

# PARES FAQ



## Personal Assistant Recruitment and Employment Service ( PARES)

The People Matter IW Personal Assistant Recruitment and Employment Service (PARES) is a fully managed support service for those looking to recruit their own Personal Assistants (PA).

PARES has been developed to enable people with support needs to have greater choice and control over who provides their support, without having the responsibility of being an Individual Employer.



### Frequently Asked Questions about PARES

#### How does PARES work?

PARES will work **with you** to identify the person you would like to support you to live an independent life. We will help you to create adverts, job descriptions, facilitate interviews, complete DBS checks and referencing, develop employment contracts and work plans. Once you are happy with the Personal Assistant you have selected, we will then recruit them to the service where they will become a People Matter Employee, taking all the employment responsibility away from you. After you have chosen a start date, you and your personal assistant will be free to focus on daily living and creating a positive working relationship.

#### How are you different than a Care Agency?

PARES is very much about enabling people to be in control of who is providing the type of support needed. Unlike Care Agencies who may identify and provide a member of staff on your behalf from within the company, PARES **works with you** to help **you choose the individual** you would like to deliver your support. We also work with you to create a plan for times of PA absence.

#### What are the costs of using PARES?

The standard fee for using PARES is £12.50 per hour. Out of this hourly fee, Personal Assistants are paid £9.00 per hour. The remainder of the fee is used to cover the costs of running the service. People Matter IW is a registered charity and not for profit organisation. Fees are paid on a monthly basis and you or your broker will be sent a People Matter invoice for the hours used. Fees can be paid via bank transfer or cheque.

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If you are looking for a specialist Personal Assistant and want to offer a higher rate of pay, we are also happy to create bespoke service packages. Please get in contact with the PARES Officer to find out more. **01983 241494** or [pares@peplematteriw.org](mailto:pares@peplematteriw.org)

## **What happens if I decide I want to stop using PARES?**

Obviously we would want you to be happy with the service but should things not work out, you are welcome to leave at any time as per the terms and conditions of the service agreement. A termination notice period of approximately 4 weeks will be required, although in exceptional circumstances this is flexible.

## **How do I sign up to use PARES?**

It's easy! Simply call us on 01983 241494 or email [PARES@peplematteriw.org](mailto:PARES@peplematteriw.org) and we can get things started from there.