Direct Payments in Surrey
including prepaid accounts
What is a direct payment?

A direct payment is money that is paid to you by Surrey County Council Adult Social Care to meet the cost of your eligible support needs. It allows you to choose and arrange your own support.

To get a direct payment you will need to complete an Adult Social Care assessment to determine if you have eligible care and support needs. If eligible for social care funded support you will be involved in creating a support plan that will determine what type of support you need.

If you are a carer, you may receive direct payments or a one-off direct payment to support you in your caring role, following a carer’s assessment of your eligible needs.

What can I use it for?

A direct payment must be used to pay for the support and equipment written in your support plan. For example, you may choose to employ a person directly, to buy services from an independent or voluntary sector provider or to purchase equipment to help you live more independently in your own home.
How is a direct payment made?

Surrey County Council offers a prepaid account which is really easy to manage, secure and gives you control over your direct payment.

1. Prepaid account
A prepaid account is just like a current account from your bank. You can use it to pay for services that meet your needs and outcomes, as agreed in your support plan.

How it works
Payments are made straight into your prepaid account by Adult Social Care.

There is a debit card attached to the account, which you can use to pay for services either:
- By standing order or direct debit;
- By bank transfer online or over the phone;
- In person (using chip and pin).

You can check your balance online, by text message or over the phone.

Due to the functions of the account there will be no cheque book.

Advantages
- It’s an easy and secure way to make payments needed for your care.
- You don’t need to open a new bank account.
- You can nominate a trusted person to help run your account with you.
- Less paperwork - you won’t need to send copies of receipts to Surrey County Council every three months.

2. Open a new personal bank account
Alternatively you can set up a new, separate and dedicated bank account for the direct payment to be paid into. As Surrey County Council won’t be able to see your bank account, you would need to:
- Send copies of receipts and paperwork to the finance team at Surrey County Council every three months. This process is referred to as ‘reconciliation.’
Help with direct payments

If you would like to receive a direct payment but feel that due to personal circumstances you might not be able to buy and arrange your own support – please ask to speak with your social care practitioner or locality team.

Go online to see if you are eligible for our help
Complete a quick and easy online checklist to see if you’re likely to be eligible for social care support and if you will need to pay. If you look after someone use the online checklist for carers. surreycc.gov.uk/adultsocialcareonline

Find local support services
Whether you have been given a direct payment from the council or you are funding your own care, use surreyinformationpoint.org.uk to find a wide range of local support.

Adult Social Care information and advice
Tel: 0300 200 1005 (Monday to Friday 8am to 6pm)
Minicom: 020 8541 8914
Fax: 020 8541 7390
Text: 07527 182861
Email: contactcentre.adults@surreycc.gov.uk
Website: surreycc.gov.uk/adultsocialcaredirectpayments

Independent direct payment support services
Surrey County Council funds the following support services.

1. Peer support
Surrey Independent Living Council (SILC) can put you in touch with people who already receive direct payments. The knowledge and experience they share with you is known as ‘peer support’.

2. Personal Assistant (PA) support service
SILC’s independent living advisors can offer you specialist advice on all aspects of employing a personal assistant - specifically support with employment, recruitment, payroll, training and monitoring. Use SILC’s free website to search or advertise for a PA online www.pafinder.org.uk

Surrey Independent Living Council
Tel: 01483 458111
Text: 07919 418099
Fax: 01483 459976
Minicom: 01483 459977
Email: admin@surreyilc.org.uk
Website: www.surreyilc.org.uk
If you would like this information in large print, Braille, on CD or in another language please contact us on:

**Tel:** 0300 200 1005

**Minicom:** 020 8541 9698

**SMS:** 07527 182861

**Email:** contact.centre@surreycc.gov.uk

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