



## THE FINANCE CARE SERVICE

"A Helping Hand"

### WHAT WE DO & OUR ETHOS

We provide daily money management for vulnerable Adults by way of Department for Work & Pensions (DWP) Corporate Appointeeships. We pay bills, protect from financial abuse, claim benefits entitlements, negotiate with Creditors and provide support on how to spend money in best interests. We deliver a National Service and take pride in supporting each Adult we represent whilst communicating with Social Workers, Support Workers, Care Providers, Local Authorities, Health Care Professionals and Family Members to resolve financial needs and meet desired outcomes.

Our ethos is to improve lives. Our mission is to maximise the opportunities of each Adult we represent on consideration, and on-going assessment, of available finances.

### APPOINTEESHIP SERVICE

Once appointed as Corporate Appointee, we are responsible for acting on behalf of the Adult in all dealings with the DWP and we will:-

- ✓ Set a budget on consideration of all available finances;
- ✓ Open an Appointeeship management bank account;
- ✓ Act as liaison and point of contact for finances, including creditors;
- ✓ Collect benefits and manage monies in best interests;
  - This can include paying care bills and household bills;
  - Providing monies to Carer's and Support Workers for shopping and spends;
  - Providing money for holidays, equipment, clothes and furniture;
  - Resolving and settling accrued debt;
- ✓ Identify suitable benefits claims;
- ✓ Complete and sign benefits claim forms;
- ✓ Provide evidence to the DWP of entitlement;
- ✓ Reporting relevant changes to the DWP of circumstances, such as going into hospital or a change of persons living with the Adult.

### OUR UNIQUE SERVICE

Our service is unique. Our Appointeeships are proactively monitored and evolve over time. Strategies are put in place to make positive impacts to our Client's lives in light of individual financial status.

We will not just act as an Appointee, instead, we provide real hands-on support to Circles of Care and work hard to improve lives. We are a "Financial Advocate" for each Adult we help.

### BENEFITS OF OUR SERVICE

- 1 We provide a tailored service for each Adult.
- 2 We ensure all funds are used for the Adult and in their best interests.
- 3 Financial risk is minimised, giving Social Care professionals, Circles of Care and Advocates peace of mind.
- 4 We help safeguard Adults who may be at risk.
- 5 We ensure correct welfare benefits/pensions are being received.
- 6 We work to meet desired outcomes.
- 7 We can provide a managed Shopping/Spends card for Circles of Care.
- 8 We constantly assess needs, finances and evolve how we can better provide support.

### SPENDS/CARER'S SHOPPING CARD

We can provide a managed and pre-loaded debit card alongside the Appointeeship, or as a separate standalone service.

The card can be loaded with funds daily, weekly or monthly and is provided to the Adult or members of their trusted Circle of Care. This allows managed and monitored access to smaller sums of money for shopping and spends.



### SERVICE COSTS

Our service is funded from benefits received:-

- ✓ Care/Nursing Home or Hospital based Adults- £9.00 per week
- ✓ Community Based Adults- £15.98 per week
- ✓ Setup fee- £145.00 once appointed
- ✓ Spends/Carers Shopping Card- £1.16 per week
- ✓ Spends/Carers Shopping Card provider fee- £2.31 per week

### HOW TO REFER

We are happy to receive referrals in whichever format is easiest for you. Including:- (1) our paper referral form; (2) telephone call; (3) email synopsis via secure service such as Egress; (4) online, instantly via our website "Referrals" page:-

<https://www.financecareservice.org/referrals>

We always respond to referrals to confirm receipt and will confirm acceptance within 24 hours. We aim to file applications with the DWP within 48 hours and we will update you as the application progresses.




*"A helping hand, working towards a brighter future to resolve daily money management issues and helping to safeguard vulnerable adults."*


For more information please visit our website  
[www.financecareservice.org](http://www.financecareservice.org)

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If you would like this information in a different format please contact us and we will do our best to meet your requirements.