



The aim of the Level Four Service is to provide on-going peer support, information and advice on issues relating to personal assistance to people who for whatever reason do not have access to a Centre for Independent Living managed by disabled people.

The Service:

- PA Services will provide support and information on any personal assistance issue including for example: risk assessment, health and safety, sickness pay, holiday cover, disciplinary and grievance issues
- PA Services can work with a PA User from the on-set of their direct payment through to the end of a PA's probation period and beyond
- The service is designed to be flexible and offer spontaneity and creative approaches to the often complex world of personal assistance
- The fee for this service starts from £15 per hour depending on the level of service required
- PA Services can provide structured PA/PA User supervision sessions to troubleshoot and promote a good working relationship
- PA Services can provide training and information sessions to contribute to the on-going learning of a PA User and PA and to meet employer obligations
- PA Services will offer basic telephone advice for free; however callers who contact the organisation on a regular basis will be asked to consider using the Level Four Service to fund the services provided. ILA does not receive any government or charitable funding for this level of service