

PPL Virtual Wallet

Direct Payment, Personal Health Budget, and Individual Service Fund solution

Service Definition Document



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SUMMARY

The PPL Direct Payment Platform, with Virtual Wallet, is used to enable people receiving direct payments, ISFs and/or personal health budgets to manage their care efficiently and effectively via an online portal. Funds are held by PPL in a client bank account, with individuals managing their budget online or via our telephone helpdesk.

Virtual Wallet can be provided as a standalone service, or can additionally include Independent Living Advice services and/or payroll services.

VIRTUAL WALLET: MAIN FEATURES AND BENEFITS

Service features

- Specifically designed to support Direct Payments AND Personal Health Budgets
- Supports Self-service, Notional and Managed Accounts
- Includes PPL's Virtual Wallet to manage all funds and payments
- Includes local Marketplace of care and support services
- Online timesheets/approvals for Personal Assistants
- Integration with PPL Payroll, with support for 3rd party payroll
- Includes PA Finder for recruiting a Personal Assistant
- Support service geared to support citizens, LAs and ICSs
- Complementary Independent Living Advice service (optional)
- Configurable to local rules / authorisations

Service benefits

- One-stop shop for managing all aspects of Direct Payments
- Light-touch management by the Local Authority / funding body
- Multi-channel - accessed via PC or mobile device
- Total transparency of spend
- Prevents overspend of budget and fraud / malpractice
- Enables choice whilst providing control
- Aligns spend with agreed support plan
- Achieve direct payment / personal budget targets
- Easy claw-back of funds

PPL PAYROLL SERVICES

PPL provides two different tiers of payroll. The standard payroll service provides a reliable payroll service, however the Payroll Plus offer gives employers everything they need to be a responsible, compliant, and good employer, all in one simple, value for money, monthly fee.

A comparison table is included below, so that individuals can make the right choice for their specific circumstances:

FEATURES	Payroll	Payroll Plus
Payroll	Y	Y
- Electronic timesheets	Y	Y
- Payroll calculations	Y	Y
- HMRC setup & agent	Y	Y
- Year-end reporting	Y	Y
- Weekly payroll	Y	No
- 4-weekly / monthly payroll	Y	Y
Employee Assistance Program	-	Y
- Counselling	-	Y
- Legal advice	-	Y
- Mental health support	-	Y
- Rewards	-	Y
- Blue light card	-	Y
Training	-	Y
- Employer & PA access to 20 courses	-	Y
- Skills for Care 'core & mandatory'	-	Y
Insurance	-	Y
- Market-leading policy	-	Y
- Employer liability £10m	-	Y
- Public liability £5m	-	Y
- Redundancy and notice cover	-	Y
- Replacement PA cover	-	Y

TECHNICAL INFORMATION

Overview

The PPL platform is hosted in the UK on a secure, private cloud and offered as Software As a Service (SAAS) via modern browsers. The platform is a multi-tenanted, scalable solution, which has an ongoing programme of development to keep the solution in line with industry and public sector best practice.

Service Management:

Service desk available, Mon-Fri 9am-5.00pm (excluding public holidays) via:

- Telephone, email and web chat
- Online issue logging and tracking system
- Online ticketing support

Service Levels:

- Availability: 99.95%
- Support Service desk: 9.00am – 5.00pm, excluding public holidays.
- Full monitoring and alert system: 24/7

Severity definitions:

Severity	Description	Response time
1	Service unavailable	15 mins
2	Service significantly impaired	30 mins
3	Minor effect on service	1 hr
4	Minor issues, including cosmetics	1 hr

Information Assurance & Security:

The systems are hosted in the UK, with a Disaster Recovery platform located at a secondary UK-based location. The PPL platform is compliant with all Cloud security principles and covered by our ISO27001 and Cyber Essentials Plus certification.

Back-up, restore and Disaster Recovery:

All systems are backed up periodically, and copies of the backup are stored at the local and DR datacentres for 2 weeks. Backups are then archived off to cloud storage for long-term retention.

DR instances of live sites are maintained in the DR datacentre for failover in the event of an outage.

Management information & reporting:

The solution contains a full reporting suite, detailing solution-specific data. Usage statistics are provided through integration with third-party reporting packages, e.g. Google Analytics.

ONBOARDING

Demonstrations

Demonstrations are available to interested parties, on request.

Onboarding / Offboarding process

The onboarding process includes:

- Project Management with regular project status meetings
- Requirements Gathering
- Setup and configuration of the system
- Data Migration (if required)

A typical onboarding process takes 12-14 weeks, depending on requirements.

Offboarding – A data extract will be provided to the client for all client-owned data. Further services are available and charged at the SFIA rate card.

Training

Training can be provided, by the following means, depending on requirements:

- On-site at the client's premises
- Online, via MS Teams
- Online webinars for larger groups.

Electronic Training documentation, including User Manuals, will be made available.

Ordering and invoicing process

Orders should be placed by emailing sales@peopleplaceslives.co.uk or by calling 03300 582 690 and asking for the Sales department.

Invoices are sent out by email.

- Implementation charges are invoiced on contract signature.
- Ongoing standing charges are invoiced annually in advance.
- Volume-based charges are invoiced monthly in arrears.

Termination

Either party shall provide six months' written notice of any intention to terminate the service, subject to a minimum 12-month contract.