As you may be aware, the LA/ICB has recently *[conducted a review of / established new contracts for]* support arrangements for direct payments.

I am pleased to announce that we will be working in partnership with an organisation called **People Places Lives** to implement their **Virtual Wallet** solution.

In due course, Virtual Wallet will become our preferred way of people managing the financial aspects of a direct payment as it is safe & secure, easy to use, removes a lot of the hassle & paperwork and the Virtual Wallet support team are on hand to help whenever needed.

We’ve chosen Virtual Wallet having listened to the views of lots of direct payment holders. Virtual Wallet is used by 15 other local authorities & NHS organisations and thousands of individuals, PAs and providers.

The intention is that direct payments that are managed by *[pre-paid card / managed account provider name]* will migrate across to Virtual Wallet. *There will also be changes to our information & advice service and our payroll service.*

The changes will **not** affect the amount of your direct payment or what you spend it on.

You don’t need to do anything right now. We are still working out the plans for the move, so we will be in touch with you again nearer the transition date.

In the meantime, you may wish to take a look at [www.myvirtualwallet.co.uk](http://www.myvirtualwallet.co.uk) to find out more.