



Case study

London Borough of Southwark Council

A case study by:
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When the London Borough of Southwark's existing prepaid card supplier withdrew its services from the market earlier this year, allpay provided a swift transfer of service, allowing it to progress its plans to roll-out prepaid cards across a number of the Council's directorates.

“ allpay was awarded the contract, following our existing supplier, withdrawing from the market earlier this year. allpay had already won the contract to provide prepaid cards for the Council to administer financial support to households with No Recourse to Public Funds and also provide bill payment services to the Council, allowing residents to pay rent, Council Tax and other bills at UK Post Offices. ”

Communication

“ allpay initially set-up a conference call in March and walked us through what was required from the Council in order to initiate the migration for a go-live of July/August 2017.

In explained we needed to complete a Programme Overview document for each programme, and provided an up-to-date implementation plan with clear timescales and milestones.

We had an Implementation team made up of our account manager, product manager – who provided the consultancy for the programme set-ups – and an implementation administrator to ensure we stayed on track with the milestones. ”

Creating our programmes

“ The Programme Overview documents are very comprehensive as they have allowed us to specify limits and restrictions on the cards such as purchase limits, number of ATM withdrawals per day and minimum and maximum loads, to retain control over the programmes.

In total, we have implemented 10 different programmes with allpay, including staff expenses, Appointeeships, Direct Payments across Adults and Children's and petty cash schemes.

The Council has used a range of allpay's prepaid products including instant issue, reloadable cards and limited load card products to suit the requirements of each of our card programmes.

Now live, we are forecasting the use of more than 1,600 reloadable cards, opening more than 600 new cards per annum, and more than 1,700 instant issue cards. ”



Prepaid Cards

continued overleaf



Scheme Approval

“ We have been impressed and pleased with allpay’s ability to meet our tight timescales. Communication between the Council and allpay has been good as we have had regular dialogue with their implementation team to approve our procedures for Know Your Customer (KYC), the Cardholder Agreement we have between the Council and our cardholders and Programme Overviews.

Additionally, due to multiple programmes, allpay was able to facilitate the issuance of both personalised cards, despatched directly to cardholders, and non-personalised, instant issue cards e.g. for emergency provision.

Once social care service users are assessed for eligibility and KYC, details are recorded within the adult social care record management system, Mosaic.

To aid our go-live timescales, allpay also kindly completed our initial card order form to allow us to meet the tight timescales we had.

We were impressed with how responsive and supportive the allpay team was and continues to be. Nothing was too much trouble and allpay provided a lot of ad hoc support. ”



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Prepaid Cards