



**Direct Payments  
Support Service**  
Here for you

[wearepeoplefirst.co.uk](https://wearepeoplefirst.co.uk)





## **We are People First**

People First is an independent, customer led, organisation that was established in the North of England over 30 years ago.

We are a passionate organisation that is dedicated to representing people's views and supporting people to live their lives the way they choose.

# Direct Payments

## Why we're here

We support adults and children using direct payments or personal health budgets. This also includes those who pay for care privately.

Our experienced Direct Payment Support team include:



**Independent Living Coordinators** who will be here to help you throughout your journey with Direct Payments and Personal Health Budgets.

We have a dedicated team of Independent Living Coordinators throughout Cumbria who can complete face to face visits.



**The Payroll and Managed Accounts team** offer a specialised service to you, our customers.

This team works from our Carlisle Office and are contactable by phone or email to respond to any queries.

# How we help

Following your assessment, your local Independent Living Coordinator will receive a referral from the Local Authority or NHS, they will contact you to discuss how you would like to use your Direct Payment or Personal Health Budget.

They will explain your responsibilities, which may include you becoming an employer, or what is needed when buying services from Agency or Self-Employed Workers.

They will also explain your options; you can manage the funds yourself or People First can manage them for you.

**We're here to give you control, choice and flexibility.**

**Debbie**  
Independent Living  
Coordinator



Together with your Independent Living Coordinator, a costing plan will be created to meet your needs within your Support Plan. If you are employing a Personal Assistant, your Independent Living Coordinator will ensure the costing plan includes everything you need as an employer.

Once the costing plan has been agreed by the Local Authority or NHS, your Independent Living Coordinator will work with you to set up your package. The support may include:

- Personal Assistants - Recruitment, Contracts of Employment, Job Description and DBS checks
- Support with Self-Employed workers, including checks
- Setting up Employment Liability Insurance
- Setting up Payroll, showing you how to complete timesheets and where to send them
- Setting up Managed Accounts Service

## Having a managed account

- The Local Authority or NHS will pay funds to an account which People First will hold.
- People First will make all payments to the services being received as detailed in the costing plan.

## Managing your own funds

- The Local Authority or NHS will pay funds to a pre-payment card. If it is for a child, the direct payment will be paid into a designated bank account.
- This account, which the individual or a representative will hold, will be used to make all payments to the services being received as detailed in the costing plan.

# Get in touch



You can call us:  
**01228 317070**



Or email:  
**directpayments@wearepeoplefirst.co.uk**



Whether you're used to chatting to us over the phone, or seeing us in person, we're here for you.  
**Scan the QR code to meet the team.**

**wearepeoplefirst.co.uk**

