



Proposal for Appointeeship Client Charges

Hillingdon Council is proposing to introduce charges for Client Financial Affairs clients in receipt of appointeeship services.

Why is change needed?

The Council therefore provides financial support, either through appointeeship or deputyship to vulnerable adults, depending on the level and type of their financial income and assets.

Appointeeship is a role authorised by the Department for Work and Pensions (DWP) for individuals who cannot manage their benefits and basic finance. The appointee manages a person's welfare benefits, pays bills, and may handle a small amount of savings for unforeseen expenses

Deputyship is a legal appointment made by the Court of Protection for a person (P) who lacks mental capacity to make decisions about their finances or personal welfare. Deputyship for Property and Financial Affairs allows the deputy to manage a person's finances, including paying bills, managing pensions, handling savings, and buying or selling property.

The number of clients supported by the Client Financial Affairs team has grown steadily. These are Adults Social Care clients who, receive a care service funded by the council, and who lack mental capacity to manage their finances, or where there are safeguarding concerns surrounding the management of their finances. The Council provides an appointeeship service to 117 service users and a deputy service to 55, 172 clients in total. Whilst this is a small cohort of people, demand for the service is expected to continue to increase.

To ensure that the Client Financial Affairs team can continue to support the growing number of appointee clients, it has been necessary to review the charging arrangements for the service, to ensure that it can respond to future demand. Introduction of these changes will ensure Council funding is prioritised towards assisting those who most need support in managing their finances. It is recognised that charging for appointeeship provides an opportunity to recover the costs of a discretionary service.

Benchmarking of best practice across other Local Authorities have identified that other Councils have introduced or are considering introducing a charge for appointeeship services

What are we proposing

Within the updated fee structure, the following rules are proposed;

- Appointeeship clients will not be charged if they have capital or assets below £1k.

- Appointeeship clients within residential care settings are to be charged **£11 per week**
- Appointeeship clients within non-residential (community) care are to be charged **£15 per week**.

A 2% uplift in the fees is added in; this is based around a typical annual DWP uplift of the state pension. The uplift will be subject to associated costs and ensuring affordability for clients that must be left with DWP's minimum spending weekly allowance. For 26/27 that figure is £31.80.

The charges set out above - £11 per week for residential appointeeship clients and £15 per weeks for non-residential appointeeship clients, will support in funding the following.

- Client Financial Affairs officer workload including making payments on, liaise with the DWP, reconciliations and supporting assessments.
- Dealing with any queries relating to the resident's services
- Monitoring the resident's finances to ensure they are receiving the agreed support from their providers

The review of the existing fee structure is guided by several aims and will achieve the following benefits detailed below:

- To ensure that the Council has an up-to-date fee structure by considering the latest best practice, law, and guidance.
- To consider any relevant legal developments
- To ensure residents are subject to individual, personalised financial assessments, so that their personal circumstances are considered when charging for appointeeship services and they are not expected or asked to pay a fee that they cannot afford
- To ensure that appointeeship clients who have been financially assessed have an opportunity to maximise welfare benefits thus maximising their ability to contribute to their care costs
- To maximise achievable income for the Council by updating their fee structures.
- To ensure that the policy reflects the Adult Social Care vision detailed in the Adult Social Care and Health Plan 2024-2027.
- To ensure that the policy reflects the Councils aims and objectives, detailed in the Council Strategy 2022-2026.

The fees charged by the council for adult social care services are crucial, they are however, proportionate and take into consideration the ability to pay. Without the revenue from these charges and fees, the service would not be viable in the future.

How you may be affected by the change

If you are a Hillingdon Client Financial Affairs appointeeship client, or are assessed to require the service in future, you will be billed the appointeeship fees, providing you have over £1,000 in capital or assets.

Why we are consulting

We want to hear your views on the proposed changes. No changes can be made until Cabinet Member for Health & Social Care, in consultation with the Corporate Director of



Finance and Corporate Director of Adult Social Care have considered the findings of the survey. The survey will run from 7 August 2026 to 13 September 2026. You can complete it online or fill out this questionnaire and return it to:

**Client Financial Affairs Team Leader
Client Financial Affairs Team
Finance Directorate
Civic Centre – 3E/05
High Street
Uxbridge
UB8 1UW**

If you would like to complete this form over the telephone, please call the Team on 01895 250634.

Proposal for Appointeeship Client Charges August 2026.

Your views are important to us.

Please complete this survey by 13 September 2026.

If you are completing this form on behalf of someone else, please respond as if you were the individual.

1) Please select all that apply

- ☐ I get help with care and support from Hillingdon Council (adult social care)
- ☐ I am the carer or representative of someone who gets help with care and support from the council (adult social care)
- ☐ I belong to an organisation that works with vulnerable adults in Hillingdon
- ☐ Other (please state _____)

If you are a carer, representative or organisation please answer as the client.

2) Do you support the Council's proposal to introduce appointeeship fees for residents who have sufficient funds to pay for the client financial affairs appointeeship service?

- ☐ Yes
- ☐ No

3) If no, please tell us why?



4) Do you have any other comments about the proposed change?

About You

5) Please tell us your postcode.

Please note we collect postcode data to gain a better understanding of which parts of the borough respond to our proposal. We cannot identify individual properties or addresses from this information.

- | | |
|---------------------------|-----------------------------------|
| ☐ HA4 | ☐ HA6 |
| ☐ HA5 | ☐ UB8 |
| ☐ UB3 | ☐ UB9 |
| ☐ UB4 | ☐ UB10 |
| ☐ UB5 | ☐ TW6 |
| ☐ UB7 | ☐ TW19 |
| ☐ HA6 | ☐ WD3 |
| ☐ UB7 | ☐ Other _____ |

6) Are you?

- ☐ Male
- ☐ Female
- ☐ Prefer not to say
- ☐ Other _____

7) What is your age range?

- ☐ Under 25
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54

☐ 55-64

☐ 65+

8) Which group best describes your ethnicity?

- ☐ Asian or Asian British ethnic group or background (Indian, Pakistani, Bangladeshi, Chinese or any other Asian background)
- ☐ Black, Black British, Caribbean, or African ethnic group or background (Caribbean, African, any other Black British, Caribbean or African background)
- ☐ Mixed or multiple ethnic group or background (White and Black Caribbean, White and Black African, White and Asian, any other mixed or multiple background)
- ☐ White group or background (English, Welsh, Scottish, Northern Irish or British Irish, Gypsy, Irish Traveller, Roma, any other Traveller background, any other White background)
- ☐ Other ethnic group or background (Arab, any other ethnic group)
- ☐ Prefer not to say

9) Which of the following best describes your sexual orientation?

- ☐ Bisexual
- ☐ Gay
- ☐ Lesbian
- ☐ Straight/heterosexual
- ☐ Prefer not to say
- ☐ Other

10) What is your religion or belief?

- | | |
|---|---|
| ☐ No religion | ☐ Muslim |
| ☐ Buddhist | ☐ Sikh |
| ☐ Christian (Catholic, Church of England, Protestant and all other Christian denominations) | ☐ Prefer not to say |
| ☐ Hindu | ☐ Other _____ |
| ☐ Jewish | |



11) Do you have a disability? A physical or mental illness or condition that has a substantial and long-term effect on your ability to carry out normal day to day activities.

- ☐ Yes
- ☐ No
- ☐ Prefer not to say