



Getting the support you need

Setting up your Direct Payment

Choosing to receive Direct Payments in order to pay for the social care and support services you receive can be a positive way of acquiring greater independence, choice and control.

SILC exists to help you every step of the way, including with the initial step - setting up your Direct Payment.

There are a couple of things to consider before you apply:

Am I eligible to receive a Direct Payment?

You must 16 or over, able to agree that you want to receive Direct Payments, and be capable of managing your payments alone or with assistance.

What can I use the Direct Payment for?

Direct Payments must be spent on meeting the needs and achieving the outcomes set out in your Community Care Plan or Self Directed Support Plan.

Once you've decided that Direct Payments are the right option for you, there are a number of things you should do - see steps 1 and 2 overleaf for more details.

Step 1 - open a bank account

You'll need a separate bank account for your Direct Payments. You won't be able to use this account for other things, except to receive Independent Living Fund payments if you get them.

The name on the bank account should be the same as the person receiving the Direct Payment although you can open a joint account with someone who you agree can help you manage your Direct Payment.

Post Office Accounts used to receive benefits from the Department of Work and Pensions cannot be used for Direct Payments from Surrey County Council.

Once you've opened your account, make a note of:

- the 6 digit sort code
- the 8 digit account number

Step 2 - sign the Direct Payment agreement

This is a written agreement between you and Surrey County Council. It outlines your responsibilities in agreeing to Direct Payments along with the terms and conditions under which the Direct Payment is made to you.

Direct Payments can't be made unless the agreement is signed by both yourself and your care manager, social worker or care co-ordinator.



How long will it take to set up my Direct Payment?

Once your Direct Payment Agreement is signed and returned to Surrey County Council, their Self Directed Support Monitoring Team process your payment and transfer it directly into your bank account - it usually takes between 10 to 14 days from the time they receive your signed agreement.

Your first payment will include one-off set-up costs such as recruitment advertising and employers' liability insurance, along with the Direct Payment itself.

When will I get my money?

After the initial amount, you will receive Direct Payments quarterly.

For more information about the processing and payment of Direct Payments contact the Self Directed Support Monitoring Team on **01483 518067** or **Direct.Paymentsupport@surreycc.gov.uk**

Will they send me anything else?

Along with your payment, you'll receive a letter from the Self Directed Support Monitoring Team and one from us at Surrey Independent Living Council telling you about our Financial Monitoring Support Service.

Will I see anyone from SILC?

Yes. Everyone who receives a Direct Payment in Surrey will be contacted by someone from SILC within 13 weeks of receiving their first Direct Payment. We will then arrange a visit to make sure everything's working out well with your Direct Payments and to help you complete your first Surrey County Council financial monitoring form. The cost of this visit is payable from your Direct Payment account.

SILC can also help with the ongoing management, financial monitoring and administration of your Direct Payment and the costs of this can be paid for by your Direct Payment. If you'd like to use the service, let us know during our visit and we'll inform Surrey County Council.

