

**LiveYou**

# Our Manifesto

It's time to turn disadvantages into advantages.



LiveYou's mission is simple; To enable those with physical disabilities to live life without limits. We do this by removing barriers and turning, what would ordinarily be disadvantages, into advantages.

## **Upholding your rights**

When you're dealing with care funding, you are relying on pieces of legislation (laws) and accompanying government guidance.

Usually laws are interpreted and upheld by independent third-parties such as courts. They are independent because they have no stake in the outcome of their decision.

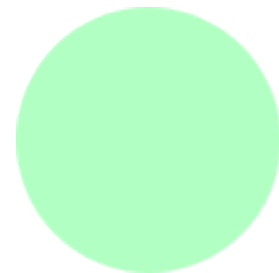
For social care, the opposite is true. Local councils are responsible for making decisions on cases that they have a direct financial interest in. In fact, this financial interest is in direct competition with the interests of service users.

Councils are under immense pressure to save money, whereas service users,

particularly those with severe physical disabilities, are entirely reliant on this money for their quality of life.

To prevent disabled people from losing out LiveYou is passionate about fighting for your rights. We use our knowledge of the law and government guidance to make sure disabled people get every penny they're entitled to.

We are able to do this at no additional cost to service users who go on to use LiveYou's services for PA recruitment and ongoing management, which, in turn, are paid for with the funding which we secure for clients.



~~Upholding your rights~~

We work for you and only you

LiveYou is different

## We work for you and only you

Traditionally, organisations in the care sector have blanket contracts with councils to deliver services. Even those who work with recipients of Direct Payments tend to have separate contracts with councils to offer services such as advice or payroll.

We believe this presents a problem.

We have observed that these organisations, many of which are charities, are unwilling to put the interests of individual users above their own relationships with councils.

For example; in Adam's Case, in the 6 years prior to finding LiveYou, Adam used a charity to manage his budget and his care costs regularly exceeded this budget. LiveYou found

overwhelming evidence indicating that Adam's funding level was woefully inadequate, but in the 600+ pages of case notes, there was no record of the charity questioning Adam's level of funding with the council. Instead, it let Adam foot the bill, persistently contacting Adam to request more money.

Whilst we cannot know for sure the motivation behind the charity's actions, we question whether organisations which receive huge amounts of client referrals, directly from councils, truly have the interests of individual service users at heart. Particularly when these interests may be directly opposed to that of the councils.



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~~We work for you and only you~~  
LiveYou is different

## LiveYou is different

We do not have any direct contracts with councils. Our only contract is with our clients, so you can be assured your interests are at the centre of everything we do.

We are structured in a way that fully aligns our interests with yours. We do charge a fee for our services, but this fee is added on to the cost of meeting your needs and is covered by council funding.

So if your funding ultimately comes from the council, what is the difference?

The difference between us and other organisations is; there is no direct financial relationship between LiveYou and councils. The money we obtain for clients is theirs.

Therefore we need to keep you happy in order to keep our job!