



ILA aims to provide a comprehensive range of personal assistance services and recognises that the fee structures are complicated
Below is an outline of some of the more standard options available
Please contact ILA directly for a personalised quotation after completing a PA User Registration Form

1 SERVICE FEES FOR ILA EMPLOYED PAS

ILA's standard charge is £19.86 per hour: this enables ILA to continue to attract quality workers by paying the London Living Wage which is now £13.15 (2024) per hour when working on an hourly basis and the National Living Wage of £11.44 (2024) on live-in placements. Funding can be negotiated at a lower hourly rate depending on circumstances.

ILA's minimum call is a 4 hour block per week.

- All bank holidays are charged at 1.5 time
- Christmas/Boxing Day/New Year is charged at double time

2 SERVICE FEES FOR ILA SERVICES

It remains free to ask ILA to circulate a PA vacancy; ILA only charges if a PA is accepted to work

Fee per PA placed for direct employment	£75
Advertising	cost price
Advertising Administration	£175
On-going Support face-to face	£35 per hour
On-going Support face-to face (travel time)	£10 per hour
On-going Support via Zoom	£30 per hour
Emergency PAs	from £75

INVOICING AT ILA

PA Users are invoiced as and when work is completed. If this is a first booking and in some specific circumstances, such as a considered risk of late payment, ILA may require a deposit or advance payment for work to secure service. The deposit is £500 or 75% of the service fee whichever is greater. This will be agreed at the beginning of a contract as part of the service level agreement.

- PA Users are invoiced for the services agreed at the beginning of each recruitment period
- Payment of the invoice is requested by bank transfer payable to Independent Living Alternatives in pounds sterling

Cancellation Fees: If the service is cancelled the following fees will be applicable:

- A £70.00 fee will be charged if a PA User cancels placement before a successful applicant takes up post.
- A 10% cancellation fee will be made on any payments received.
- 0-14 days 100% of service fees will be charged
- 14-28 days 50% of service fees will be charged

No refunds are payable should a PA resign at any time after commencement of the placement. If an employee leaves within the first four weeks of employment, ILA will endeavour to fill the post with a suitable candidate as soon as possible for a minimal cost.

Invoices are sent as and when work is completed and the normal terms for payment are 7 days.

- On-going placements are invoiced from 21st of each month to 20th of the following month.
- Failure to pay within 28 days will incur a penalty of £70 per month outstanding as well as the withdrawal of any PA introduced to the PA User and the possible withdrawal of future services.
- Failure to pay an invoice within 56 days will result in ILA exercising the legal right to claim interest on late payments. Interest will be calculated on a daily basis and charged at the Bank of England base rate plus 8%.

- Failure to pay within 84 days will result in ILA taking legal action to reclaim debt.

TIMETABLE OF NON PAYMENT

Day 1	Invoice issued
Day 7	payment due
Day 28	non-payment postal reminder of £70 late payment fee imposed
Day 42	meeting request with PA User (a PA User is strongly requested to have their social worker present at this meeting)
Day 56	placement winding down-interest will be calculated on a daily basis and charged at the bank of England base rate plus 8%
Day 84	Placement terminated and ILA will take legal action to reclaim the debt

In relation to ILA on-going placements, ILA will meet with the PA User to determine why payment has not been made. A plan of action will be agreed in order for payment to be made.