What is a Merton-Managed Account (MMA)? What are the benefits of a Merton-Managed Account? What are the options?

**It is a chargeable service offered by Merton Council to adult social care customers who would like the benefits of a direct payment but do not feel confident managing the financial processes on their own.**

The Council’s MMA team helps customers to manage all the necessary financial processes associated with a direct payment, such as paying invoices, paying personal assistants and a wide range of other tasks. This takes the financial management burden away from the customer, but still allows them to have choice and control over the care services they receive.

**Who can benefit from a Merton-Managed Account?**

If you are assessed to receive direct payments from Merton Council you can either manage your direct payments yourself or sign up to a Merton-Managed Account if you need assistance with this.

**How do I apply for a Merton-Managed Account?**

Your need for a financial management service will be identified as part of your Care Act Assessment carried out by Social Services. You will also be financially assessed for your ability to pay for the service. If you are eligible, we will allocate extra funds to help you access the Merton-Managed Accounts Service.

You can still take advantage of the benefits offered by a Merton-Managed

Account even if you are paying the full amount for your own care services. These customers will have to fund the full cost of this service.

**With a Merton-Managed Account, you can choose your own care providers or employ your own personal assistant without having to worry about managing the payments for any of the services you receive.**

**Benefits at a glance:**

• **Less paper work:** It’s a direct payment, without the financial management.

• **Options:** It allows customers who may not have been able to access direct payments in the past, to choose their own care providers or employ a personal assistant.

• **Flexibility:** Customers can make changes to their service providers if they wish, just like a traditional direct payment.

• **Keeping the customer in control:** Customers stay ‘in control‘ of the services they receive and how they receive them.

• **No more budget monitoring:** Saving customers time and effort.

• **Stepping stone to financial responsibility:** Customers can use MMA as a stepping stone to full financial control and once they are confident with the processes, may decide to take back financial responsibility.

• **Customer choice:** Customers can choose which services they want, which service providers to use and how often they’d like to receive them, as long as the services meet the customers’ outcomes, as outlined in their support plan.

**The MMA account is a chargeable service with three options:**

**One-off set-up service:** This service will help customers with the initial set-up of regular payments to service providers. The MMA

team will get in touch with your preferred service provider or personal assistant and set up everything for you, including confirmation of bank details, payment dates, confirmation of service arrangements (as detailed in your

Support Plan) and gather any contact details you may need for future reference. The team will then

give you everything you need to confidently continue with the payment of your services. **One-off charge of £23.94**

**Temporary managed account:** The MMA team will manage the financial aspects of your personal budget that you have selected to receive as a direct payment but find difficult to manage in the beginning. Our services could include managing a wide range of payments on your behalf. Over time, the team will help to introduce you to the processes involved in paying your care bills until you

understand them and feel confident in managing the financial process independently. **One-off set up fee £5.00 and £18.90 per month**

**Ongoing managed account:** This is our complete ongoing service. The MMA team will take on all of the financial processes relating

to your direct payment that you find difficult to manage. We will arrange the ongoing payment for all of these invoices so that receiving a direct payment becomes more convenient for you. **One-off set up fee £5.00 and £231.80 per year**

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**How can I check if I am eligible for a Merton-Managed Account?**

You should discuss the eligibility with your social work practitioner who can assess if you have a need for a financial management service.

If you pay the full amount for your own care services, or if you do not have an assessed need for a financial management service, you are still able to purchase the services offered by the Merton-Managed Account Team.

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Merton - Managed Accounts

If you need any part of this document explained in your language, please tick

box and contact us either by writing or by phone using our contact details below.

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Managed Accounts

For more information contact the Merton-

Managed Accounts Team on **020 8545 3925**

or email **mmaduty@merton.gov.uk**

You can also find information on Merton- Managed Accounts by visiting: [**www.merton.gov.uk/directpayments**](http://www.merton.gov.uk/directpayments)

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Direct Payments Team

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What are the benefits of a Merton Managed Account?

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