



Direct Payments Support Service Case Study

In October 2012, the Personalisation Service at the Northamptonshire Centre for Independent Living (NCIL) received an email from the mother of a disabled child wanting a job description to go out for a position as PA to a young boy aged 13.

The position was for set hours during term time, and then double hours during the school holidays. The support worker had written the job description clearly; including the breakdown of the times the support would be needed, and the actual role of the PA. The child has complex needs so, with the agreement of his parents, we were able to word the job description so this was mentioned in order to attract the right applicants:

My PA needs to have experience of working with children with complex needs. My PA will need a basic first aid qualification and be happy to attend courses that will be beneficial for both PA & service user. (to be discussed further at interview)

Our Support worker sent out emails to 34 names from our PA Register, and the job went live on the job centre's website for 6 weeks in the first instance, but this was renewed a few times as a suitable candidate did not come forward.

In December our support worker went to visit the child and his mother at home to advise that the mail merge and advert had not done as well as we expected, so we suggested putting a card/advert up at the child's school to see if that would attract any interest. We provided a number of brightly coloured cards that the parent displayed at the school and around local area.

During the Christmas period, the child's previous PA was employed again to cover some of the hours he needed for support, and make sure that the family were provided with the level of care that they needed.

Finally, in February 2013, the child's parent held an interview and offered the position as PA to someone who had seen the advert at the child's school. The new PA already knew the child, so the parents were very happy for her to be his PA, since a relationship had already been formed.

To date, this PA is still in place as the personal assistant to this 13 year old boy.