

Executor Services – Appointeeship survey

How long have you had an appointee	How well is the appointeeship going	Can we make the appointeeship better for you – if yes, how?
A long time (community)	It's going well, I have enough money and when I ask for money or things I get them. So, I have no issues	No
(supported living)	I'm very happy how things are going, my Appointee is brilliant	No, everything is fine and nothing needs to change
About 8 years I think (community)	75% positive, 25% negative – sometimes when I need my Appointee, she is on holiday	No. ideally I don't want an Appointee and have full control over finances
Around 10 years (supported living)	The appointeeship is going really well and they help manage the money	No, nothing could be done better
About 2 ½ years (community)	It's going well, it helps a lot	I'm not sure, it could help if there was more availability timewise but other than that everything is good
Staff asked – client refused to answer (supported living)	Staff asked – client refused to answer	Staff asked – client refused to answer doesn't want an Appointee
A couple of years (community)	It's going alright. When I ask for things he says "no"	
Since 2010 – 14 years (community)	My appointeeship's going really well & I don't think I'd change it. I know my money's safe and my bills are paid one less thing for me to worry about	By allowing us to know what money we have in our accounts instead of just saying big or small amounts, that's just numbers don't really make any sense lol. Happy to continue using the services for now.
4 years (supported living)	Staff – very happy with appointeeship, good effective communication ensuring client has financial support	To receive regular bank statements to be able to see where clients stand financial to allow for planning
3 years (supported living)	Staff – very happy with appointeeship, good effective communication ensuring client has financial support	To receive regular bank statements to be able to see where clients stand financial to allow for planning
2 years (community)	Staff – client likes knowing his bills are paid and spends are given	No
2 years (supported living)	Staff – client fine with everything, has no concerns	No

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8 years (community)	Very happy with appointeeship	No improvement needed, I feel comfortable with you as my appointee
3 years (community)	It's going good	Nope, nothing I can think of
4 years (supported living)	Brilliant	No, nothing
4 years (community)	Going very well	Everything seems ok, if there is anything I need I tell my support, they contact you and things get dealt with quickly
6 months (community)	It's going well, I'm glad my bills are being paid on time	The only thing that would make it better is if you were always available to take my calls - I know you have other clients but that's not my problem
6 clients at one service 4 year appointeeships (supported living)	Staff – none of the ladies wanted to discuss or fully understood what was being asked. Staff happy with appointeeship service	xx would like the bill payment to run more smoothly but that would involve all of the people we support to have the same appointee and unfortunately we have one lady who has a different provider – not much you can do, you have offered a move to the social worker but they didn't do the paper work before they left the post
9 years (community)	Going well. I have been able to get my room looking better and am in receipt of the right benefits.	Make it so that when it is a bank holiday, we get paid before and not the day after
9 years (supported living)	No issues. Thanks for increasing my spends this year.	No
8 years (supported living)	No issues with the service, it works well. Thanks for the recent support getting my Motability vehicle sorted.	When it is a bank holiday pay before and not a day later
1 ½ years (community)	It's going best for now since its being in place and well communication	Communication is the key and its good for now
6 months (community)	I feel ok and happy with XX. Appointee ship helps to save me money	For now it's going good
8 years (community)	Staff – clients are very happy with the appointeeship and It's been straight away when requested for spends from XX. Clients are happy with XX being appointee for them.	For now it's going really good