

58923 Prepaid Card Programme Volumes and Values

For your authority's prepaid card programme used for (a) Adult Social Care Direct Payments, (b) Children's Services Direct Payments, and (c) any other citizen disbursements (e.g. hardship), under the current contract (supplier and framework/call off reference if available), please provide for each of the last three financial years and the current year to date:

Active prepaid card accounts at year end (count).

Please refer to the tables below.

Direct Payments (As recorded in the last week of each Financial Year, and to date)

	Adult	Children
24th – 31st March 2023	1,244	194
24th – 31st March 2024	1,223	234
24th – 31st March 2025	1,185	268
23rd – 30th November 2025	1,124	291

Other Citizen Disbursements including Corporate Appointees

2022-23	85
2023-24	60
2024-25	103
2025 – To Date	117

Total cards in issue at year end (count).

Please refer to the tables below.

Direct Payments

	New Cards Issued
2022/23	296
2023/24	399
2024/25	360
2025 to Date	172

Other Citizen Disbursements including Corporate Appointees

2022-23	148
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2023-24	110
2024-25	184
2025 – To Date	144

Annual transaction value processed on prepaid cards (£).

Please refer to the tables below.

Direct Payments

	Total Amount Paid (£)
2022/23	30,869,962.71
2023/24	33,010,408.34
2024/25	34,762,847.27
2025 to Date	24,308,214.59

Other Citizen Disbursements including Corporate Appointees

2022-23	£490,148.84
2023-24	£582,315.41
2024-25	£807,650.21
2025 – To Date	£660428.58 as of 16/12/2025

Annual transaction volume processed (number of transactions).

Please refer to the tables below.

Direct Payments

	Volume Processed
2022/23	15,018
2023/24	15,436
2024/25	15,673
2025 to Date	10,695

Other Citizen Disbursements including Corporate Appointees

2022-23	7,662
2023-24	9,949
2024-25	13,443
2025 – To Date	14,676 (as of 16/12/2025)

Distinct beneficiaries paid via prepaid cards (count).

This is not recorded.

Split by service area (Adults DP / Children's DP / other), if available.

Please refer to the table below.

	Adult	Children
2022-23	1,506	213
2023-24	1,535	252
2024-25	1,488	292
2025-26 (to 30 November 2025)	1,299	299

These figures are not held for Other Citizen Disbursements including Corporate Appointees.

Current fee schedule (ex VAT): per card monthly fee, initial card issue fee, replacement fee, cash withdrawal/cash in (e.g. PayPoint) fees, other recurring/transactional fees.

Specific detail of fees is withheld as commercially sensitive.

Current contract details: supplier, framework and lot (e.g. CCS RM6248 Lot 2), call off/reference, contract start/end dates, extension options.

Supplier: Allpay Ltd.

Contract and Lot: CCS RM6248 Lot 2

Start Date: 29 November 2016

Extended: March 2023

End Date: 31 October 2027

The most recent management/KPI report from the supplier within the last 12 months that shows volumes/values (personal data may be redacted).

Please refer to the attached KPI document.

Third-party personal information has been redacted from the document provided in compliance with the Data Protection Act 2018.