



North Tyneside Council

Reference: RFI 1712015

**Request:**

I will be grateful if you could provide answers to the questions below.  
For the purpose of clarification:

All questions are targeted towards adults who have general care requirements, not LD clients or Mental Health clients.

The term Personal Assistant (PA) is being used to describe individuals who are employed by a service user and are acting as self-employed individuals

1. How many clients that are known to the Council currently have a Personal Assistant to provide care to them?

We know how many people have a direct payment but not necessarily how many of those people are using their direct payment to employ a PA, to ascertain this information would require a manual check of each support plan. Therefore this part of the request is refused under s12 (1) Freedom of Information Act 2000, since the cost of complying would exceed the appropriate limit set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004.

In assessing the cost of complying, the costs attributable to officer time involved in complying have been taken into account. Such costs are limited to £450.00 under the Regulations, which equates to eighteen hours of officer time.

2. Do the council have a list of personal assistants that they can recommend to clients?

Yes, we hold a register of PA's

3. Does the council actively ask Social Workers to promote PA services

Yes, where the needs of the individual could be best met with a direct payment and PA support

4. Are there some criteria for the recommendation of a PA to a service user?

All information about PA services is publicly available on [https://](https://www.northtyneside.gov.uk) How do the council ensure that each PA are fit and proper people and are able to deliver care to their clients?

Information is publicly available via the below link which links to the PA's who advertise on the [MyNorth Tyneside Website](https://mycare.northtyneside.gov.uk/web/portal/pages/help/independently/someonehelp/careworker) :

<https://mycare.northtyneside.gov.uk/web/portal/pages/help/independently/someonehelp/careworker>

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and identifies that the Council undertake DBS checks and ensure that PAs sign up to a code of conduct

<https://services.northtyneside.gov.uk/sign/Results.aspx?Terms=personal+assistants&Area=0>

5. Do the council regulate or quality assure each PA, if yes, how is this done?

See above. Other than this we do not regulate as its not a service commissioned by the Local Authority. The individual service user directly employs the PA's.

6. How many complaints involving PA services have been received in the last 12 months?

This information is not centrally held and would involve a manual check of over 100 files Therefore this part of the request is refused under s12 (1) Freedom of Information Act 2000, since the cost of complying would exceed the appropriate limit set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004.

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7. Has the council suspended any care arrangements where PA 's have been involved due to serious incidents being reported by a service user.

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