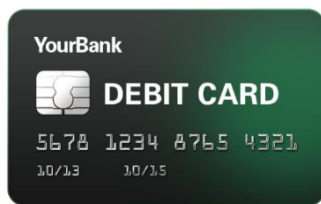


What is a Prepaid Card?

A new and easy way of making direct payments



A **Direct Payment** is money given to you by Cheshire East Council so that you can arrange and pay for your own care and support.



A **prepaid card** is like a bank payment card.



The Council can pay your direct payment money straight onto the card.



You can use the card to pay for your care services as agreed in your support plan.



You won't need a bank account if you have a prepaid card.

How does it work?



The Council will tell you if you need to pay towards the cost of your care. This is called a **financial contribution**.



You will need to pay your money onto the card every 4 weeks.

You can also top-up or add extra money to the card.



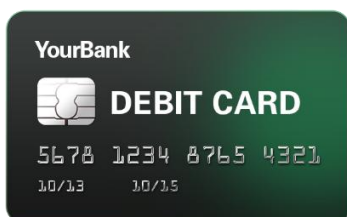
Cheshire East Council will then automatically add the rest of the money.



You can only spend the money you have available on your card.



You can use the card anywhere you see the Mastercard logo.



You can use the card to pay for your care and support services using:

- Online banking
- Card payments in person

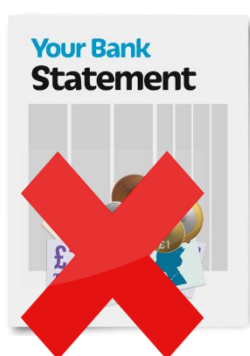


You can't take any cash out on the card.



You can check to see how much money you have on the card at any time online.

The Council can also see how much money you have spent.



This means you don't need to send any bank statements to the Council.

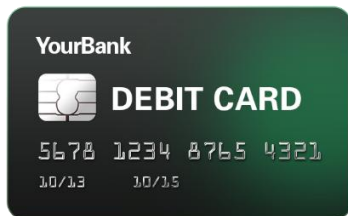


We will still need invoices, receipts and timetables on a regular basis.

How to get a prepaid card?



To get a prepaid card, you will need to speak to your social care professional and sign an agreement.



They will order you a prepaid card which takes about 10 days.



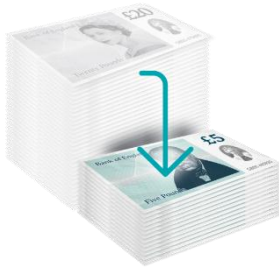
A letter will come with your new card and instructions on how to get your PIN number.



You can change your PIN number at an ATM (cash machine).

Never tell anyone else your PIN number to keep your money safe.

Additional information



If you don't have enough money on your prepaid card to pay for your care services, please contact:



Adult Social Care on

Tel. 0300 123 5010



If your card is lost or stolen, please report it straight away to:



Cheshire East Council

Tel. 0300 123 5102 (Monday to Friday
9am to 5pm)



Or contact EML who provide the prepaid card:

Tel. 0203 307 8238 anytime

Cheshire East Council contact details



If you would like a prepaid card, please ask your social care professional for more information.



Contact us on:

Telephone: 0300 123 5102



Email:

adultsdirectpayments@cheshireeast.gov.uk



There is more information about prepaid cards on our website:

[Prepaid Cards](#)

For more information on local services please visit:

[Live Well directory](#)

Getting help on direct payments



PeoplePlus
People Skills Jobs

If you need any help or information about direct payments, please contact the Direct Payment Support Service:

Contact People Places Lives (PPL):



Telephone 0330 123 2815



Email them at
ilscheshire@peopleplaceslives.co.uk



Website:
Cheshire | PPL UK

They can:

- Help you to find a personal assistant to help you.
- Help you employ your own personal assistant.