

# Adults' Health and Care

## Direct payment newsletter



3 March 2025



### **John Evans OBE: a legacy of empowerment and independence**

In January, the world lost a remarkable advocate and a true pioneer. John Evans OBE, a trailblazing disability rights campaigner, left behind a legacy that continues to transform the lives of Disabled People across the globe.

John's profound impact on the independent living movement cannot be overstated. As one of the founding members of the UK's Independent Living Movement, his relentless dedication reshaped the way society understands and supports Disabled People. He believed passionately that Disabled People deserved the right to control their own lives, to live independently and to participate fully in their communities. It is no exaggeration to say that if it were not for John Evans, many Disabled People today may not be living independently today.

Beyond his activism, John's warmth, wisdom and unyielding belief in equality touched everyone who had the privilege of knowing him.

Our thoughts go out to John's family and associates at this sad time.

[READ MORE](#)

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## PA Finder success stories

Have you used the [Hampshire PA Finder](#) website to recruit personal assistants (PAs)? We are keen to hear from people who have used Hampshire PA Finder and have successfully connected to and recruited PAs.

If you would be happy to share your story you can either:

- send your story by email to the Direct Payment Support Service at [DPSupportservice@hants.gov.uk](mailto:DPSupportservice@hants.gov.uk)
- phone **0370 779 1300** and a member of the Team will contact you.

Stories will be anonymised so individuals cannot be identified and shared within other areas of our Direct Payments' work.

## Adults' Health and Care experience survey

As someone who receives social care support from Hampshire County Council's Adults' Health and Care team, please complete our [experience survey](#). We want to know what we did well, and what we can do to improve. The feedback will help us to ensure social care in Hampshire is built on the views of the people who use it.

The survey is quick and easy to complete, and it's optional to leave a name and contact information. It's available in Easy Read and large print.

**COMPLETE THE SURVEY**

## Direct Payment User Group

We encourage anybody who would like more information around Direct Payments to come along to our Direct Payment User Group. You can talk to other users and take part in more specific conversations around different topics.

Current topics include insurance (presentation by Mark Bates), financial assessment, contingency planning, information and guidance. If you have other ideas for topics or you are interested in joining the group to receive up-to-date information about what is happening when, please email [rachel.harrison3@btopenworld.com](mailto:rachel.harrison3@btopenworld.com) or join our [Facebook group](#).

Future dates for our virtual meetings are:

- Wednesday 26 March at 2pm
- Friday 4 April at 2pm
- Wednesday 30 April at 2pm
- Friday 16 May at 2pm
- Wednesday 18 June at 2pm
- Friday 27 June at 2pm

## An introduction to Virtual Wallets

Virtual Wallets offer a fast and practical solution for delivering Direct Payments and is now the default option for all Hampshire's new Direct Payment recipients. The Virtual Wallet initially replaced the managed accounts service but is now open to existing Direct Payment users. It is supported through a new digital platform supplied by PPL.

A Virtual Wallet has multiple benefits for the user including automatic records logging, 24-hour online access, digital time sheets, faster provider payments and quick set-up, plus financial security.

Take a look at some [short introductory videos](#).

### Key points

- The Virtual Wallet can be set up with dual access so a client and approved family/carers can all have access.
- Like an online bank account, payments, deposits and an account summary can be viewed at any time.
- An individual or nominated person can approve Personal Assistant time sheets and payments via the simple-to-use system.
- Supported accounts are available to anyone who doesn't have a suitable friend or carer to help them and cannot manage it themselves.
- The supported account can be accessed via the phone if online is not suitable. The Supported Accounts Team at PPL will support the user to manage their account.
- The Virtual Wallet is also available for anyone who wishes to continue self-managing their Direct Payment.
- If self-managing the Virtual Wallet and your circumstances change, you can transfer to a supported account for either a short or long term.

Find out more about the new [Virtual Wallet platform](#) (select 'Hampshire County Council' from the drop-down list on the right-hand side).

If you are interested in a Virtual Wallet, please contact your allocated worker or complete our [online referral form](#).

## Disabled People's Voice

Disabled People's Voice aims to help build a better life for Disabled People as members of a more inclusive society. It is involved in campaigning on issues that affect Disabled People to try and influence policy decisions.

Whether you need to employ a Personal Assistant, find out what benefits you're able to receive, or you need help or advice for caring for an elderly friend or relative, they are there to help.

You can stay in touch with the Disabled People's Voice and with other Disabled People by [registering to receive their newsletter](#) or [joining their private forum on Facebook](#).

FIND OUT MORE

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[Hampshire PA Finder website](#)

[The Direct Payment Support Service](#)

The Hampshire PA Finder is a free service working to connect people seeking a Personal Assistant in Care with people who are, or want to be, Personal Assistants in Care. You will find lots of useful information on the site about being an employer or being a Personal Assistant in Care.

We'd love to know what you think of the website, so please send your feedback to [pafinder@hants.gov.uk](mailto:pafinder@hants.gov.uk).

Our Direct Payment Support Service (DPSS) is available to help Direct Payment recipients, operational staff and providers. The team has three full-time members of staff and can support you with a range of Direct Payment related queries. If you need some advice about Direct Payments, contact the team at [DPsupportservice@hants.gov.uk](mailto:DPsupportservice@hants.gov.uk) for support.

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