

Consider paying the customer's Pension Credit to a responsible person such as a relative or friend if the:

- customer does not have a responsible and willing partner, or payment to their responsible partner would cause difficulties, and
- responsible person has asked for help and agrees to be the responsible payee.

If there is a person who agrees to be the responsible payee:

1. Check if Pension Credit is the customer's main income.
2. If Pension Credit is only part of the customer's income, consider making the customer's Pension Credit payment to the responsible person.
3. If Pension Credit is the customer's only income, consider paying a small amount to the customer for their personal use. **Note:** To maintain the case on ISCS, you must pay the customer at least 10p weekly and the balance to the responsible payee.

Take a common sense approach about the amount to pay to the customer, based on the circumstances of each case.

Customer does not have a responsible partner/person

If payment to a responsible partner/person is not appropriate, consider a representative from social services or a similar body, for example a Care in the Community Nurse or Case Worker. The representative must be a named person, the name of a relevant body itself is not appropriate.

Note: the representative/organisation must be consulted before instigating this process.

Return to: [Customer has a Responsible and Willing Partner to Deal with their Money](#) or [Clerically Maintained Changes in Entitlement for Split Payments](#).