



## Disability North

The Dene Centre, Castle Farm Road, Gosforth, Newcastle upon Tyne, NE3 1PH.

Tel: 0191 284 0480 Fax: 0191 213 0910 Text: 18001 0191 284 0480

Email: [reception@disabilitynorth.org.uk](mailto:reception@disabilitynorth.org.uk) Web: [www.disabilitynorth.org.uk](http://www.disabilitynorth.org.uk)

### FAQs for Local Authorities/CCGs/Support Organisations

#### 1. What is the PA register?

The PA register is an extension of Disability North's already successful PA matching service.

It is part of our response to the current COVID19 crisis.

It has 3 main aims

- Redeployment of skilled PAs/support staff
- A way for Direct Payment employers to fill vacancies quickly
- A resource for Local Authorities and CCGs who are supporting Direct Payment employers to find staff for hospital discharge or to fill vacancies within their current support package

It will enable PAs who are currently not able to work, due to their employers shielding or choosing to self isolate, to work temporarily for other employers and those who may work in provisions across the county which are closed, to be redeployed into the PA sector.

It also allows PAs to register their details online if they are looking for extra hours or additional PA jobs to support people during this crisis period.

#### 2. How do I refer someone

To register an employer to find a PA please complete the referral form (insert [link](#)) or contact Vici Richardson [vicirichardson@disabilitynorth.org.uk](mailto:vicirichardson@disabilitynorth.org.uk) or 0191 2840480 / 07933834666

If you wish to add a PA to the register please ask them to complete this online form (give link)

When we receive the employer's details, we will then send them the names and contact details of PAs looking for work, in their area, with the correct skills sets. If you wish to receive a copy of what is sent please let us know on the referral form.





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### **3. Once I the employer has a list of potential PAs what happens next?**

The employer will then contact the PAs they feel may be suitable. If they are not confident in contacting the PAs direct then they can ask a family member or friend to provide some assistance. They may want to arrange a video call with the PA in the first instance and conduct a virtual interview, discussing what is involved in their job description.

If you require further assistance from Disability North around supporting the employer please refer to our menu of services on how we could support your Local Authority at this time.

### **4. Will Disability North employ the PAs?**

No, Disability North do not employ PAs or act as an agency. This is a support tool to aid and facilitate recruitment. The employer will be the Direct Payment recipient or their nominated person. Disability North can provide a Direct Payment Support Service and advice around contracts as well as a payroll service if this is needed. Please refer to our menu of services.

### **5. Will you carry out the DBS checks?**

You will need to follow the usual process for your Local Authority.

### **6. How will the PA be paid?**

It is expected that the employer will add the PA to their existing payroll and provide them with their usual contracts and terms and conditions.

### **7. What will happen if the PA needs specific training**

This will be the responsibility of the employer, Disability North can provide advice on where to get training if needed.

### **8. Is there a cost to this service?**

No, during the Covid 19 crisis there will be no charge to access the PA register.



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### **9. I have a new employer and require a new Direct Payment package to be set up, can Disability North support us in this?**

Yes. Disability North have over 15 years of providing Direct Payment support to disabled people and their families. If you want to purchase support from Disability North please refer to our menu of services and contact us to discuss how we can help.

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