



## Direct Payments Pre-Paid Card Fact Sheet

Pre-paid cards are Chip and Pin/Contactless and can be used online. No cash withdrawals are allowed. If you forget your PIN and log in details please look on your plan where you will be able to find contact details of the bank.

Funds can only be used outside of school hours (evenings, weekends and in school holidays).

Funds can only be spent and used within the Short Breaks Plan start and end dates for activities, toys/play equipment and UK family holidays. Please **do not** pay for activities/holidays etc after the end date of the Short Breaks Plan.

Any activities for the named child only, cannot be used by other family members.

Please ensure you keep all receipts, invoices etc and upload them to EML. Receipts should be detailed and clearly show the activity/purchase, not just be a credit card receipt. Please note that if you purchase or pay for activities/subscriptions not included within your child's Short Breaks plan, or do not have receipts, you will be asked to repay the funds.

Unapproved spend may also result in the account being placed on deposit only.

If your child is attending a group setting or any activity which you are paying for with your pre-paid card, it is your responsibility as a parent/carer to ensure that the organisation or individual providing services has a clear safeguarding policy in place and DBS checks (if applicable) have been carried out.

### Toys and Play Equipment

A maximum of £250 from your non-specified funds can be spent on toys, games & play equipment for the named child only. All purchases **MUST** be age appropriate for the named child. Norfolk County Council cannot agree purchases of DVD's, electronic games etc for children outside of the approved age ratings. Please email the Short Breaks Team if you are unsure if a purchase would be agreed.

NB Please note e-bikes, e-scooters and mobile phones are not allowed.

### General Information

For Balance Enquiries, Lost or Declined Card, PIN Lost or Not Working and Password Issues -  
Please contact PFS 0203 633 1625

To make changes to your name, address or mobile number - Please contact DPSS on 01603 223392 - option 1

### Short breaks team contact details

The Short Breaks Team are available Monday to Thursday 9am to 5pm, Friday 9am to 4.30pm via email [cs.shortbreaks@norfolk.gov.uk](mailto:cs.shortbreaks@norfolk.gov.uk) or telephone 01603 692455.