



Our vision is to be the catalyst for change in creating opportunities that transform futures by bringing together disabled people and business for a single purpose

www.wearepurple.org.uk

To whom it may concern – Open Letter

Purple

I am writing this open letter to acknowledge the service Purple has provided to you over recent months has not been up to the standard you would and should expect, and for that I would like to personally apologise. As Chief Executive Officer, and a disabled person myself, I understand only too well the pressures and stresses that a disability can have on your everyday life. It was from my personal experience of living with a disability that Purple was created, and our vision has always been to offer services which support disabled people (and their families/networks) to lead independent lives with choice and control over the support they receive, whilst taking away the additional pressures associated with that. Where Purple has failed to achieve this, I am truly sorry.

I am personally overseeing changes and improvements to our service and am relentless in embedding these as quickly and safely as possible. We are doing this by:

- **Establishing a better phone system** so you will have your call answered, or where the lines are busy, access to voicemail. We aim to respond to you within 48 hours so you know you will hear back from us. The data has confirmed upward improvements in calls answered and voicemail messages returned, but we need to do better, particularly around pay days
- **Providing you with a dedicated Account Manager** who will support all customers and will link with other internal staff to provide a more seamless service
- **Ensuring you receive the documents you require when you require them.** We have had a number of technical failures last year and early this year which has resulted in payslips and statements not being sent out. This is not acceptable and is being resolved
- **Being clear on what we need from you.** We will do this by improving our starter packs for new users, providing additional information on legal requirements such as pensions, and being clear on deadlines, pay days and what we are able to provide you with. We will also improve the information to you around the client contribution process and the different methods for receiving your payments
- **Driving better customer service.** All our staff are being trained/retrained in good customer service, disability awareness and the principles of a direct payment. I intend to establish and monitor routine user feedback mechanisms.

Ivan Peck House, Ground Floor, 1 Russell Way, Chelmsford, Essex CM1 3AA
tel. 01245 392300 **email.** hello@wearepurple.org.uk

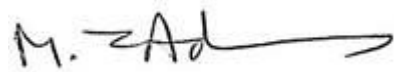
We are aware a number of our users have received letters direct from HMRC. Please note Purple does not normally receive copies of these letters. Therefore, should you receive any letters, please either scan and send the letter in its entirety (it's vital we have the full letter and not just the first page) to payments@wearepurple.org.uk or post to Purple (Essex), Ivan Peck House, 1 Russell Way, Chelmsford, Essex, CM1 3AA. Once received we will keep you updated as we work to resolve the issue.

Finally, in order for us to offer you the most efficient service, we need an email address for you so we can send payslips and statements immediately. If you have not already provided us with one, please can you send an email to payments@wearepurple.org.uk with your full name, area and email address. In order for your PAs to receive their payslips directly and most efficiently, we will also need their full names and email addresses so they can be added to our system.

Purple is working closely with Essex County Council, who are fully aware of the issues, to ensure the service improvement plan is implemented.

Thank you for your patience and forbearance and I look forward to showing a step change improvement in our service.

With very best wishes,

A handwritten signature in black ink, appearing to read 'M. Adams', followed by a long horizontal flourish.

Mike Adams
Chief Executive Officer, Purple