

People Matter IW PARES Frequently Asked Questions



Personal Assistant and Recruitment and Employment Service (PARES)

The People Matter IW, Personal Assistant Recruitment and Employment Service

Is a fully managed support service for those looking to recruit their own Personal Assistants (PA)

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



FAQ 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 contracts and support plans.

Once you are happy with the Personal Assistant (PA) you have selected, we will then recruit them to the service where they will become, a People Matter IW Employee; taking all the employment responsibility away from you. After you have chosen a start date, you and your PA will be able to focus on daily living and creating a positive working relationship.

How is PARES different to a Care Agency?

PARES is very much about enabling individuals 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 their 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 £15 per hour, unless you are awarded a personal budget direct payment. 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 IW invoice for the support hours used and expenses incurred. Fees can be paid via bank transfer or cheque.

Is there a minimum number of hours for the PARES Service?

Yes, PARES has a minimum of 4 hours a week, due to our recruitment process.

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 14 days will be required, although in exceptional circumstances this is negotiable.

How do I sign up to use PARES?

It's easy! Simply call us on 01983 241 494 or email pires@peoplematteriw.org and we can get things started from there.