuse.

Norfolk County Council does not currently charge for the administrative costs incurred in acting as Appointee. At present people who receive social care and who access this additional support are only required to pay for the cost of the annual bank charge (£12 a year).

What is being proposed?

NCC is proposing to introduce an administration fee for acting as an Appointee. We recognise that this will have an impact on adults who currently receive NCC's Appointeeship service, and those who are considering asking for it. Therefore, we are consulting on the proposal with service users, carers and other stakeholders and will take the findings to the Norfolk County Council's Cabinet for a decision in December 2026.

NCC proposes to introduce an annual administrative fee where it is asked by people in receipt of social care to act as an Appointee for their DWP income/benefits.

It is proposed that this fee will be set at £12 per week and the appointee service will continue to only be accessible by NCC's social care clients. This is the amount it costs NCC currently to provide the service.

Based on the proposed fee, and current number of clients, NCC would receive an estimated annual income of £296,000.

Some people will be able to claim a Disability Related Expense to cover the proposed £12 a week charge. This only applies to people who live in the community and pay for, and receive, a social care service (about 100 of the 475 current clients).

NCC has considered alternative proposals, including stopping the service and outsourcing or referring clients to external providers. However, our analysis has found that external providers usually charge a higher administrative fee than we are proposing, and additional resource would still be required to refer clients to external providers. This would cause additional delays for the client and would have a greater impact on their financial position.

To explain the comments above, the table below (Figure 1) provides details of three organisations and a professional Appointee that have been identified as providers and shows the range of service offerings and related charges for people living in residential homes (like a care home) and in the community (in your own home).

Figure 1 – Third party provider appointee charges

-	Community per year	Residential per year
NCC Client Financial Affairs Team *If charged at £12 per week	£624.00*	£624.00*
Organisation 1	£1335.36	£1335.36
Organisation 2	£1314.44	£912.60
Organisation 3	£924.00	£528.00
Professional Appointee	£800.00	£800.00

Why are we proposing this now?

Due to rising demand for the service and NCC's budget pressures, the current Appointeeship service is no longer sustainable.

The proposed administrative charge is aimed at making sure that we can continue to deliver the service, while ensuring that the service we provide is consistent and in line with Government guidelines.

Many other councils already charge clients for the Appointeeship service (see the table below, Figure 2). Norfolk has delayed this until it has been necessary for the Council to consider imposing an administrative charge.

We recognise the importance of delivering this service and our responsibility to safeguard vulnerable adults. The proposed administrative charges cover the cost of providing the service and are lower than those charged by most third-party providers.

Figure 2 – Other Local Authority Appointeeship Charges

Local Authority	Charge
Cambridgeshire County Council	£12.66 a week residential and £15.83 a week community.
Essex County Council	£240 set up fee and £240 a year management fee for residential and for community.
Central Bedfordshire Council	No charge for people with income under £1,000 a year. 3.5% of capital up to maximum of £634 a year for residential and for community.
North Northamptonshire Council	£12.50 a week residential and £15 a week community.
Milton Keynes City Council	£15 a week for residential and for community.

What happens after the consultation?

We will feed back the findings from our consultation to our county councillors as part of the evidence they will use to help them come to a decision about the proposal.

We expect a decision to be made in December 2026. The outcome will be communicated to clients, care providers, and voluntary organisations.

If supported, the proposals would come into effect Winter 2026/27.

Questions about our proposals

1. Which of the following best describes you?

Please choose **one** of the following only:

- ☐ I am helping someone who uses an appointee service to fill the survey in
- ☐ I am responding as an individual who works with people who use an appointee service - like a social worker or care provider
- ☐ I am responding as an individual
- ☐ I am giving an official response on behalf of a group or organisation (please tell us the name of the group or organisation below)

Please write here the name of the group or organisation you are giving an official response on behalf of:

2. Please tick any of the following that are true for you or the person you are answering these questions for:

- ☐ I use Norfolk County Council's appointee service
- ☐ I use another appointee service
- ☐ I do not use an appointee service

3. Please tell us whether or not you support our proposal to introduce a charge?

Please choose **one** answer only from the list below:

- ☐ Strongly support
- ☐ Support
- ☐ Neither support nor do not support
- ☐ Do not support
- ☐ Strongly do not support

4. Tell us why you say that?

Please write your answer here:

5. If we make these changes, how would you choose your money to be managed in the future?

Please choose **one** answer only from the list below:

- ☐ I would use Norfolk County Council's appointee service
- ☐ I would NOT use Norfolk County Council's appointee service
- ☐ I would use another non-council 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
- ☐ I do not know

6. Do you have any other comments, suggestions or concerns about the proposals?

Please write your answer here:

About You

To make sure we are learning from a wide range of people – we would like to ask some questions about you or the person you are answering these questions for.

These are optional questions (so you may choose not to give this information), but this information is helpful to understand who is responding to our consultations.

Related information

On 12 September 2024, the ONS (Office for National Statistics) announced the findings of a review of gender identity estimates from Census 2021, which includes a reclassification of 'official statistics in development'.

You can read more about this on the [ONS website](#)⁵

We are using the ONS Census 2021 format for the 'About You' questions, but with an awareness of the 2024 update from the ONS.

7. How did you hear about this consultation?

Please choose **one** answer only from the list below:

- ☐ From a group I belong to
- ☐ From my place of work or education
- ☐ From an email I received
- ☐ Other, please write here:

⁵ www.ons.gov.uk/news/news/betterunderstandingthestrengthsandlimitationsofgenderidentitystatistics

8. How old are you or the person you are answering these questions for?

Please choose **one** answer only from the list below:

- ☐ Under 18
- ☐ 18-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65-74
- ☐ 75-84
- ☐ 85 or older
- ☐ Prefer not to say

9. What is your sex?

Please choose **one** answer only from the list below:

- ☐ Male
- ☐ Female

10. Is the gender you identify with the same as your sex registered at birth?

Please choose **one** answer only from the list below:

- ☐ Yes
- ☐ No

If No, please write your gender identity here:

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11. Do you or the person you are answering these questions for have any long-term illness, disability or health problem that limits your daily activities?

Please choose **one** answer only from the list below:

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

12. If yes, which of the following best describes the condition or disability?

Please tick as many answers as apply:

- ☐ Blind or partially sighted
- ☐ D/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. autistic spectrum disorders, dyslexia, dyspraxia
- ☐ 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 condition or disability, please write here:

13. How would you describe your ethnic background?

Please choose **one** answer only from the list below:

Asian or Asian British

- ☐ Asian British
- ☐ Indian
- ☐ Pakistani
- ☐ Bangladeshi
- ☐ Chinese

Any other Asian background, please describe here:

Black, Black British, Caribbean, or African

- ☐ Black British
- ☐ Caribbean
- ☐ African

Any other Black, Black British, or Caribbean background, please describe here:

Mixed or multiple ethnic groups

- ☐ White and Black Caribbean
- ☐ White and Black African
- ☐ White and Asian

Any other mixed or multiple group, please describe here:

White

- ☐ English, Welsh, Scottish, Northern Irish or British

- ☐ Irish
- ☐ Gypsy or Irish Traveller
- ☐ Roma

Other White background, please describe here:

Another ethnic group

- ☐ Arab

Any other ethnic group, please describe here:

- ☐ Prefer not to say

14. Which District/Borough/City do you live in?

Please choose **one** answer only from the list below:

- ☐ Breckland
- ☐ Broadland
- ☐ Great Yarmouth
- ☐ King's Lynn and West Norfolk
- ☐ North Norfolk
- ☐ Norwich
- ☐ South Norfolk

15. What is your first language?

☐ English

Other, please write here:

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Your opinions are valuable to us. Thank you for taking the time to read this and respond.

If you have any questions please call us on: 01603 224219

You can fill in our online feedback form at:

<https://norfolk.citizenspace.com/consultation/7312c5e6>

You can email return your feedback form to: haveyoursay@norfolk.gov.uk

You can send back a paper feedback form to:

APPOINTEE CONSULTATION 2026

Freepost Plus RTCL-XSTT-JZSK, Norfolk County Council, Ground floor -
south wing, County Hall, Martineau Lane, Norwich NR1 2DH.

However, if you want to help the council save money, please use a stamp and send to this address: Stakeholder and Consultation Team, Norfolk County Council, Ground floor - south wing, County Hall, Martineau Lane, NR1 2DH.

You may wish to keep a copy of your response to our consultation for your own records.



If you need this document in large print, audio, Braille, alternative format or in a different language please email us at haveyoursay@norfolk.gov.uk or contact Customer Services on 0344 800 8020 or Text Relay on 18001 0344 800 8020 (textphone) and we will do our best to help.