



## Supporting Liz as a Legal Appointee

Liz is a lady supported by Real Life Options who requires assistance to help her manage her finances. When her family could no longer support her, Liz struggled to manage her money and social care professionals became concerned about her welfare.

### How we supported Liz

Real Life Options stepped in and offered to be Liz's Appointee. Being an Appointee is a legal term which means that we are recognised by the Department of Work and Pensions (DWP) or a local authority to receive benefits on a person's behalf.

Real Life Options does not get paid for this service. We take on the role when there is no one else in a person's circle of support able to help them manage their finances and to support their independence and choice.

Initially, there was very little information provided to indicate Liz's financial situation or what benefits she received. Furthermore there was a reluctance by the DWP to share personal information due to the General Data Protection Regulations (GDPR). This put Liz in an extremely vulnerable position with no source of income.

NB - Name changed for confidentiality purposes



### What difference has this made?

Whilst Real Life Options liaised with the DWP to access the relevant information to support her benefit claims, Real Life Options made sure that Liz had sufficient money to pay her bills and buy food until the situation was finally resolved.

Liz is now in receipt of the correct benefits including a Disability Living Allowance (DLA) and an Employment Support Allowance (ESA). She is getting on with her life knowing that she has an income to draw on and is free from debt.

Enabling people to achieve their potential

