

Transfers from PeoplePlus to Virtual Wallet

March 2024

1. WHAT IS HAPPENING?

Powys County Council is transferring the 'managed account' service for direct payments from **People Plus** to an organisation called **PPL: People Places Lives**, who have a direct payments solution called Virtual Wallet.

2. WHY IS IT HAPPENING?

Councils change the organisations that they contract with to provide services from time-to-time. The council's arrangements with People Plus for managed accounts is ending and PPL is taking over as part of wider changes to how direct payments are delivered.

3. WHO ARE PPL?

PPL is a direct payments support service organisation. Established in 2008, PPL already work with several councils, such as Hampshire, Devon, Lincolnshire and Buckinghamshire. We have been working with Powys County Council since 2019 and we already have individuals using the Virtual Wallet to manage their direct payment. You can find more information about PPL at www.peopleplaceslives.co.uk.

4. WHAT IS VIRTUAL WALLET?

Virtual Wallet is PPL's solution for managing direct payments. Funds from the council are credited to each individual's Virtual Wallet account (along with any client contributions or top-up). The individual's care and support is managed via Virtual Wallet, which then makes payments to the individual's PAs and providers.

Individuals can manage their Virtual Wallet themselves. If they are unable to do so, then friends or family can use Virtual Wallet on their behalf. Where the council agrees that this is not practical, PPL can provide a 'supported account' service (which is very similar to the 'managed account' service previously provided).

The Virtual Wallet solution is safe and secure, and trusted by thousands of people to manage their direct payment. You can find more information about Virtual Wallet at www.myvirtualwallet.co.uk.

5. WHAT WILL CHANGE?

Most of the changes are behind the scenes. The care and support that you arrange via your direct payment will not be affected.

The main change is that you will contact PPL Virtual Wallet (instead of People Plus) about any queries that you have in relation to your direct payment.

If you use a payroll service that is currently provided by People Plus, this will transfer over to Virtual Wallet payroll.

If you make a client contribution or top-up, you will need to start sending this to a different bank account. PPL will provide you with the details of this nearer the time.

6. WHEN IS THIS HAPPENING?

Responsibility for your direct payment will transfer from People Plus to PPL Virtual Wallet from 6th April 2024, but preparation work is starting now to ensure that the transition goes smoothly.

7. WHAT ABOUT THE PAs THAT I EMPLOY?

If you employ personal assistants to support you, and the payroll is currently processed by People Plus, this will transfer over to Virtual Wallet payroll.

PPL are currently receiving data from Powys County Council to transfer all of this and will be in contact with your PAs with login details to enable them to submit timesheets via the Virtual Wallet system. If you would like access to your account to manage (approve / reject) the timesheets submitted, PPL can get this setup for you.

8. WHAT HAPPENS NEXT?

The PPL team will be setting up your Virtual Wallet account over the coming weeks. This includes onboarding any providers or PAs that support you, so that PPL can ensure that they are paid on-time.

It will be helpful if you can mention the change to Virtual Wallet to your providers or PAs so they are aware we may be in touch in the coming weeks.

9. WHAT DO I NEED TO DO?

Most of the information that PPL need to setup your Virtual Wallet account will be shared with us by the council. However, the team at PPL may need to contact you between now and the end of March to fill in any gaps or clarify a few things.

10. HOW DO I CONTACT PPL VIRTUAL WALLET?

If you are able to, the best way to contact the team is by using the webchat facility at www.myvirtualwallet.co.uk. Alternatively, you can email info@myvirtualwallet.co.uk or call 0300 3739259. It will help if you mention that you are calling in relation to the Powys supported accounts transfer.