

AUTHORISATION TO ACT ON ANOTHER'S BEHALF

The information in this form will be used to create a formal relationship between you and the person that you would like to act on your behalf. This will allow them access to your personal information and the ability to request services and make transactions on your behalf, without you being present.

Please note if the service your representative is requesting is deemed to be sensitive in any way, for example, if it is regarding financial matters, they will still be asked a security question. The security question is usually a reference number such as your Council Tax account number or Housing Tenancy Reference Number. If they are unable to provide your appropriate reference number then we will not be able to discuss your affairs with them – so if you have received a particular letter that you want them to discuss with us then please provide them with the letter or the reference numbers contained within it.

Please refer to the notes which will help you to complete the form.

Customer Details (See note 1)

Full Name	
Address (incl postcode)	
Telephone Number	
Email	

Authorised Individual or Organisation (See note 2)

Full Name of Organisation	
Full Name of Individual	
Address (incl postcode)	
Telephone Number	
Email	

Now please complete **one** of the following declarations

Either,

I am the customer referred to above and I give the following permission for the individual or organisation I have named to act on my behalf (tick as necessary);

Permission Type	To end on	Enduring (see note 5)
Financial Permission (see note 3)	/ /	
Welfare (Non Financial) Permission (see note 4)	/ /	

Signed:.....

Date:.....

Or,

I am the Authorised Individual or Representative of the Authorised Organisation named above and I/we have been given Legal Power of Attorney (LPoA) to act on behalf of the customer named above in the following areas (tick as necessary)

Property and Affairs LPoA (See note 6)

Personal Welfare LPoA (see note 7)

Signed:.....

Date:.....

When you have completed this form please return it, with copies of any supporting documents to:

Shielded Record/AOBO
PO Box 16227
BIRMINGHAM
B2 2WQ

For Officer Use Only

Where authority has been taken out of office, please sign to confirm that this form has been completed in your presence and that, where appropriate, you have seen the Court documents awarding LPoA

Officer Full Name:.....

Officer Job Title:

Officer Signature.....

Officer Directorate and Telephone Number.....

.....

Date:.....

NOTES

1. Please give us the full name and address details of the customer who would like someone to act on their behalf. Without this information we will not be able to set up the relationship.
2. Please give us the full name and address details of the person or organisation who will be acting on the customer's behalf. Without this information we will not be able to set up the relationship.
If you are giving permission to an individual who works for an organisation (such as a solicitor or advice worker) then put their company name in the Name of Organisation field and your representative's name in the Name of Individual field
3. Financial Matters includes the following
 - Rent (including arrears)
 - Council Tax (including arrears)
 - Housing/Council Tax Benefit claims
 - Other payments due to Birmingham City Council (including arrears)
 - Debt Management Advice
4. Welfare (Non Financial) Matters includes the following
 - General Housing matters
 - Social Care and Health matters
 - Requests for all Council services (except those listed in note 3)
5. Enduring permission means that you are happy to allow your representative to act on your behalf until you ask us to end the relationship we have created.
6. Property and Affairs Legal Power of Attorney grants authority to make decisions about how to spend money and the way property and affairs are managed on behalf of someone else.
7. Personal Welfare Legal Power of Attorney grants authority to make decisions about healthcare and welfare on behalf of someone else. These decisions can only be taken when the LPoA is registered and person lacks the capacity to make the decisions themselves