

# Adult Social Care Prepaid card for Direct Payments



Coventry City Council



Updated May 2023

## ● What is a Prepaid card?

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Prepaid cards were introduced in Coventry in 2019 as the preferred way to receive and manage direct payments.

Under this arrangement, a prepaid card is set up for you by Coventry City Council, who then make payments into it, usually every four weeks.

You can then pay for the care and support recorded in your support plan from this card.

You will not be required to submit bank statements to Coventry City Council as the Council will be able to view your transaction history online. However, there may be instances when Coventry City Council will ask to see proof of purchase. This can be uploaded to an online portal or posted in.

## ● Who can have a Prepaid card?

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### **To have a prepaid card, you need to:**

Be an adult, carer or parent of a child with a disability who is eligible to receive social care from Coventry City Council

Have chosen to receive this support via a direct payment.

Have capacity to consent to and manage a direct payment and prepaid card

Have access to and be able to use the internet and/or a telephone

Have someone who is capable of managing the direct payment and prepaid card or your behalf. (This person must have access to and be able to use the internet or a phone).

If you currently receive a direct payment in to a bank account, Coventry City Council will be in touch with you regarding moving to a prepaid card.

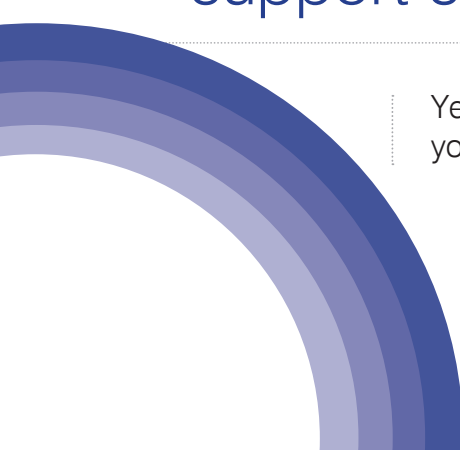
If you do decide to employ your own staff to support you, these workers are called Personal Assistant.

If you need help to manage, you can ask someone to manage this for you and/or the Council can ask someone to do this for you.

## ● Will I get help from the direct payment support service if I choose a prepaid card?

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Yes, the direct payment support service, Penderels Trust, can help you with your prepaid card.



## ● What will I receive with my prepaid card?

You will receive the prepaid card by post to your home address, with a letter explaining how to activate your card by phone or text. Once your card is activated, you'll receive a PIN. Please keep this safe and don't share it with anyone.

## ● How do I make payments from the card?

The prepaid card will not have a cheque book facility. You can use this card like any other current account to make transfers online or by phone and set up standing orders. You will need the bank details (account number and sort code) of the person or company you wish to make a payment to. You can also make payments in person using chip and PIN. Direct debits can be set up from the account, but this is usually done via a form or online instruction from the company you'll be paying. You will need to fill in this form and send it back to them. To make payments by phone call 020 3985 9354.

## ● Can I withdraw cash using my prepaid card?

Where a person's support plan states that withdrawal of cash is needed to pay for care and support, they will be able to withdraw cash using an ATM.

Where cash is withdrawn, receipts of what the cash was used to purchase must be kept, and Coventry City Council may ask to see these.

Where the withdrawal of cash is needed there will be a limit of up to £500 cash withdrawal per day.

## ● How can I check the account balance?

You can check balances online, or over the phone by calling the Independent Living Team on 024 7527 0960 or by calling 020 3468 4112.

## ● Are there any fees for using the card?

There are no fees applied to you for making purchases or using the card online to pay companies that accept Mastercard, or for making payments to your personal assistants or a care agency.



## What if I need support to manage my prepaid card?

You can nominate a trusted person to help run the account with you. This person will need to sign a direct payment letter of agreement along with you or individually.

## Prepaid cards customer services details

Prepaid card customer services available:  
8am to 6pm, Monday to Friday.  
Tel: 020 3985 9354 for more details.

### Contact Adult Social Care Direct

Call **024 7683 3003**

or email [ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk)

or visit [www.coventry.gov.uk/health-social-care](http://www.coventry.gov.uk/health-social-care)

Speech impairment, deaf or hard of hearing? You can call using Next Generation Text (also known as Text Relay and TypeTalk): **18001 024 7683 3003**

If you require this information in another language or format, please email [ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk)

Jeśli potrzebujesz zawartych informacji w innym języku lub formie, prosimy o wiadomość e-mail na adres [ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk)

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