



Direct Payment Account

User guide sports card



Introduction

To support health and wellbeing in the community for people with learning disabilities, the Adult Learning Disability Team and Bedford Borough Leisure services have worked together to provide an opportunity to access sports based activities through the use of a card based system.

The 'Sports card' enables ease of payment and flexibility when accessing leisure facilities in the borough.

This guide is designed to give you some basic information about how to use your Sports card for personal activities and where you can use it.

What is my card account?

The Council will pay your sports card money to an account we have set up for you. The account works like any other bank account and comes with a chip and pin card which you should have received as part of your start up pack along with this guide. The card can be used where you see the MasterCard logo.

The Card will have your first name and surname, with a reference of 'SC' after your surname to identify this is your 'Sports Card'.

How can I use my Sports card money?

Your allocated worker will have agreed with you the level of activity and money on your sports card, which has been agreed as part of your support plan to meet your needs. You can use your card at any of the Council owned leisure centres to buy the activities they have on their timetables. Details of the activities can be found at the back of this guide.

If you are unsure on where you can use your sports card, please contact your allocated case worker or key social care team. The choice of which activity you attend is up to you. One week you may choose to play a game of badminton at the Bunyan Centre, the next week you may choose Aquacise at the Kempston Pool.

Some of the activities such as climbing are a group activity. You may wish to talk to your friends and see if they also have a personal budget for activities – you could then arrange to all go together.

How does my card account work?

The card works like any other bank debit card.

When you attend for your activity session, you will be asked to pay for the session. The person at the centre will ask you to put your card in the card machine and you will need to enter your PIN number into the machine to complete the transaction.

The person at the centre should give you a receipt to confirm your payment. The cost of your activity will be deducted from your card account balance. If there is no money left in your account, your card will not work when you use it.

How do I activate my card?

So that you can start using your card, you will need to activate it. To activate your card, you will need to dial one of the following numbers:

 **0203 468 4112**

 **0203 327 1991**

 **0207 183 2248**

You will need to enter the full 16 digit number on the front of your card along with your date of birth. You will need to enter your date of birth in the following format DD/MM/YY.

Once you have entered this, you will be told your PIN via the phone and your card will be activated.

If you have any difficulty with this process, please call the Customer Services team on **0207 127 0659** or email them at Bedford@emlpayments.com.

How often does my money go into my account?

You will receive your money every four weeks.

I have forgotten my PIN number

If you have forgotten your pin number, you can retrieve the number by ringing one of the following numbers:

 **0203 468 4112**

 **0203 327 1991**

 **0207 183 2248**

How can I check the balance of my account?

You can check the balance of your account by logging into your account online or by ringing the Customer Services Team on **0207 127 0659**. Please ensure you check the balance regularly to ensure you have sufficient funds in your account, before booking activities.

Do I need to keep receipts when I use my card?

Yes. Although the Council can view that you are using your card, we ask that you keep receipts safe for up to six months.

If we find that you are not using your card as agreed, we may ask you to send in your receipts and then we will discuss these with your allocated worker, and we may stop you from being able to use your card.

What happens if I do not spend all the money?

If you don't use your card for a period of time, you must let us know as soon as possible so that we can adjust your payments.

You must not spend your sports card money on something which does not meet your assessed needs. We will ask you to repay any money which is not spent on meeting your assessed needs or we may deduct the amount from your next payment.

Your account should not hold more than 5 weeks of activity funds. If the balance is too high, we may withdraw the excess balance from your account.

Will I be able to use my card to withdraw cash at a cashmachine?

No. Cash withdrawals are not permitted under the direct payments scheme. You will not be able to withdraw cash from a cash machine or get cashback in a shop.

What happens if I no longer wish to receive a direct payment for activities?

If you find that you are no longer need or want to use the card for the activities as agreed, you need to contact your care management team and request a review. A worker will come and reassess your situation and look at other ways we can support you to manage your direct payment or look at alternative arrangements to ensure that you receive the care and support you need.

What happens if my payment ends?

If your payment ends, we will put a block on your account so that no further spending can take place.

What happens if my needs change?

If your needs change you must contact your care management team for a reassessment. You can find the contact number on your support plan.

Depending upon the outcome of your reassessment, your direct payments may need to be adjusted. If this is the case, your worker will let the Direct Payments Team know so that we can make the necessary adjustments to your payment.

I have lost my card – what do I do?

If you have lost your card or had your card stolen, you should log into your online account and from there you can either block your card or report it as lost or stolen.

You should temporarily block your card if you have misplaced your card and expect to find it again.

The screenshot shows a web interface for Bedford Borough Council. On the left is a navigation menu with the following items: View Account Details, Edit Account Details, View Transaction History, Load Funds, Register Debit/Credit Card, Payment Request Form, Direct Debits, Upload Supporting Document, Block/Unblock/ Lost & Stolen (highlighted with a red box), FAQ's, Terms and Conditions, Contact Us, and Logout. The main content area has a purple header that reads 'Block/unblock and lost and stolen'. Below this header, there are two sections. The first section is titled 'Block or unblock your card' and contains the text: 'Use the button below to temporarily block your PFS Prepaid MasterCard®, in association with Bedford Borough Council. This will restrict the use of your card at ATMs, retail and shopping outlets or online. When blocked no debits/withdrawals will be allowed but you can still top-up funds onto your car'. Below this text is a red button with the text 'I wish to temporarily block my card from use at POS and ATM'. The second section is titled 'Report your card as lost or stolen' and contains the text: 'Use the button below to report your card as lost or stolen. Once this is done no debits/withdrawals will be allowed and our Customer Support team will investigate and contact you using your registered contact details.' Below this text is a red button with the text 'REPORT CARD AS LOST OR STOLEN'.

If you can't access your online account, you should ring the Customer Service team on **0207 127 0659** and report your card as lost or stolen and they will block your card and arrange for a new one to be sent to you.

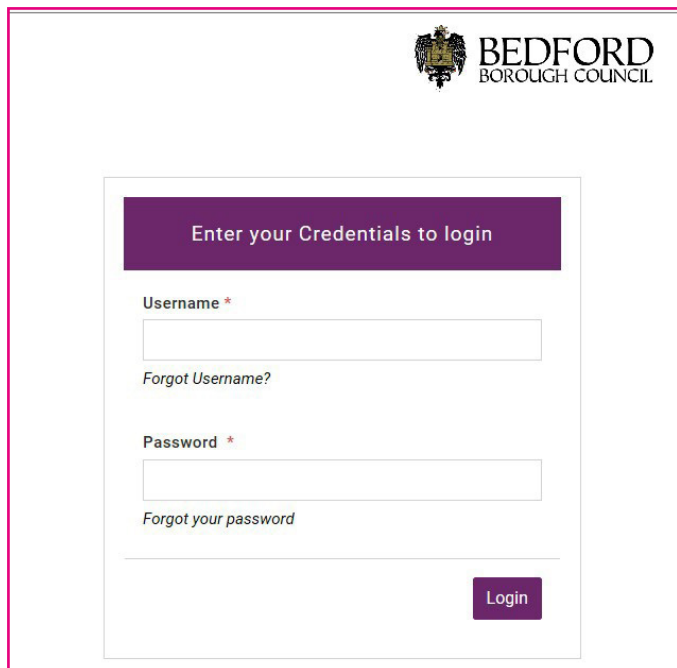
Accessing your account online

If you wish to, you can log in to your card account online and view the balance in your account and view all transactions you have made using your card.

The Council will be able to view your spending activity as well and will monitor that you are using your card to pay for the activities as agreed in your support plan.

How do I login to my account?

In order to access your account online, you will need to go to the following website <https://clients.prepaidfinancialservices.com/bedfordcouncil>



The first time you access the system, you will need to create a Username and Password. To achieve this, please click on I do not have a username/ password as per the screenshot above and follow the online instructions to set these up.

Once you have done this, the next time you wish to enter the system simply enter your chosen Username and Password, then click the Login button.

If you have any difficulty with this process, please call the Customer Services team on **0207 127 0659** or email them at Bedford@emlpayments.com

Checking my account details

Once you have logged in you will be brought to the account details page, from here you can view your balance, card number, expiry date and address registered to the card. If any of your details are incorrect, please contact the Customer Services team.

The screenshot shows the Bedford Borough Council website interface. On the left is a navigation menu with various options. The main content area is titled 'Account overview' and contains two sections: 'Account details' and 'Cardholder Details'. The 'Account details' section lists card information such as balance, number, status, expiry date, and currency. The 'Cardholder Details' section lists personal information including full name, address, city, post code, and country. Red boxes highlight the 'View Account Details' link in the menu, the 'Account details' section header, and the 'Cardholder Details' section header.

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View Account Details

- Edit Account Details
- View Transaction History
- Load Funds
- Register Debit/Credit Card
- Payment Request Form
- Direct Debits
- Upload Supporting Document
- Block/Unblock/ Lost & Stolen
- FAQ's
- Terms and Conditions
- Contact Us
- Logout

Account overview

Account details

Card balance	1.25
Card number	*****6199
Card status	Open
Expiry date (MM/YY)	09/18
Card currency	GBP

Cardholder Details

Full name	TESTRA BEDFORD
Address line 1	4TH FLOOR
Address line 2	36 CARNABY STREET
City	LONDON
Post code	W1F 7DR
Country	United Kingdom

Viewing your transaction history

By selecting **view transaction history** tab in the left hand side menu, the transactions made within the last 8 days will appear. If you need to view transactions older than this you can amend the dates at the bottom and click on **get transactions**.

The transactions will then appear. A PDF statement of the transactions can also be generated by clicking on **Generate PDF** once the transaction history has been uploaded to the screen. Alternatively, a spreadsheet document can also be downloaded by clicking on **Download CSV** instead.

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View Account Details
Edit Account Details
View Transaction History
Load Funds
Register Debit/Credit Card
Payment Request Form
Direct Debits
Upload Supporting Document
Block/Unblock/ Lost & Stolen
FAQ's
Terms and Conditions
Contact Us
Logout

Transaction history

Date	Type	Merchant	Debit	Credit	Fee	Result	Balance
27/10/16	Deposit to Card Reversal ACP	52958511	- £ 10.00			APPROVED	£ 1.25
26/10/16	Bank Payment	529585XX	- £ 10.00			APPROVED	£ 11.25
21/10/16	Bank Transfer Load	52958511		£ 10.00		APPROVED	£ 21.25

[Download PDF](#)

Select a date range to view your transactions

Date from * 21 October 2016

Date to * 28 October 2016

[Get transactions](#)

Useful contact numbers

For queries relating to using your card account, please contact the Customer Services team:

 **0207 127 0659**

 Bedford@emlpayments.com

For queries relating to your payments, please contact the Adult Social Care Finance:

 **01234 223500**

 ASCDirectPayments@bedford.gov.uk

For queries about your support plan and care needs, or where to use your card please contact the Adult Learning Disability Team:

 **01234 276762**

 learning.disability@bedford.gov.uk

Sports activities – Bedford Leisure services

The following information provides an overview of sports activity sessions that can be accessed via the sports card, provided by Better – Bedford Borough Council.

The list is not definitive and subject to change – so please check the website for the leisure service attending for the most up to date information and price list. An additional charge may be made by Better for hire of equipment – please check prior to booking.

Robinson Pools & Fitness

Bedford Park, Bedford, MK40 2JZ

 **01234 357157**

www.better.org.uk/leisure-centre/bedfordshire/robinson-pools-fitness

Activity	General	Booking
Yoga	Incorporating systematic exercises and self-development techniques for body, mind and spirit focusing on core conditioning.	Online or via telephone
Zumba	Zumba® classes feature exotic rhythms set to high-energy Latin and international beats whilst having fun at the same time.	Online or via telephone
Legs Bums and Tums	An aerobics focused class designed to tone the lower body with a mix of high/ low impact moves with floor work for muscle toning.	Online or via telephone
Adult relaxation swim	An adult only session open to over 18's of all abilities.	Online or via telephone
Aqua Aerobics	An aerobic low impact workout that focusses increased muscular tone, flexibility, and cardiovascular endurance.	Online or via telephone
General Swimming	Please see website for sessions available.	Online or via telephone
Gym / Fitness	Please see website for sessions available.	Online or via telephone

All the classes are run by qualified and experienced staff that would help make sure any “new” participants were aware of what was required. If required a carer can stay with the service user to assist during the class.

Bedford International Athletic Stadium

Barkers Lane, Bedford, MK41 9SB

 **01234 351115**

www.better.org.uk/leisure-centre/bedfordshire/bedford-international-athletic-stadium

Activity	General	Booking
Running track – indoor and outside.	Access to the track both inside and out – work out at own pace with guidance from coaching staff.	Online or via telephone
Yoga	Incorporating systematic exercises and self-development techniques for body, mind and spirit focusing on core conditioning.	Online or via telephone
50+ Badminton	A gentle session for adults who wish to play a casual game of badminton. There is no coaching and participants would need to come with a partner.	Online or via telephone
Gym / Fitness	After an initial induction session (carers will need to attend) the member is able to attend and use the gym area.	Online or via telephone
Racket sport • Table Tennis • Badminton • Short Tennis	The centre can provide all the equipment needed for a game*. Service users will need to arrange playing partners and make arrangements to meet. *May be equipment hire charge – please check on line when booking.	Online or via telephone

Mowsbury Golf & Squash Centre

Cleat Hill, Kimbolton Road, Bedford, MK41 8BJ

 **01234 772700**

www.better.org.uk/leisure-centre/bedfordshire/mowsbury-golf-squash-centre

Activity	Day	Time	Booking	General
Golf lesson (2 sessions)	All days	9.30 – 5.30	Yes. A booking will need to be made for the 1:1 lesson at reception in advance.	The session would be a 1:1 instruction with one of the golf professionals on the driving range.

The facility can offer 1:1 golf coaching on the driving range and provide all the equipment required. **A booking would be needed (in advance)** via the golf shop or online to arrange this session. The facility has its own catering and bar facility which would be available for use but participants would be able to use the facility to eat their own food.

Kempston Pool

Hillgrounds Leisure, Hillgrounds Road, MK42 8SZ

 **01234 843777**

www.better.org.uk/leisure-centre/bedfordshire/kempston-pool

Activity	General	Booking
General Swimming	The pool has a number of gentle swim sessions but it also has lane swimming which is suitable for confident swimmers.	Online or via telephone
Aqua Zumba	Make a splash by adding a low- impact, high-energy aquatic exercise to their fitness routine.	Online or via telephone
Aqua aerobics	An aerobic low impact workout that focusses increased muscular tone, flexibility, and cardiovascular endurance.	Online or via telephone
Pilates	A body conditioning class offering toning techniques that target the deep muscles supporting the spine and major joints.	Online or via telephone
Stretch & Tone	A session based around the techniques of Pilates, yoga, flexibility, mindfulness and relaxation.	Online or via telephone

All the classes are run by qualified and experienced staff that would help make sure any “new” participants were aware of what was required.

If required a carer can stay with the service user to assist during the class.

John Bunyan Sports & Fitness

Mile Road, Bedford, MK42 9TS

 **01234 364481**

www.better.org.uk/leisure-centre/bedfordshire/john-bunyan-sports-centre

Activity	Day	Time	Booking	General
Racket sport Table Tennis Badminton Short Tennis	Monday - Friday	10 - 4	A phone call to book in advance is needed to make sure the court / table is set up and the equipment is ready.	The centre can provide all the equipment needed for a game. Service users will need to arrange playing partners and make arrangements to meet.

There is **no instruction with this – it is a turn up and play option** once booked in advance. The centre has available space during week days for a range of racket sports/games. They will provide all the equipment needed and set up the courts tables.

Participants are welcome to bring their own food and eat at a table on the balcony.

If there are any questions in relation to sessions for Better services – please contact the leisure teams via the contact provided above.

The Bedford Adult Learning Disability Team will provide any additional guidance or assistance as to how to utilise the sports card service - they can be contacted below on;

Learning.Disability@bedford.gov.uk

Bedford Borough Council
Borough Hall
Cauldwell street
MK42 9AP

Tel: **01234 276762**

Finding out more

If you would like further copies, a large-print copy or information about us and our services, please telephone or write to us at our address below.

Për Informacion

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Informacja

برای اطلاع

Za Informacje

Per Informazione

তথ্যের জন্য



01234 267422



Adult Social Care

Bedford Borough Council
Borough Hall
Cauldwell Street
Bedford MK42 9AP



care@bedford.gov.uk



www.bedford.gov.uk