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| 1) Do you currently use a PrePaid card or other type of card provider, and if so what is the provider's name? | EML , Visa Purchase Card (Lloyds Bank) |
| 2) What date does the current contract expire? | EML March 2024
Lloyds March 2026 |
| 3) What is the name, E-Mail Address & phone number of the person and team that manages the Contract? | EML: K.Leigh@wigan.gov.uk
Lloyds: jane.green@wigan.gov.uk |
| 4) Which services within the Council or associated partners have a programme or platform with the provider? | EML: Appointee Team
Lloyds: Authority wide |
| 5) How much does each card cost? | EML: £5.00 |
| 6) What transaction costs are there and how much are they? | EML: £0.85 per cash withdrawal. Free for PoS transactions.
Lloyds: N/A |
| 7) What is the annual cost or upper limit to the council? | EML: Approx. £35,784.00 annually for all charges
Lloyds: N/A |
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| 8) Does the Council have a functioning cashier counter to enable cash to be paid out? | No |
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| 9) 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? | Post Office and Secure Voucher Portal which is owned by PayPoint |
| 10) When does this contract end? | Post Office - The contract is perpetual.

Secure Voucher Portal - rolling term contract for periods of 12 months unless terminated by one party giving notice in writing to the other party of not less that 90 days. |
| 11) What is the name, E-Mail Address & phone number of the person and team that manages the Contract? | Joanne Mitchell j.mitchell@wigan.gov.uk |
| 12) Which services within the Council or associated partners use this provider? | Customer Experience and Support |
| 13) How much does each payment cost? | I can confirm that we hold the information regarding the two charges payable. However, we believe that disclosure of this information would prejudice the commercial interests of the contracted parties. Both contracted parties have stated that the charges payable are commercially confidential and not what they would share with anyone other than the contracted parties and that the charges should not be disclosed as it is market sensitive information. We agree that disclosure would be likely to prejudice the contracted parties' commercial interests and that the exemption under s43(2) of the Freedom of Information Act 2000 is engaged. A public |

interest test has been conducted and we have concluded that the public interest in maintaining the exemption outweighs the public interest in disclosure.

14) What is the annual cost or upper limit to the council? See above.

15) 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?

No

16) When does this contract end?

N/A

17) What is the name, E-Mail Address & phone number of the person and team that manages the Contract?

N/A

18) Which services within the Council or associated partners use this provider?

N/A

19) How much does each voucher cost?

N/A

20) What is the annual cost or upper limit to the council?

N/A

21) Does the Council use a third party to manage Direct Payment Managed accounts, if so who?

Yes – Disability Direct and PayPacket

22) What Services do they provide on behalf of the council?

Making payments on behalf of Direct Payment Recipients

23) When does the contract end?

N/A

24) What is the name, E-Mail Address & phone number of the person and team that manages the Contract?

N/A

25) How much does each service cost?

Disability Direct (£2.77 per week) / PayPacket (Average cost £3.62 per week) based on data week commencing 11/09/2023

26) What is the annual cost or upper limit to the council?

Estimated annual cost is £96,455 based on data week commencing 11/09/2023

27) Does the Council offer payroll services for Direct Payment employers and their employees?

No – Payroll services are provided by external companies

28) What is the name, E-Mail Address & Contact number of the person and team that is the lead?

N/A

29) How many staff deal with the payroll?

N/A

30) What annual cost is there to the council for the payroll staff?

N/A

£50,000 - £60,000

£60,000 - £70,000

£70,000 - £80,000

£80,000 - £90,000

Other