

Appendix 6

Draft letter to appointee/attorney about withholding benefit

Letter to the Attorney notifying them that DWP is withholding payment of benefit where there are serious concerns that the Attorney is not acting in the best interest of the customer.

Dear (a)

Re Name (b)

Address (c)

I am writing to advise you that as that as the appointee/attorney of (b) you have responsibility for managing (b) affairs in (d) best interests.

It has come to my attention that you have (f)

I am therefore considering whether payment of the social security (e) in respect of (b) should continue to be paid to you and also whether it would now be more appropriate for another person to be appointed to act for (b) for social security purposes.

I would be grateful if you could advise me if there are any reasons why you have (f) and how you are going to rectify this to ensure that the (e) of (b) is being used in (d) best interest.

If I do not hear from you within 2 weeks I may decide to withhold any further payments to you on behalf of (b).

Yours sincerely

for Manager

Notes for completion:

- (a) enter name of appointee/attorney
- (b) enter customer's name
- (c) enter customer's address
- (d) enter his or her as appropriate
- (e) enter benefit/pension or allowance as appropriate
- (f) enter reason for concerns i.e. failed to pay outstanding care home fees due for (b):

Note: This letter should be typed on your office headed note paper

