Direct Payments in Surrey

www.surreycc.gov.uk/directpayments

easy read

SURREY COUNTY COUNCIL

Contents

Page

3 Direct payments

5 Prepaid accounts

6 What can direct payments be used for?

7 Managing your direct payment

9 Direct payments for carers

9 Supported prepaid account

10 Other ways to meet your care and support needs

11 Surrey Independent Living Charity (SILC)

12 Information for carers

13 Advocacy support

14 Online support

15 Other formats or language

You can read this booklet alone or with someone to support you.

Blue and underlined words show links to websites and email addresses. You can click on these links on a computer.

Acknowledgements

This booklet was developed by the Learning Disability and Autism Engagement Team and the Direct Payment Team at Surrey County Council. It was checked out by Get it Right!

Photosymbols®
Professional Licence 5829107187767

May 2026

Direct payments

In Surrey, we like people to have a direct payment.

A direct payment gives you more choice and control about your support.

You may be able to get a direct payment if you are eligible for funding from the council.

You can use a direct payment to pay for some or all your support.

There are rules about who can have a direct payment.

Talk to your social care worker about getting a direct payment.

If you can't consent to getting a direct payment you can still get one if it is in 'your best interests'.

The payment can be made to an 'authorised person' for you.

Surrey Independent Living Charity (SILC) can give you information and support with direct payments.

You may be able to get an independent advocate to help you with making decisions.

Prepaid accounts

A prepaid account is the easiest way to get your payment. It is just like a current account from a bank. You will have a debit card.

You can use it to pay for the support you need in your support plan.

The council will pay into the account a month in advance.

You can pay with your debit card.

You can pay by bank transfer.

You can pay by direct debit.

What can direct payments be used for?

The money is to pay for support to meet your needs in your support plan.

You can employ people yourself.

You can buy services from a provider.

You can buy equipment to help you in your home.

You can choose and plan your support in more flexible ways.

Managing your direct payment

You will have to sign an agreement.

The agreement tells you the rules.

You can name a trusted person to help you manage your account.

If you don't use a prepaid account you would need to send more information to the council like receipts and bank statements.

The council will check what you are spending the money on every 3 months.

SURREY
COUNTY COUNCIL

If you have more than 2 weeks of unspent funding, the council will ask for it back.

The council will talk to you to check if you need this money before they take it back.

If you don't have enough money to pay for care and support needs, you should contact your social care worker.

Direct payments for carers

Carers may be able to get a direct payment.

They would need a carers assessment to find out if they are eligible for support.

The aim is to help carers to carry on caring for as long as they can.

Supported prepaid account

A supported prepaid account is a direct payment that the council holds for you.

You tell the council what to pay for you.

Other ways to meet your care and support needs

The council can arrange and pay for your support.

They can ask a provider to do this.

You can have some support arranged like this and some through a direct payment.

Surrey Independent Living Charity (SILC)

SILC can help you with direct payments like with money, employing people and arranging support.

Contact SILC:

- **Telephone:** 01483 458111

- **Text (SMS):** 0777 110 8624

- **Email:** admin@surreyilc.org.uk

- **Website:** www.surreyilc.org.uk

Information for carers

Action for Carers Surrey provides support for carers.

- **Telephone:** 0303 040 1234

- **Email:** info@actionforcarers.org.uk

- **Website:** www.actionforcarers.org.uk

Advocacy support

If you find it hard to understand information and remember it to make decisions, you may need help with this.

If you don't already have someone who can help you, you can get an advocate.

An advocate is someone who can speak up for you. It is free and confidential.

The council can help you find someone to help you; you can find out more on our website.

- **Website:** www.surreycc.gov.uk/adultadvocacy

Online support

Connect to Support Surrey is an online directory of local support and services. You can search for all kinds of support like social groups, transport and help to stay active.

- **Website:** www.connecttosupportsurrey.org.uk

Support finder helps to find the right personal assistant (PA) for you.

People who looking for work as a PA can apply to work for you.

- **Website:** www.surreyilc/support-finder

Other formats or language

Contact us if you would like this information in an alternative format or language:

- **Telephone:** 0300 200 1005

- **Text (SMS):** 07527 182 861 (for deaf or hard of hearing community)

- **Textphone (via Relay UK):** 18001 0300 200 1005

- **British Sign Language:** www.surreycc.gov.uk/bsl

- **Email:** asc.infoandadvice@surreycc.gov.uk