

The aim of this service is to provide an emergency personal assistance service to all Personal Assistance Users in London. This service is a challenge to ILA and is dependent on a PA User's individual requirements. ILA recognises the need for PA Users who directly employ their own PAs to have access to a range of PA services. One of the essential services to a PA User is access to PAs who can provide emergency cover.

The Service:

- A PA User **must** register with PA Services to use the service (this includes completing a registration form and providing a contract of employment and job description for PAs)
- In an emergency situation the PA User will contact PA Services who will depend on the time constraints either provide the contact details of people available by email or text message
- ILA will invoice £35 for this service
- The PA User is responsible for the casual employment of the PA

ILA does not guarantee that the organisation will be able to find a PA, but aims to have at least 2 people (1 male/1 female) available to provide emergency cover at any one time.