



**Your Life  
Your Choice**  
care and support designed with you



## Direct Payments

### 1. Direct Payments Cards Factsheet

Direct Payments Cards are a flexible, fast and convenient way for you to manage your Direct Payments. This way of managing Direct Payments means less paperwork for you and you will not need to open your own bank account as we will make all of the arrangements to open a designated account for you and issue you with your own card. Cards are issued by Prepaid Financial Services (PFS) on behalf of Durham County Council. Money will be paid into your designated account every four weeks in accordance with the payments schedule. You will receive an email from the council to tell you how much this payment will be.

You can use your card to access these funds to buy services to meet your needs as identified in your Care and Support Plan. You can make payments in person, over the phone or on the internet. You can set up Direct Debits and Standing Orders to make regular payments.

You can use your card in the same way as a debit card. Each time you use your card, the purchase amount is debited from the available balance. You will only be able to make purchases if there are sufficient funds available in your designated account. You can make payments and check the balance of your account using any of the following methods:

- Online: <https://clients.prepaidfinancialservices.com/DurhamCC/login.aspx>
- Phone: **020 3633 1648** (call centre is open from **Monday to Friday**, from **8am to 6pm**)
- Email: [durhamcc@prepaidfinancialservices.com](mailto:durhamcc@prepaidfinancialservices.com) (for non-urgent queries)

Should you wish to pay money into your account you can do this on the internet. You can load funds at your local post office or go to an approved retailer to load your account with cash using your card. Details of these retailers and other ways to pay money into the account can be found in the 'load funds' section of the website.

The Direct Payments Service will provide on-going support and advice to assist you with managing your Direct Payments. You can contact them by email [directpayments@durham.gov.uk](mailto:directpayments@durham.gov.uk) or telephone 03000 268 200.

Please note the council reserves the right to charge for replacement cards.

Remember our website [Locate](#) can help you find services and products you can buy with your Direct Payments.

Please ask us if you would like this document summarised in another language or format.

[directpayments@durham.gov.uk](mailto:directpayments@durham.gov.uk)  
03000 268 200