



Information Governance Team

Postal Address:
Coventry City Council
PO BOX 15
Council House
Coventry
CV1 5RR

www.coventry.gov.uk

E-mail: infogov@coventry.gov.uk

Phone : 024 7697 5408

12 June 2020

Dear Sir/Madam.

**Freedom of Information Act 2000 (FOIA)
Request ID: REQ07168**

Thank you for your request for information relating to prepaid banking cards.

You have requested the following information:

1. Do you currently have an approved Prepaid Banking Card solution within your authority/region?

Yes.

a. If so, what date is the supply contract due for review/renewal?

The contract expires 30 April 2022.

2. Please could you provide an outline of supplier/product/service requirements?

The requirements are as follows:

- 99% prepaid cards being sent to the cardholder's address or to the contracting authority for collection within a maximum of five business days from request.
- 99% prepaid cards reported as lost or stolen cancelled within one hour of notification.
- 99% prepaid cards reported as lost or stolen replaced to the cardholder within five business days.

- 99% prepaid cards accounts requiring suspension/freezing done so within one hour of notification.
- 99% of funds transferred to prepaid cards accounts to be available for use within one hour of notification to transfer.
- Contractor website downtime resolved and fixed within three hours of notification.
- 99% queries/complaints sent via letter or email responded to within two business days upon receipt.
- 100% scheduled downtime for website maintenance work should be carried out during the hours of 22.00 and 06.00.
- 99% of calls to be answered within first attempt of contact.
- 99% of calls to the help desk to be answered by an operative within three minutes of being connected.
- 90% of calls to be resolved within the same working day as the call was first raised.
- 99% queries/complaints sent via letter or email responded to within two business days upon receipt and not by way of automated response.
- 99% of scheduled management information to be delivered to the contracting authority no later than the agreed deadline date.
- 99% of ad-hoc management information to be delivered to the contracting authority within 48 hours of request.

3. Do you have an annual budget dedicated to the supply of Prepaid Banking Card solutions within your authority/region?

No.

The supply of information in response to a freedom of information request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email casework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance