

# WILTSHIRE DIRECT PAYMENT SUPPORT SERVICE



Independent Lives is a charity providing advice and guidance on recruiting, employing and managing your own Personal Assistants (PAs).



After receiving a referral from Wiltshire Council, we can support with budgeting, payroll, DBS checks, recruitment, training, employment law and much more!



We can provide support via phone, email, online chat, or home visits where necessary. We will take time to listen to you and support you every step of the way.



We will talk you through each process, discuss all your options, and can send you our useful factsheets and templates for you to refer to.

What is important to us?

- Delivering a good service
- Supporting our customers to receive great care and support
- Being friendly, understanding and professional.



Visit our website, PA Pages, for factsheets, templates and guidance, and our vast range of PA training.

[www.pa-pages.org](http://www.pa-pages.org)

**“Extremely helpful and lovely to speak to”**

**“You’re so positive; your advice makes me feel confident as an employer”**

Your local Wiltshire team members are:

**Support Service Manager**

Louise Maddox

**Direct Payments Advisers**

Sally Hannan  
Meghan Wilson

**IAG Adviser**

Louise Mead

**Finance Assistant**

Chelsea Jinks

Ongoing office-based advice and support:

**IAA Advisers**

Emma Brooks  
Tyler Paul  
Linda Cranfield

**Recruitment & training**

Fahtima Begum



**01903 219482 (option 3)**



**advice@independentlives.org**