



Direct Payment Card

What is the Leicestershire County Council Direct Payment Card?

A Direct Payment Card is a pre-paid card which looks like a normal debit card. The difference is that you can only spend money loaded onto the card, so you cannot go overdrawn. The card will be in either your name or the name of the person you have agreed to help you with managing your Direct Payment.

The Direct Payment Card is the council's preferred way to pay a Direct Payment.

How does the Direct Payment Card Work?

The Council will load their portion of the Direct Payment straight onto your card every four weeks in advance. If you have been advised that you need to pay (contribute) towards your care, then you will need to pay that onto the card weekly or you can pay in the total of four weekly contributions every four weeks to ensure there is enough money to pay for your care and support.

You can then use the funds to pay for services and support to meet your needs as identified in your support plan.

You can set your Direct Payment Card up as an online account which will give you access at any time to make payments, check transactions and your balance. Or if you prefer to speak to someone you can call PFS Customer Services on 020 3633 3857 who can make payments and advise you of your account balance.

On-line bank payments are the preferred payment method, but you can withdraw small amounts of cash out to pay for activities where this is not possible. This must be agreed with your Adult Social Care worker as this function will need to be activated at the time the card is issued.

What are the benefits of having a Direct Payment Card?

- You do not need to open a separate bank account
- You cannot go overdrawn
- The Council can see your transactions and payments which makes financial audits much simpler
- Secure online and telephone access to your account information 24 hours a day 7 days a week
- You can identify a person, friend or carer (who is not being paid to provide support to you) who can support you with using the card