



Direct Payments

Giving you choice and control

Easy-Read





What are Direct Payments?

Direct payments are a way of getting the support you need to do everyday things.

You can choose who you want to support you.

You can get the money so you can pay for this support.



What can I use Direct Payments for?

You can use direct payments to pay for the support you need to:



Live at home



Do daily activities



Go out and about

Direct payments will help you do the things that are important to you.



How can Direct Payments help me?

You can be more independent.

You have more control in your life.

You can make your own decisions.

You have more choice.

You decide who gives you the support you need.



Who can get Direct Payments?

You can get direct payments if we have decided that you need help with everyday things.

You can get help to look after your direct payments.

It is up to you to decide if you want direct payments.

Most people can use direct payments with the right help.





How can I get Direct Payments?

You can get a direct **payments prepaid card** from us.

This card is like other bank cards you might use.

The card is only for your direct payments.

We can send a card to you in the post.

We can pay your direct payments onto the card.



How can I use the card?

You use the card to pay for your support and help.



In the shops



Over the telephone



On the internet



Can someone help me use the card ?

Your friends or family can help you use your card.

One friend or family member can have their own card to help you.



Where do I get more information?



Ask your
social worker



Telephone:
020 8891 7971



Email:
[adultsocialservices@
richmond.gov.uk](mailto:adultsocialservices@richmond.gov.uk)



**You can also get more
information from Hestia**



Citibase
Mortlake Business
Centre 20 Mortlake
High Street SW14 8JN



Telephone:
020 3642 4630



Email:
richmondsds@hestia.org

Website:
www.hestia.org

Written by [yourhealthcare](#)