

If you are contacting an agency to provide you with a PA/s you might find it helpful to ask some of the following questions before making a decision:

- What services are available?
- What charges will be made?
- Is the price all inclusive or are there any extras for example VAT, National Insurance or travelling expenses?
- Is there a minimum service that has to be bought?
- Can I choose the person who will be supporting me?
- Can I expect to see the same person on a regular basis?
- What if the regular person is sick or on holiday?
- Can the organisation be contacted at all times when support is being provided?
- How can I contact the out-of-hours emergency service? And is there an extra charge for this?
- If I am not satisfied with the service I receive how can I complain?
- What obligations will I have if I cancel the service?
- Does the organisation have full professional and employer's liability insurance?
- Does the organisation work to a recognised code of practice?
- How are the agency's staff recruited?
- Are the Agency's staff required to give references?
- What training are the agency's staff given?
- What evidence can I see that the employees have had police checks?