

Who can get a prepaid card?

All new and existing people receiving a direct payment can have a prepaid card.

Carers and other people who manage direct payments on someone else's behalf can also have access to a card.

What happens if I spend more than is loaded onto the prepaid card?

You can only spend up to the amount that is in your account and available on your card, so you cannot go overdrawn.



How do I get a prepaid card?

If you are interested in having a prepaid card to pay for your care and support, please contact Solihull Connect on **0121 704 8007**.

You can contact them from **9am to 5pm on Monday to Friday**.

Alternatively, you can email ccadults@solihull.gov.uk



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Improving access to direct payments



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Solihull Council has introduced a new way to help you manage the money you receive for your care and support.

Direct payments are used to pay for the non-residential services you choose, to help you meet your assessed care and support needs.

If you receive a direct payment you can now use a prepaid card to pay for your care and support, and help you manage the money.

What is a prepaid card?

A prepaid card looks similar to a debit card that you get from your bank. You can use it to pay for services that meet your needs and outcomes, as agreed in your social work support plan.



How does it work?

The amount that has been agreed in your support plan will be paid straight into your account by the Council on a monthly basis.

You can use the prepaid card anywhere that accepts MASTERCARD® by: chip & pin, standing order, direct debit, bank transfer, telephone or the internet.

You can also withdraw cash to pay for care that has been agreed within your support plan.

If you have been financially assessed as having to contribute towards your care and support, the Council will pay the agreed amount minus the contribution you have been assessed to make. You must pay your contribution onto the prepaid card as without this, there may not be enough funds in the account to pay for your care.



What are the benefits of using a prepaid card?

- You don't need to open a separate bank account to receive your direct payments.
- It's an easier way to arrange and pay for your support, especially if you're unable to get out and about easily.
- You won't need to send in bank statements.
- It's a secure way to pay for your care.
- You can check your card balance online or via the telephone. Paper statements are also available.
- You can nominate a trusted person to run your account with you.