

# Merton – Managed Accounts



## **What is a Merton Managed Account (MMA)?**

**A Merton Managed Account (MMA) 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 Officer helps customers to manage all the necessary financial processes associated with a direct payment, for example, paying invoices to your chosen care agency, paying your personal assistants and a wide range of other tasks such as purchasing employer's insurance and renewing this annually on your behalf. This takes the financial management burden away from the customer, but still allows the customer 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 the financial administration of your direct payment. Please note a Merton Managed Account manages the financial aspects of your direct payment. You will still be responsible for managing your care arrangements, for example, engaging the services of a care agency or recruiting personal assistants to provide your care needs as assessed in your Support Plan.

### **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 your allocated social worker. You will also be financially assessed for your ability to pay for the service. If you are eligible, the Council 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 have been assessed to pay the full amount for your own care services. These customers will have to fund the full cost for the MMA service.

### **What are the benefits of a Merton Managed Account?**

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 of a Merton Managed Account at a glance:**

- **Less paper work** - It's a direct payment but 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 purchase and how they receive these services.
- **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 involved may decide to take back financial responsibility.
- **Customer choice** - Customers can choose the services they want, which service providers to use and how often they would like to receive these services, as long as these services meet the customers' care needs as outlined in their Support Plan.

## **What are the options? The MMA account is a chargeable service with three options to choose from:**

**One-off set-up service:** This service will help customers with the initial set-up of regular payments to service providers. The MMA Officer will contact 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 MMA Officer will then give you everything you need to confidently continue with self-managing the payment of your services once the set-up is complete.

### **One-off charge of £23.94**

**Temporary managed account:** The MMA Officer 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 MMA Officer will help to introduce you to the processes involved in paying your invoiced care services 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 Merton Managed Account service. The MMA Officer will take on all of the financial processes relating to your direct payment that you find difficult to manage. The MMA Officer will arrange the ongoing payments for all of your invoiced care services so that receiving a direct payment becomes more convenient for you.

**One-off set up fee £5.00\* and £231.80 per year**

**\*Please note the one-off set up fee of £5.00 is charged by the pre-paid card provider and is payable directly to them.**

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

You should discuss your 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 at the charges listed above.

For more information contact the Merton Managed Accounts Team on **020 8545 3925**

or email [mmaduty@merton.gov.uk](mailto: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)



## 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.

Albanian Nëse ju nevojitet ndonjë pjesë e këtij dokumenti e shpjeguar në gjuhën amtare ju lutemi shenojeni kutinë dhe na kontaktoni duke na shkruar ose telefononi duke përdorur detajet e mëposhtme.

Bengali এই তথ্যের কোনো অংশ আপনার নিজ ভাষায় বুঝতে চাইলে, দয়া করে বাস্তবতে (বক্সে) টিক চিহ্ন দিন এবং চিঠি লিখে বা ফোন করে আমাদের সাথে যোগাযোগ করুন। নিচে যোগাযোগের বিবরণ দেওয়া হয়েছে।

French Si vous avez besoin que l'on vous explique une partie de ce document dans votre langue, cochez la case et contactez-nous par courrier ou par téléphone à nos coordonnées figurant ci-dessous.

Korean 만일 본 서류의 어떤 부분이라도 귀하의 모국어로 설명된 것이 필요하다면, 상자속에 표시를 하고 우리에게 전화나 서신으로 연락하십시오.

Polish Aby otrzymać część tego dokumentu w polskiej wersji językowej proszę zaznaczyć kwadrat i skontaktować się z nami drogą pisemną lub telefoniczną pod poniżej podanym adresem lub numerem telefonu.

Portuguese Caso você necessite qualquer parte deste documento explicada em seu idioma, favor assinalar a quadrícula respectiva e contatar-nos por escrito ou por telefone usando as informações para contato aqui fornecidas.

Somali Haddii aad u baahan tahay in qayb dukumeentigan ka mid ah laguugu sharxo luqaddaada, fadlan sax ku calaamadee sanduuqa oo nagula soo xiriir warqad ama telefoon adigoo isticmaalaya macluumaadka halkan hoose ku yaalla.

Si desea que alguna parte de este documento se traduzca en su idioma, le rogamos marque la casilla correspondiente y que nos contacte bien por escrito o telefónicamente utilizando nuestra información de contacto que encontrará más abajo.

Tamil இந்தப் பத்திரத்தின் எந்தப் பகுதியும் உங்களின் மொழியில் விளக்கப்படுவது உங்களுக்கு வேண்டுமானால், தயவுசெய்து பெட்டியில் அடையாளமிட்டு, கீழுள்ள எங்களின் விவரங்களைப் பயன்படுத்தி எழுத்துமூலமாக அல்லது தொலைபேசி மூலமாக எங்களைத் தொடர்பு கொள்ளவும்.

Urdu اگر آپ اس دستاویز کے کسی حصے کا ترجمہ اپنی زبان میں حاصل کرنا چاہتے ہیں تو ذیل کے باکس میں چیک کا نشان لگائیے اور درج ذیل رابطے پر یا ٹیلیفون کے ذریعے ہمارے تحریری طور پر رابطہ کریں۔

Large Print

Braille

Audiotape

Your contact:

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