

INFORMATION & ADVICE SERVICE (IAA)



We are here to provide support and advice on your Direct Payment (DP) and Personal Assistant (PA) employment.



We are here to answer your queries between 8am – 5pm Monday to Friday, excluding bank holidays.



We can support you with understanding your DP budget, recruitment, training, staff management and much more!



Talk to us your way. Phone, email, or online chat, we'll respond with care. We're committed to understanding your needs.



Whether you prefer large print, online videos, or something else – we've got information in a format that works for you.



We'll find the right information for you and connect you with other organisations if needed.

IAA Advisers

Emma Brooks
Tyler Paul
Linda Cranfield



Recruitment & Training

Fahtima Begum





We highly recommend that you contact us and/or your employers' liability insurance provider as soon as possible if you find yourself in one of the following situations:



Contact Independent Lives if you employ care staff but do not have:

- Employers' liability insurance
- Payroll scheme
- Written employment contracts

All of these are important legal requirements.

You use a self-employed worker, but you have not had professional advice on how & what needs to be in place. The rules and regulations linked to using self-employed workers are extremely complex and have changed over the past year.

You employ and your staff have had to stop working or will stop because of the following reasons:

- The person cared for moves into a nursing home, moves out of the geographical area or passes away
- You decide you don't wish to employ anymore or don't qualify for DP funding anymore
- The employer has lost the skills and or capacity to make suitable decisions.

You employ and the DP funds change or have changed significantly because of:

- A reduction or increase in funds
- The person cared for, or DP recipient will be or has been admitted to hospital and might stay for more than 10 days.

You employ and struggle to understand how the DP budget is broken down. We can help you to understand your budget and include all common employment costs.

It is likely that you need budgeting advice if one of the following applies:

- At the beginning of a month your bank statements regularly show less than six weeks of DP funding
- You find yourself having to top up your DP budget.



We highly recommend that you contact us and/or your employers' liability insurance provider as soon as possible if you find yourself in one of the following situations:



- Performance issues with staff, for instance being regularly late, not performing to a set standard or overstepping professional boundaries
- Your PA “walked out” and said they are not coming back
- Your staff needs training or skills improvement, and you don’t know where to get funding/training
- Your staff needs to be suspended while a serious incident is being looked into
- You are in dispute with your staff, or you are thinking of ending the employment
- You don’t pay your staff when they take leave, you are not sure if your staff qualifies for statutory sick pay, pension contributions or maternity pay
- You have not done a risk assessment to comply with Health & Safety regulations. This increases risk of injury to staff and/or the person cared for.

We can also help you with:

Planning ahead

- We can advise on how to prepare for holidays, sickness, or maternity leave, and how these may affect your Direct Payment budget.

Respite

If your personal or support plan includes respite funding, we’ll help you consider important questions in advance, such as:

- What happens to your staff while you're away?
- Do you need to pay them during this time?
- Can they take paid leave?
- How do you budget for all related costs?

24-hour care & night support

- Arranging sleep-in or waking night care can be complex and hard to budget for. We’ll offer tailored advice based on your individual support needs and can work with your Social Worker to help set up an appropriate budget.



01903 219482 (option 3)



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