

# Direct Payments

## Deciding the rate of pay for your PA



This tool will help you to pay consistent pay rates for your Personal Assistants, and make sure PAs across the city receive similar rates of pay. Answering the questions in the form will help you decide what rate of pay is most suitable, so it's best to complete the form with your social worker before you advertise for a PA.

**How to use it.** As you discuss each question choose the statement that best fits your situation and make notes in the spaces below. Don't get to hung up on the detail of each statement. It is the scale between the differing statements that will help determine the most suitable level of pay.

Decisions must be made jointly with your social worker, so your rate of pay is a shared decision based on the closest match.


When you've finished, use the score card at the end to work out from your answers the rate of pay you should offer.

<b>Your name</b>	<b>Date</b>
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<b>Any other people helping you to complete this form</b>
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### Question 1. What does your PA need to know?

<b>A</b>	<b>They don't need to know anything specific. I can tell them what I want.</b>
<b>B</b>	<b>They need to be able to get to know me and how I like to live my life. This may involve talking to me and my family and friends.</b>
<b>C</b>	<b>They will need to be able to support me to communicate my needs and wishes for myself, without taking over.</b>
<b>D</b>	<b>They will need to know a lot about me and how to support my needs. I may not be able to tell them what to do. This may require formal training.</b>
<b>E</b>	<b>They will be required to make day to day decisions on my behalf to make sure that I and the people around me are safe. They will contribute towards understanding my support plan and working with other people to make sure my support is right for me.</b>

<b>Answer: Notes</b>  
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## Question 2.

**What practical and emotional skills will you need your PA to have?**

<b>A</b>	<b>They need to know the local area and provide companionship and some low-level practical support (like shopping, cooking, gardening) to make sure I am part of my community and thriving in my own home.</b>
<b>B</b>	<b>They may need to provide me with practical support to enable me to go out, which may include support such as organising transport and assisting driving, or some practical/physical/emotional support to make sure I am part of my community and thriving in my own home.</b>
<b>C</b>	<b>They need to have some knowledge of how to use certain types of equipment to help me to move safely to get out and about and thrive in my own home, or may need to be able to plan an outing with me so I am aware of what will be happening.</b>
<b>D</b>	<b>They will need to be able to plan my activities and outings so that I can be part of my community safely and thrive in my own home. This will include understanding and managing some of the risks.</b>
<b>E</b>	<b>They will have to manage risks and take decisions on my behalf to make sure I am part of my community and thriving in my own home.</b>

**Answer: Notes**



## Question 3.

**What communication skills will your PA need to have or to use?**

<b>A</b>	<b>They will need to be good, active listeners and happy to chat with me, and be genuinely interested in me and my life.</b>
<b>B</b>	<b>They need to be able to help me manage my correspondence and support me to engage with others.</b>
<b>C</b>	<b>They need to be able to communicate flexibly in the way that works for me and be able to express my views and advocate for me, without taking over, and help me to get my point of view across in situations in which I do not feel comfortable. This may be in different languages (BSL or Makaton) or through assistive technology.</b>
<b>D</b>	<b>They need to be able to communicate flexibly in the way that works for me and be able to express my views and advocate for me, without taking over, and help me to get my point of view across in most situations, in all situations even when I feel comfortable. This may be in different languages (BSL or Makaton) or through assistive technology.</b>
<b>E</b>	<b>They will need to interpret and respond to my behaviours and communicate my wishes on my behalf. This may require working with multiple agencies to make sure I am able to participate and build meaningful relationships.</b>

Answer: Notes



#### Question 4.

**How will my PA need to respond to risks?**

- |          |  |
|----------|--|
| <b>A</b> | I can make my own decisions and take actions myself.<br>There will be limited risks for my PA to respond to.   |
| <b>B</b> | There may be some situations where my PA may need to support me to take the agreed course of action for me.  |
| <b>C</b> | They may need to respond to situations that we may have been able to anticipate in advance and set out a plan to manage.<br>This will be fairly infrequent.  |
| <b>D</b> | They may need to respond to unanticipated situations in which I may be at risk.<br>This may be fairly frequent.  |
| <b>E</b> | Every response they have has the potential to be to dispel risk. My PA will need to support me to manage regular and unanticipated behaviours and circumstances that could pose a risk. They will also need to respond appropriately to manage situations that could escalate quickly. |

Answer: Notes



#### Question 5.

**How much initiative or autonomy would you like your PA to demonstrate when supporting you?**

- |          |  |
|----------|--|
| <b>A</b> | They are not expected to work on their own initiative most of the time as I am able to tell them what my wishes are.   |
| <b>B</b> | They will need to have a good understanding of how I like things to be and, based on my needs and what they know about me, make some low-level decisions.  |
| <b>C</b> | They will need to be able to offer me suggestions and options to support me to make decisions that are agreed with me.   |
| <b>D</b> | They will need to be able to work on their own initiative a lot of the time.<br>They will need to liaise with me and those who I trust to manage my support and to resolve problems in challenging and unusual situations. |
| <b>E</b> | They will have to take decisions on my behalf the majority of the time, with limited support or supervision.   |

Answer: Notes



### Question 6.

**What financial support will your PA need to offer?**

<b>A</b>	<b>None. I can manage and administer my own finances.</b>
<b>B</b>	<b>I will need some practical/administrative support.</b>
<b>C</b>	<b>I will need some support and prompting to help manage my finances and pay my bills.</b>
<b>D</b>	<b>I will need some support to understand the implications of financial matters and to carry out any necessary actions.</b>
<b>E</b>	<b>I will need my PA to make day to day decisions on budgeting and managing/organising my money on my behalf.</b>

**Answer: Notes**



### Question 7.

**What are the working conditions for your PAs?**

<b>A</b>	<b>My PA works regular shifts and work patterns usually between 8 am and 6 pm.</b>
<b>B</b>	<b>My PA occasionally works unusual shift patterns with some early starts or late finishes and works alone.</b>
<b>C</b>	<b>My PA regularly has early starts and late finishes and works alone with some support available.</b>
<b>D</b>	<b>My PA often has challenging shift patterns that are either split shifts, long days, 24+ hour shifts or live-in arrangement. They work alone and have minimal support while working.</b>
<b>E</b>	<b>My PA has unpredicted work patterns and have very limited support while working.</b>

**Answer: Notes**



### Question 8.

**What are the emotional, physical and working demands for your PAs?**

- |          |   |
|----------|---|
| <b>A</b> | My PA may need to concentrate on occasion, such as when supporting someone in a meeting or while out in the community.  |
| <b>B</b> | My PA will need to concentrate on occasion, provide occasional personal care needs and provide minimal levels of emotional support.   |
| <b>C</b> | My PA will need to have occasional periods of high concentration and provide a moderate level of practical/physical/emotional support.  |
| <b>D</b> | My PA will need to have periods of high concentration and provide physical support and deal with intense or distressful situations.   |
| <b>E</b> | My PA will frequently need to deal with intense, distressful situations that require high levels of concentration at all times and respond to challenging or complex circumstances. |

Answer: Notes



### Question 9.

**What team responsibilities does your PA have?**

- |          |   |
|----------|---|
| <b>A</b> | My PA has no responsibility for other PAs.  |
| <b>B</b> | My PA has no responsibility for other PAs.  |
| <b>C</b> | My PA co-ordinates the work of other PAs (2 or 3) including organising rotas, co-ordinating staff cover in emergencies.   |
| <b>D</b> | My PA supervises other PAs (4 or more) and is responsible for the training and development of team members.   |
| <b>E</b> | My PA manages and supervises other PAs and undertakes other duties such as co-ordinating timesheets and payroll, holds team meetings, assists me with recruitment and develops policies and procedures with me. They assist me by attending meetings, care reviews, and/or helps develop my support/care plans. |

Answer: Notes



### Your score card

Write the number of times you scored A, B, C, D or E.

**A**

**B**

**C**

**D**

**E**



## Pay banding

<b>A</b>	<b>The Personal Assistant provides support that helps the person to live their life and to be an active member of their community.</b>	<b>£9.50 to £10.49</b>
<b>B</b>	<b>The Personal Assistant helps the person to cope with the challenges they experience with their daily living, relationships and to be an active member of their community.</b>	<b>£10.50 to £11.49</b>
<b>C</b>	<b>The Personal Assistant uses a wide range of skills to keep the person at the centre of their life and to keep them safe.</b>	<b>£11.50 to £13.49</b>
<b>D</b>	<b>The Personal Assistant is regularly faced with a wide range of unpredictable situations and challenges that can cause harm to the person.</b>	<b>£13.50 to £15.49</b>
<b>E</b>	<b>The Personal Assistant is required to be constantly vigilant and to manage high risk situations and challenges to keep the person and the public safe.</b>	<b>£15.50 to £19.49</b>

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