



**Information Governance Team**

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21 September 2021

Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)**

**Request ID: FOI358134988**

Thank you for your request for information relating to Prepaid Cards, Direct Payments and Managed Accounts.

You have requested the following information:

**1. How many of your authority's customers are in receipt of a direct payment for Care Act services, please?**

Adults: 583

Childrens: 72

**2. What was the combined value of all Care Act budgets delivered through direct payments made in 2020 and 2019, please?**

For Adult Social Care, the information you requested falls under the exemption(s) in Section 21 of the Freedom of Information Act 2000, which relates to 'information reasonably accessible to the applicant by other means.'

The exemption applies as the information is published and publicly available to view by accessing the Council website, please use the following link:

<https://digital.nhs.uk/data-and-information/publications/statistical/adult-social-care-activity-and-finance-report/2019-20>

This exemption is not subject to the public interest test.

Please note that the 2020/21 figures will be available on the above link after October 2021.

For Children, in the financial year April 2020 to March 2021 the Direct payments budget for the Childrens Disability team and was £419,832.

In the financial year April 2019 to March 2020 the Direct payments budget for the Childrens Disability team was £419,832.

**3. What is the median amount of a gross direct payment made on behalf of your organisation?**

Adults: The median amount of a gross direct payment in Adult Social Care in financial year April 2020 to March 2021 was £12,951.64.

Childrens: The median amount of a gross direct payment in Childrens Services in financial year April 2020 to March 2021 was £3,443.17.

**4. How frequently are direct payments made (i.e., weekly, fortnightly, 28 days or calendar month). Please provide a breakdown thank you.**

Direct Payments are usually agreed on a weekly basis but are paid every four weeks. Additionally, some direct payments are paid as a one off.

**5. How many of your direct payment clients receive their payment into a prepaid card or managed account? Please provide a breakdown of the numbers, thank you.**

There are 512 people actively using prepaid cards.

**6. Which prepaid card suppliers has your organisation contracted with?**

Prepaid Financial Services who are currently owned by EML.

**7. What is the applicable contract length with these providers and when do these arrangements come up for renewal?**

NEPO Framework Call-off, the contact began 1 May 2019 and will end 30 April 2022.

**8. Does your organisation use prepaid cards to disburse funds to other people (i.e., asylum seekers, refugees, homeless). If so, please can you provide a breakdown of the median amount, recipient category, frequency of funds disbursed and the total value of funds made in 2020 and 2019, please?**

No.

**9. Is your s151 Officer (CFO) aware of the recent £32 million GBP fine levied against Mastercard, allpay and PFS for allegedly operating a cartel in the public sector prepaid card space? Link to PSR article here: <https://www.psr.org.uk/news-updates/latest->**

**news/news/the-psr-provisionally-finds-five-companies-broke-the-law-by-engaging-in-cartel-behaviour-in-the-pre-paid-cards-market/**

**10. Has your organisation released a statement about these proceedings and if so, please can you provide it thank you?**

In respect of Questions 9 and 10, Coventry City Council has not released a statement regarding these proceedings.

The supply of information in response to a FOI/EIR 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](mailto: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 [icocasework@ico.org.uk](mailto:icocasework@ico.org.uk).

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

Yours faithfully

**Information Governance**