

When to Pay:

This account is now due for payment and should be paid as advised on the front of this invoice.

How to Pay:**By Direct Debit**

This is the easiest way to make payment if you receive regular invoices from the Council for Health & Social Adult Social Services. It will save you time and trouble and unnecessary costs. To arrange a Direct Debit please call Adults Social Care - Income & Collection on 020 8379 3521 or email ASCIncomeCollection@enfield.gov.uk.

Online

Visit www.enfield.gov.uk. Please have your invoice number available.

Internet or phone banking

Pay us directly into the London Borough of Enfield bank account using account number: 81228307 and sort code: 40-20-23 (HSBC Bank), quoting your invoice number as the reference.

By Credit/ Debit Card

We accept payment by VISA, MASTERCARD, MAESTRO and ELECTRON by calling the automated telephone payment service on 020 8379 1000 option 1.

In person at PayPoint outlets

You will need to take this invoice with you as it has a barcode which will allow your payment to be processed directly to your account.

You can pay by cash or card and you will be given a receipt. There is no charge to use this service.

Visit www.paypoint.co.uk to find your local PayPoint outlet.

Please Note:

- Not all PayPoints will accept card payments but they will all accept cash
- The maximum you can pay in one transaction at PayPoint is £300
- For any transactions over £300, it is advisable to pay using another method shown on your invoice

Payment Enquiries

By Post: Adults Social Care, Income Collection, Civic Centre, Silver Street, Enfield, EN1 3XL

By Email: Please email the Adult Social Income Collection mailbox: ASCIncomeCollection@enfield.gov.uk

By Telephone: Call the Customer Service Centre on 020 8379 1000 or alternatively call the Adults Social Care Collection on 020 8379 3521

Minicom: For people with hearing difficulties please call 020 8364 7592 **Call if:**
You would like to set up a Direct Debit, check the balance on an account or having problems paying.

Change of Circumstances

If your income or savings change, for Adults Social Care invoices. Please write to Adult Social Care, Financial Assessment, Civic Centre, Silver Street, Enfield, EN1 3XL.

Appeals

All Social Service users subject to charges for Community Care i.e. Home Care / Day Care, have a right to challenge our decisions through an appeals system. Please write to Adult Social Care, Financial Assessments, Civic Centre, Silver Street, Enfield, EN1 3XL.

Call if:

You would like to query the charges or the services related to the 'Safe and Connected Service'

General Enquiries contact numbers

Safe and Connected Team - Charges and services call 020 8378 6987

Adults Social Care Financial Assessments - Charges you have been assessed to pay call on 020 8379 8177.

Call if:

You would like to query the charges or the services relating to

'Home Care, Day Care or Residential Care Services'