

Prepaid Cards for Direct Payments

East Sussex County Council

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Introduction

- ✓ Direct Payments in ESCC
- ✓ Planning
- ✓ Procurement
- ✓ Implementation
- ✓ Benefits to clients and East Sussex County Council

Direct Payments in ESCC

- ✓ Three main account types with an exception
- ✓ Client managed card accounts: 495
- ✓ ESCC managed accounts: 576
- ✓ PeoplePlus (support service): 500
- ✓ The Fed (support service): 11
- ✓ Clients remaining on bank accounts: 16
- ✓ 25 left to transfer though Ops teams

Planning



- ✓ Talking to other local authorities
- ✓ Looking at your current systems and processes
- ✓ Writing a Project Initiation Document (PID)
- ✓ Talking to clients and obtaining feedback

Procurement

- ✓ Writing a Specification
- ✓ Looking at your current IT facilities
- ✓ ESCC ran a pilot – was this a good idea?

Implementation

- ✓ Project Plan
- ✓ Communicating and training front line staff
- ✓ Communicating with clients and obtaining feedback
- ✓ Have a clear plan around who is offered a card – is this everyone?

What are the benefits to clients

- ✓ No bank account to set up
- ✓ No paperwork to complete
- ✓ The money is safer than money in a bank account
- ✓ A nominee/suitable person can help manage the account

What are the benefits to ESCC

- ✓ Real time monitoring – client contribution, miss spend, focussed monitoring, levels in accounts
- ✓ Easy to reconcile accounts
- ✓ Enabled ESCC to bring some managed accounts in house
- ✓ Can refund money back at the click of a button
- ✓ Can provide operational staff with information quickly and easily

