



**Direct Payments  
Here to support you**

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





## Who 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 support people to live their lives the way they choose.

# Direct Payments

## Why we're here

We support both 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 includes:



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

We have a dedicated team of ILC's 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 to meet your assessed need.

Your ILC will explain to you what your responsibilities are, which may include you becoming an Employer, or what is needed when buying services from Agency or Self-Employed Workers. Your ILC will also explain your options to manage the funds yourself or if you would like People First to manage the funds for you.



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

**Rihan**  
Payroll Officer



## 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, and make all payments to the services being received as detailed in the costing plan.

## 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.

Together with your ILC, a costing plan will be created to meet your needs within your Support Plan. If you are employing a Personal Assistant, your ILC 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 ILC will work with you to set up your package. The support may include:

- Personal Assistants - Recruitment, Contracts of Employment, Job Description and DBS checks
- Supporting 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





**Angela**

Independent Living  
Coordinator Manager



**Chris**

Independent Living  
Coordinator



**Debbie**

Independent Living  
Coordinator



**Emma**

Independent Living  
Coordinator



**Gary**

Independent Living  
Coordinator

## Friendly Faces Ready to help

From Independent Living Co-ordinators to Payroll and Managed Accounts, the team will be here to help you.

Whether you're used to chatting to us over the phone, or seeing us in person, we're here for you.



**Isla**

Independent Living  
Coordinator



**Judith**

Payroll and Accounts  
Manager



**Lauren**

Payroll Officer



**Linda**

Payroll Officer



**Megan**

Payroll Team Leader



**Michael**

Managed Accounts  
Officer



**Rihan**

Payroll Officer



**Sara**

Independent Living  
Coordinator



**Stef**

Payroll Officer

# Get in touch



You can call us:

**01228 317070**



Or email:

**directpayments@wearepeoplefirst.co.uk**



Visit us at:

**The People First Conference Centre**

**Milbourne Street**

**Carlisle**

**CA2 5XB**

**wearepeoplefirst.co.uk**

