

Personal Assistance Services is designed to be flexible and offer spontaneity and creative approaches to the often complex world of personal assistance. ILA aims to provide a range of services to disabled people who use personal assistance this includes peer support, information and advice on issues relating to personal assistance, particularly to people who for whatever reason do not have access to a Centre for Independent Living managed by disabled people.

PA Services also includes:

- Providing Personal Assistants (PAs) to Personal Assistance (PA) Users who wish to directly employ their own PAs
- Providing emergency/short-term cover
- Advertising directly for PA Users who wish to recruit their own PAs, managing pre-interviews, obtain reference checks, confirming the right to work in the UK, confirm DBS status, etc.
- Drafting job descriptions and personal specifications, etc.
- Providing support and information on any personal assistance issue including for example risk assessment, health and safety, sickness pay, holiday cover, disciplinary and grievance issues
- Providing structured PA/PA User supervision sessions to troubleshoot and promote good working relationships
- 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

Any PA User interested in using ILA's services must complete a PA User Registration form to provide ILA with information about the services that they require.

ILA does not receive any government or charitable funding for services and therefore, it is free to look and interview the PAs available to work. A fee of £75 is charged for the successful placement of a PA.

Costs for tailored recruitment (if requested) are charged at £15 per hour plus the cost of advertising, DBS, etc.

The organisation can offer basic telephone advice for free; however callers who contact the organisation on a regular basis will be asked to contribute to the cost of the services provided. The fee for this service starts from £25 per hour depending on the level of service required.