



Prepaid account for Direct Payments

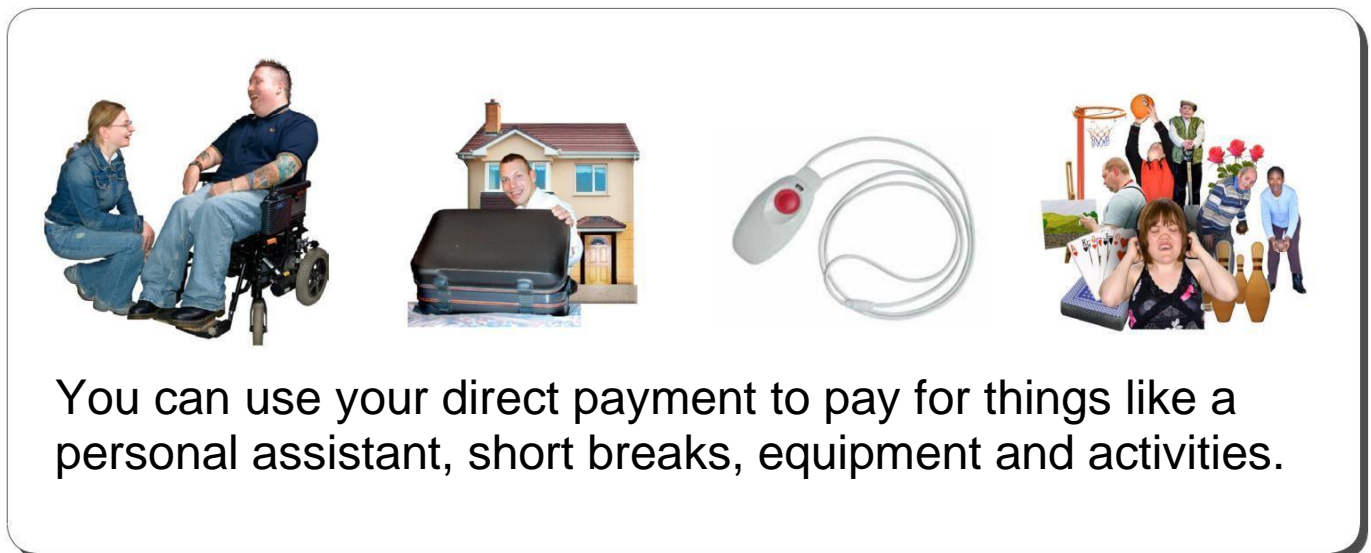
What is a Direct Payment?

If you or someone you care for gets help from social services, you can apply for a direct payment.



A direct payment is getting money to arrange your own care instead of the council doing it for you.

This gives you more choice and control.



You can use your direct payment to pay for things like a personal assistant, short breaks, equipment and activities.

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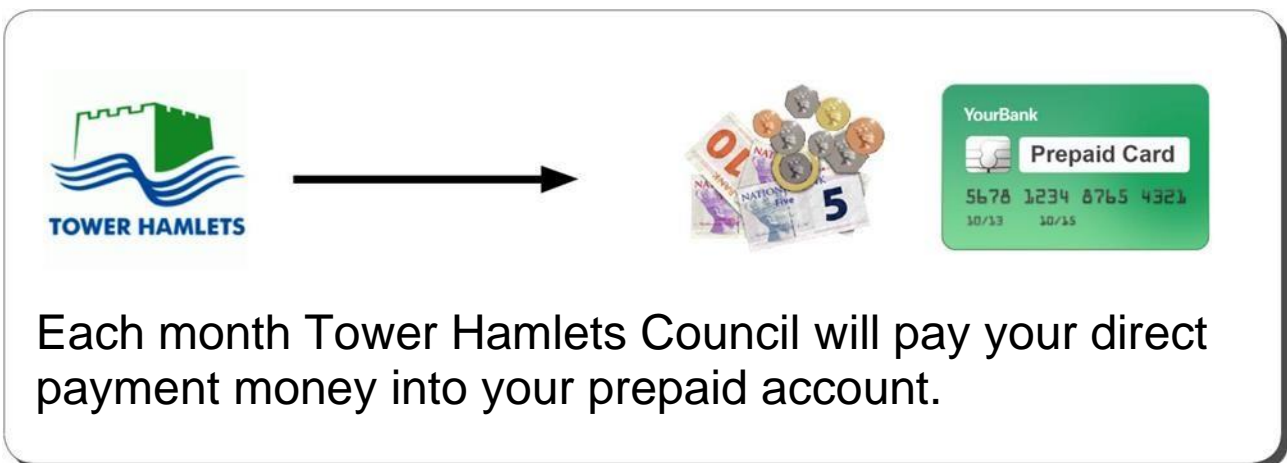
What is a prepaid account?

This is a new way for Tower Hamlets to give your direct payment



You are given a prepaid account.

This will have a prepaid card like you would with a bank account.



You can only use your prepaid account to pay for the things we have agreed in your support plan.

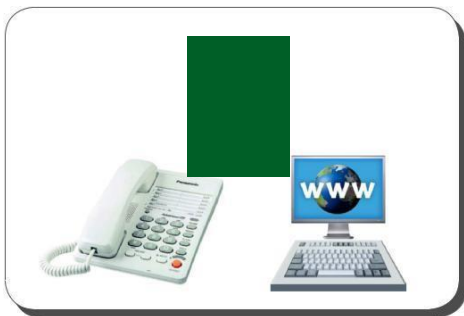
It is easy to use a prepaid account to pay for your care and support.



You can pay by using your prepaid card.



You can pay by setting up a direct debit or standing order.



You can pay by phone and on the internet.

A prepaid account is safe to use.



You can only spend the amount of money you have in your account.

You can check how much money is left in your prepaid account whenever you want to.



You can look at your statement online.

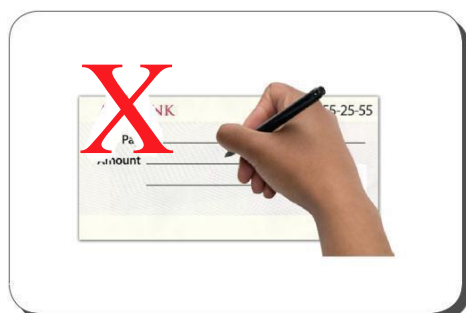


A person you trust can help you look after your prepaid account.

A prepaid account will make it easier to manage your direct payment.



You will not need to open a bank account.



You will not need to have a chequebook.



You will not need to send Tower Hamlets Council copies of your bank statements.



You will not need to send Tower Hamlets Council receipts unless they ask for them.

Who can get a prepaid account?



Everyone in Tower Hamlets who gets a direct payment can have a prepaid card



You will be offered a prepaid account at your support plan meeting or your support plan review.

Prepaid accounts start in April 2019.

To find out more about the prepaid account for direct payments go to our website:

www.towerhamlets.gov.uk/adultsocialcaredirectpayments



Contact Adult Social Care at:
Tower Hamlets Connect
Email: enquiry@towerhamletsconnect.org
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