



We are writing to share some important information about your Independent Living Services / Direct Payment support.

What is happening

PeoplePlus has been working with your Local Authority and will be transferring the delivery of our Direct Payment services to a specialist organisation called **People Places Lives (PPL)**.

PPL is a very experienced provider that focuses on direct payments, personalised support and helping people live independently in their communities.

From **1st June 2026** the PeoplePlus team who currently support you will move across to PPL. **This means the same people and team you already know will continue to work with you.**

What this means for you

Your support will continue as normal.

The people you speak to, the way you receive support, and the services you rely on will stay the same. Your Direct Payment arrangements and payment schedules will also continue just as they do now. You do not need to take any action for this change to happen.

Over time you may notice **People Places Lives (PPL)** appearing on written and digital communications instead of PeoplePlus. These are administrative changes only and will not affect the support you receive.

What you need to do

Please let the Personal Assistant(s) you work with know about this change. Full details, including a couple of things they need to know about are detailed on this webpage – www.peopleplus.co.uk/PA

Data Protection

We want you to feel confident that your personal information is treated with the highest level of care. We will need to share your data with PPL in order for your support to continue, we will do this safely, securely, and strictly in line with UK GDPR and data protection laws.

If you have any questions about how your data is managed, you can contact us on dpo@peopleplus.co.uk

Contact information

Should you need to, you can continue to contact the Independent Living team in the usual way. Again, this team and people you know will remain the same and your support will continue without interruption.

You can reach them on the usual number 0330 123 2815 or email ilscontact@peopleplus.co.uk.

We understand that changes can sometimes feel worrying and we want you to feel fully informed and supported. If you have any questions about this change, please feel free to contact us via the details above.

It has been a pleasure to support you, and we know that PPL will continue to provide the same high-quality, person-centred service. A welcome message from PPL's Chief Operating Officer is shared below.

Best wishes,

Chris Harrison
Divisional Managing Director, ILS, PeoplePlus

Message from Claire Hewitt – Chief Operating Officer at People Places Lives

Hello!

I wanted to write to each of you personally to explain a little bit about our company and how excited we are to be working with the PeoplePlus Independent Living Services team.

PPL stands for **People Places Lives**. We're an independently owned, UK-based organisation that has been supporting people with self-directed care since 2008. Today, we work with local authorities and NHS organisations across the country, helping thousands of people manage their direct payments safely and confidently.

Over the years, PPL has invested heavily in technology designed to make managing direct payments easy, such as tools for financial management, payroll, and employing Personal Assistants. But while we support many local authorities and NHS organisations across the country, our focus is always on you and your loved ones. Most of our team have lived experience of care and support needs, so we truly understand how important it is that everything works smoothly, reliably, and in a way that gives you control.

If you would like to learn more about PPL, then please visit our website at www.peopleplaceslives.co.uk

By bringing our two organisations together, we're combining the strengths, skills and collective experience of both teams so that we can offer even better support to you.

For you as our customer, this change is about strengthening the service and not changing the relationship you already have with your ILS contacts. We look forward to welcoming all the existing ILS team into the PPL family and to continuing to support you.

Claire Hewitt

Chief Operating Officer