



# EAST CAMBRIDGESHIRE DISTRICT COUNCIL

THE GRANGE, NUTHOLT LANE,  
ELY, CAMBRIDGESHIRE CB7 4EE

Telephone: Ely (01353) 665555

[www.eastcambs.gov.uk](http://www.eastcambs.gov.uk)

Further to your information request FOI/EIR 23/24-208, please find your question and our response below.

## Request:

The FOI request is based around Direct Payments, prepaid cards, cash and voucher options that the council has for Residents, Service Users and Staff. Please note the follow are areas that commonly use these services, but not limited to:

- Direct Payments
- Client Financial Affairs (The Council acting as Corporate Appointee and property & affairs Deputy
- No Recourse to Public funds
- Finance – Petty Cash Cards
- Care Agencies – In House or External
- Adult or Children Social Care – Emergency Cards
- Household Support Payments

Do you currently use a Prepaid card or other type of card provider, and if so what is the provider's name?	
What date does the current contract expire?	
What is the name, E-Mail Address & phone number of the person and team that manages the Contract?	
Which services within the Council or associated partners have a programme or platform with the provider?	
How much does each card cost?	
What transaction costs are there and how much are they?	
What is the annual cost or upper limit to the council?	
Does the Council have a functioning cashier counter to enable cash to be paid out?	
Do you use a provider to enable Service Users or Residents to collect cash, receive a text message or barcode, and if so what is their name?	
When does this contract end?	
What is the name, E-Mail Address & phone number of the person and team that manages the Contract?	
Which services within the Council or associated partners use this provider?	
How much does each payment cost?	
What is the annual cost or upper limit to the council?	

Do you use a provider to enable Service Users or Residents to send and receive shopping vouchers by text message or bar codes or other ways, and if so what is their name?	
When does this contract end?	
What is the name, E-Mail Address & phone number of the person and team that manages the Contract?	
Which services within the Council or associated partners use this provider?	
How much does each voucher cost?	
What is the annual cost or upper limit to the council?	
Does the Council use a third party to manage Direct Payment Managed accounts, if so who?	
What Services do they provide on behalf of the council?	
When does the contract end?	
What is the name, E-Mail Address & phone number of the person and team that manages the Contract?	
How much does each service cost?	
What is the annual cost or upper limit to the council?	
Does the Council offer payroll services for Direct Payment employers and their employees?	
What is the name, E-Mail Address & Contact number of the person and team that is the lead?	
How many staff deal with the payroll?	
What annual cost is there to the council for the payroll staff? £50,000 - £60,000 £60,000 - £70,000 £70,000 - £80,000 £80,000 - £90,000 Other	

**Response:**

In accordance with Section 16(1) of the FOI Act, the Council has a duty to provide advice and assistance to you, as far as it is reasonable to do so. We can advise that the Council does not respond to unsolicited requests regarding sales, procurement and commissioning.

Departments must follow a strict procedure as the council has a responsibility to spend public money to achieve the best possible value and outcomes for its citizens whilst maximising the wider social, economic and environmental benefits.

We can direct you to the Council's website pages for procurement opportunities, events and how to sell to the Council: <https://www.eastcambs.gov.uk/east-cambs-district-council/doing-business-council>

This concludes your request FOI/EIR 23/24-208.

If information has been refused please treat this as a Refusal Notice for the purposes of the Act.

If you disagree with our decision or are otherwise unhappy with how we have dealt with your request in the first instance you may approach [foi@eastcambs.gov.uk](mailto:foi@eastcambs.gov.uk) and request a review. A request for review must be made in no more than 40 working days from the date of this email.

Should you remain dissatisfied with the outcome you have a right under s50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.