



One  
Croydon

## Croydon Personal Assistant Support Service

Call us on 01903 219482

### A bit about us

We are a Charity providing advice and support to recruit, employ and manage your own Personal Assistants (PA).

**We give support around:** Employment costs and budgeting, insurance and payroll, recruitment and advertising, interviewing, employment law, DBS checks, PA management, PA training and lots more!

We can support you via phone, email, zoom, or home visits where necessary. We will support you every step of the way and provide on-going support should things change. We are here to answer your calls between 8am - 5pm Monday to Friday excluding bank holidays.

### What is important to us?

- Delivering a good service
- Supporting our customers to receive great care and support
- Being friendly, understanding and professional

### What people admire and like about us...

“Extremely helpful and lovely to speak to”.

“You’re so positive; your advice makes me feel confident as an employer”

“A Social worker said that we should expand into West Kent as the service sounds brilliant”

### How we work with you

We will take time to listen to you when you contact us, so give us as much information as possible to help us to advise you correctly.

We will signpost you to other organisations where necessary.

We will talk you through a process, discuss options and send you our factsheets and templates to back this up.

We will research and provide information for you if necessary.

### Who are the advisers?

#### Getting you started

Your local Croydon team members are:

Amy Harries  
Sophie Clews

Ongoing office-based advice and support:

Emma Brooks  
Mark Vickers  
Tyler Paul

**Recruitment Co-ordinator**  
Daisy Scott

Find out about our events, training and drop in sessions

[www.independentlives.org/Pages/Category/croydon](http://www.independentlives.org/Pages/Category/croydon)

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

1. You employ care staff but don't have the following in place: Employer's liability insurance, Payroll scheme or written employment contracts (all are important legal requirements).
2. 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.
3. 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.
4. 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.
5. 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.
6. 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.
7. If you employ and find yourself in one of the following situations, we can help you with:
  - 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.

**Further, we can advise on the following:**

How to plan ahead for **holiday, sickness and maternity cover** and how this will have an impact on your Direct Payment budget.

**Respite** - Your personal/support plan agreed with your council might include respite funds. Here are a few things you need to look into in advance: What will happen to your employed staff while you are in respite? Do you have to pay staff? Can you ask staff to take paid leave while you are in respite? How will you budget all respite costs?

**24 hour care and or sleep-in nights/wake-nights** are complex to arrange and difficult to budget for. Please talk to us and we will advise based on your individual support needs. We can work with you and your Social Worker, assisting to establish a suitable budget.

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