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Your Choice**
care and support designed with you



Direct Payments

Direct Payments Cards Factsheet

Direct Payments Cards are a flexible, fast and convenient way for you to manage your Direct Payments. There is no need to open your own separate bank account, as we will open a DP Card Account on your behalf and arrange for your Direct Payments funding to be paid into this account in line with Durham County Council's payment schedule.

DP Card Accounts are issued by Prepaid Financial Services (PFS) on behalf of Durham County Council. You will be issued with a card for your account, which you will need to activate on receipt. A DP Card Account can be used in the same manner as a regular bank account, to pay for services to meet your needs as identified in your Care and Support Plan.

You can make payments using your card, online via the PFS customer portal or by calling the PFS customer service number. You can also set up regular standing orders and Direct Debits from the account. Each time you make a payment or use your card, the amount will be debited from your available balance. You will only be able to make purchases if there are enough funds available in your DP Card Account.

Should you need to pay money into your DP Card Account, this can be done online using the PFS website. Alternatively, you can also load funds at your local post office or an approved retailer. Details of these retailers and other ways to pay money into the account can be found in the 'Load Funds' section of the PFS website.

As the Direct Payments Team can access DP Card Accounts directly, there is no requirement for you to provide bank statements for audits. However, you must still retain evidence of expenditure from the account and provide this when requested (see 'Auditing your Direct Payments' factsheet').

Useful contacts for Prepaid Financial Services (PFS):

- 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 (for non-urgent queries)

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

The Direct Payments Team will provide on-going support and advice to assist you with managing your Direct Payments. You can contact us by email directpayments@durham.gov.uk or telephone 03000 268 200.

For more information about Direct Payments, visit our website:

www.durham.gov.uk/directpayments

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

Email: directpayment@durham.gov.uk Telephone: 0300 268 200