

## About this guide

### Purpose of the guide

This guide:

- promotes consistent procedures for dealing with agents, appointees, attorneys, deputies and third parties
- does not provide any detailed information about the method of payment. See Methods of Payment Policy on the COBAP website.  
<http://intranlink/1/corp/sites/finance/fsd/cbandmp/index.asp>

### Who should read this guide

This guide is for all staff within:

- Department for Work and Pensions (DWP)
- Social Security Agency (Northern Ireland) - (SSA(NI))
- Veterans Agency (VA).

### Other Guides

Throughout the Agents, Appointees, Attorneys and Deputies Guide there is reference to various other guides, these being:

CAPS Personal Details User Guide

CAPS Technical Guide

CAPS Management Guide.

It should be noted that these guides are for **DWP internal use only** and therefore may not be accessible on the internet.



## Layout of the guide

This guide has eight parts:

- Part one** Other Payees
- | **Part two** Deputy (England and Wales)
- | **Part three** Guardian, Curator bonis or tutor (Scotland)
- Part four** Attorney
- Part five** Appointee
- Part six** Action following verification of a PAB/COP
- Part seven** Split Payment Payee
- Part eight** Collection of payment by a 3rd party.

## Method of payment

The normal method of payment is Direct Payment into a bank, building society or other provider's account. Cheque payments are available for those customers unable to be paid by Direct Payment. See Methods of Payment Policy on the COBAP website.  
<http://intraLink/1/corp/sites/finance/fsd/cbandmp/index.asp>

## Data Protection and handling customer information

All data collected and retained for DWP use must conform to the Data Protection Act (DPA) 1998. The purpose of the Act is to protect the rights of individuals, about whom personal data is obtained, recorded, held or disclosed.

Data which, on its own or combined with other information or opinion, can identify a person is called 'personal data'. All data collected, used, recorded and stored/held, either clerically or electronically, must comply with the requirements of the DPA 1998 i.e. it must be:

- processed fairly and lawfully;
- not used for any purpose other than the purpose for which it was supplied;
- adequate, relevant and not excessive;

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**About this guide**

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- accurate and up to date;
- kept for no longer than necessary;
- held securely.

All departmental guidance and procedures should comply with the above principles. (For further advice please refer to the *Data Protection Policy* link on the Departmental Intranet site.)

Under section 123 of the Social Security (Administration) Act 1992 it is an offence for anyone who is or has been employed in social security administration or adjudication to disclose information obtained in the course of their employment without lawful authority. For further advice refer to the Personal Information Policy (PIP).

Individuals have the right to see most of the personal data the DWP holds about them. Their request must be made in writing and, on receipt, is referred to as a Subject Access Request (SAR). All SARs should be referred to the Data Protection Officer to process and consider.

## Comments on layout and design

To: Editor  
DMA Leeds Publications  
Room GS36  
Quarry House  
Leeds  
LS2 7UB.

My comments about the layout and design of the Agents, Appointees, Attorneys and Deputies Guide are:

### ***Layout***

(sequence, contents, index, etc)

### ***Design***

(headings, flowcharts, tables, etc)

### ***Style***

(Plain English)

Signed: ..... Date: .....

Name: ..... Office: .....

Tel no: ..... Ext: .....



## Comments on technical content

To:

| Legal Group DMA Policy  
2nd Floor  
The Adelphi  
1-11 John Adam Street  
London  
WC2N 6HT.

| My comments about the technical content of the Agents, Appointees, Attorneys and Deputies Guide are:

Signed: ..... Date: .....

Name: ..... Office: .....

Tel no: ..... Ext: .....

