

Programme Board to consider Personal Assistant (PA) processes

Terms of Reference

Background

1. After an initial joint meeting on 13 May 2021 to address the issues associated with paying the £500 'thank you' payment to Personal Assistants, the Short Life Working Group met several times. During these meetings it offered solution focused support to overcome significant issues regarding the £500 thank you payment to Personal Assistants. It also agreed to establish a Programme Board for Personal Assistants to address wider issues which affect this group and enable it to be fully included as part of the social care workforce.

Purpose

2. The key function of the new Programme Board will be to enable Personal Assistants to be fully included as part of the social care workforce and ensure that necessary changes are fed into long term work-streams. The Board will do this by:

- Enabling the building of a sustainable infrastructure which develops a PA workforce which is valued, taking account of the independent review and future of adult social care: IRASC48: a fully recognised workforce, with full involvement of independent living movement.
- Working collaboratively to identify opportunities in relation to Personal Assistants, address challenges and co-produce solutions for the PA workforce;
- Supporting effective communication and engagement across the Personal Assistant networks and the wider workforce.
- Learning from the conclusions of the Matter of Focus outcome mapping workshops and other research papers and reviews and ensure that lessons are captured and fed into long term work-streams.
- Learn from the £500 payment pathway and ensure lessons are captured.
- Provide conclusions on how best to fully recognise the PAs as part of the social care workforce which before submitting to the Minister for Mental Wellbeing and Social to make the final decision about how to progress these recommendations.

Principles

3. The principles under which the PA Programme Board will operate are:

- Will this decision/recommendation in any way undermine the agency of the disabled person as the employer of their own personal assistants?
- Will this decision/recommendation further increase bureaucracy around the employment of PAs by disabled people?
- Is this decision/recommendation proportionate to the issue it is trying to address?
- Does this decision/recommendation have the support of the independent living movement in Scotland? If not, are we content to proceed in the knowledge that it will not have this support?

Frequency of meetings

4. The group will meet as frequently as possible, sometimes once a month. The frequency of meetings will be determined on an on-going basis and agreed at the meeting.

Membership

5. Membership of the new Personal Assistant Programme Board is proposed to bring together key stakeholders responsible for personal assistants.

6. To keep the numbers down we ask that only the named person attends unless they nominate a representative to take their place. Some groups such as the unions may choose to take it in turns to represent the sector.

Organisation	Name	Background
Scottish Government	Ian Turner	<p>Deputy Director Social Care Workforce and Fair Work Division.</p> <p>Responsible for the overview of wider social care workforce policy environment and developments that will ensure greater parity in the treatment of Personal Assistants and rest of workforce.</p>
Self-Directed Support Scotland	Donald Macleod	<p>Chief Executive of Self Directed Support Scotland, the delivery partner for the Self-Directed Support Strategy. He has over 28 years of diverse experience in social care, primarily leading organisations working in learning disability, involved in Self-Directed Support since its inception.</p> <p>Within Autism Network Scotland, he led the implementation of the Scottish Strategy for Autism in partnership with Scottish Government, before establishing his own successful Autism consultancy.</p>
Scottish Government	Toria Fraser	<p>Leads the Scottish Government team looking after PAs. Previously she worked to embed self-directed support, on independent support and the Support in the Right Direction Programme. Before that she worked in school policy, and rural economic development.</p> <p>When her children were small, she worked in local government and also ran her own businesses in the Highlands.</p>

Scottish Government	Don Morrison	<p>Senior Social Care Policy Officer within the National Care Service, Engagement and Workforce Division.</p> <p>Provide Secretariat and wider support for the Programme Board.</p>
Scottish Government	James McNulty	<p>Leads on Self-Directed Support Improvement within the Improving Standards and Quality Division. Originally from Kilmarnock, He is a relatively new entrant to the Scottish Government, and has a background in international development and evaluation.</p>
Lyn Pornaro, Centre for Inclusive Living (LCiL)	Lyn Pornaro	<p>CEO of Lothian Centre for Inclusive Living, an independent support organisation working across the three Lothians and the City of Edinburgh.</p> <p>She has worked in health and social care for 4 years, working with disabled people who have become, or wish to become, PA employers. Has experienced the positive outcomes of PAs being employed directly and also the challenges that are faced by both PAs and the employers.</p>
COSLA	Fran Holligan	<p>Policy Officer in the Health and Social Care team at COSLA (Convention of Scottish Local Authorities), the membership organisation representing Local Government.</p>
Personal Assistant Network Scotland, WEA	Ray McCowan	<p>Ray is Director of WEA Scotland who are responsible for the coordination and management of the Personal Assistants Project (PAN). He is also the Chair of the Board of Borders College, a member of the Education Scotland Board and the Adult Learning Strategic Forum for Scotland.</p>
Personal Assistant Network Scotland, WEA	Les Watson	<p>Works for the Workers Educational Association and manages the Scottish Government funded Personal Assistant Network Scotland (PANS) project. This project is designed to provide an independent support service to all PAs throughout Scotland.</p> <p>WEA are regularly in touch with PAs across the country and hope that their involvement with the new Programme Board can give PAs a voice that will be listened to and considered when making future recommendations that will most likely affect their work.</p>

Social Work Scotland (SWS)	Dr Jane Kellock	Dr Jane Kellock is a former CSWO and currently works freelance as project consultant to Social Work Scotland (SWS) leading on the SDS Project.
SWS	Noleen Harte	Project officer
Ayrshire Independent Living Network (AILN)	Sharon McLeod	<p>Sharon is the Learning and Engagement Coordinator for Ayrshire Independent Living Network or AILN for short. They are an SDS information and advice service covering pan Ayrshire.</p> <p>She has been working with PA employers and PA's since 2015 and our organisation has hosted PA events and created relevant PA resources, which has come from feedback from PA's. AILN also have a Volunteer PA mentor who is happy to speak with anyone who is considering applying for a PA post.</p>
Senior Lecturer in Social & Public Policy, Urban Studies/Institute of Health & Well Being, School of Social & Political Sciences, University of Glasgow	Dr. Charlotte Pearson	Senior Lecturer in Social and Public Policy at the University of Glasgow. She has researched and published extensively on issues around personalisation in social care, both in Scotland and further afield. More recently, she has critiqued the role of social care in the pandemic and its impact on disabled people.
Scottish Government	Jack Blaik	<p>Professional Adviser in the ILF Team Scottish Government since 2014, former member of the SDS Team in SG, former social worker specialising in SDS and ILF, former Manager of the Direct Payments (DP) Team Edinburgh Council, PoA for family member accessing DP - and in consequence a current PA Employer on their behalf.</p> <p>Experience of seeing the PA Employer role from a number of contrasting perspectives - both professional and personal. And of having been a PA in a past working life. And awareness of some past SDS debates in SG about PA and Option 1 of SDS.</p>
Personal Assistant Employer	Julia Smith	Julia is PA employer and a member of the people led policy panel. She has been an employer for almost 21 years. In that time, she has seen many

		<p>changes in both social work and ILF both good and not so good.</p> <p>She hopes that by working with the board she can help to make things on a more even plane for personal assistants. She feels that sometimes PAs are the forgotten paid carers of the industry. Lastly she looks forward to learning new things that will help her be the best employer she can be.</p>
Inclusion Scotland	Pauline Nolan	<p>Head of Leadership and Civic Participation at Inclusion Scotland, a leading national Disabled People's Organisation.</p> <p>She has been managing the People Led Policy Project since its inception in 2018. Previously she did policy work on social care support since joining the Inclusion Scotland Team in 2011, and in particular engagement on the Self Directed Support Bill and then the integration of health and social care support. She has also been a paid support worker in various settings prior to working for Inclusion Scotland.</p>
Glasgow Disability Alliance	Marianne Scobie	<p>Depute CEO at Glasgow Disability Alliance (GDA) who support disabled people to build their confidence, skills and connections across Greater Glasgow. They contribute to policy and co-design across Scotland. She manages their Community Learning & Development, Digital Inclusion and Future Visions for Social Care projects and has additional strategic remits for GDA's work on Public Realm, Climate Change and Inclusive Communications.</p> <p>Her work with GDA brings her into direct contact with people with lived experience of social care, including their Social Care Expert Group. She sits on a range of GCC, Scottish Govt and Social Security Scotland advisory groups, working groups and strategic groups. As well as a range of experience and knowledge related to her job, she is a disabled person and has been employing her own PAs via an Access to Work grant for over 20 years.</p>
Scottish Social Services Council	Alison Upton	<p>Learning and Development Manager for Workforce Planning with the Scottish Social Services Council.</p>

		<p>She hopes to contribute knowledge and experience related to social care workforce development, planning and career opportunities and learning from leading work with PA/PA employers and key stakeholders to improve understanding of the scope, value and support needs of the PA workforce.</p>
SDS Practice network	Margaret Petherbridge	<p>Margaret has extensive SDS experience and can represent the views of SDS Leads throughout Scotland as she chairs Social Work Scotland's SDS Practice Network.</p>
ILFS, Chief Executive	Peter Scott	<p>CEO of ILF Scotland.</p> <p>ILF Scotland is a Scottish Public Body which supports disabled people to live independently. They are a major funder of Personal Assistant employers across Scotland, and ILF hope to share the broad experience they gain from this with the Programme Board.</p>
Unison	Fiona Davidson	<p>Fiona is an area organiser with UNISON. They have a number of members who are PAs who run into problems with their employers who can be difficult to deal with.</p> <p>She would like a better understanding of how to manage these issues ensuring the Personal Assistant is able to assert their employment rights which they often find difficult because of a stronger sense of personal obligation to the employer than in other employment situations.</p>
Unite	Linda Wilson	<p>Linda is a regional Officer with Unite the union and works from their Glasgow office.</p> <p>She has been the lead officer for the care sector in Unite Scotland for 2 years representing all care sector employee and PAs.</p>
GMB Scotland Trade Union	Megan Fisher	<p>Megan is part of GMB Scotland Trade Union's Womens Campaign Unit.</p> <p>She is representing GMB members who are Personal Assistants and she will work closely to consult with their membership through each step of the process.</p>

ILM	Jim Elder-Woodward	Presently retired; Chair, Glasgow Centre for Inclusive Living; Chair, Scottish Independent Living Coalition; Vice Chair, Inclusion Scotland; established indirect payments throughout West of Scotland, before managing direct payments scheme in SW Glasgow; currently managing his own SDS package of 5 personal assistants.
SDSS	Jeremy Adderley	Operations Manager for SDSS. He resources and implements their projects, including the PA Employer's Handbook and had input into delivery of the Scottish Government Thank You Payment ensuring the consultation and inclusion of the SDSS membership where possible. He has worked for SDSS since February 2017.
Glasgow Centre for Inclusive Living (GCIL)	Kevin Drugan	<p>Born and brought up in Glasgow, Kevin is a highly numerate and literate senior executive with over 20 years' experience of business, strategic and operational leadership and management within the charity, public and private sectors. He is disabled.</p> <p>Recognised by peers as a leading expert on social enterprise and the social economy, he was instrumental in putting social enterprise on the UK political agenda as the Chair of the Social Economy Taskforce for London, which created the UK's first social enterprise strategy.</p> <p>He was appointed Chief Executive of Glasgow Centre for Inclusive Living (GCIL) in November 2021 where he is responsible for overall day-to-day and strategic management of the organisation. GCIL is one of the largest DPOs in the UK and delivers services to thousands of disabled clients across Glasgow, East Dunbartonshire and both North and South Lanarkshire as well as nationally.</p>
Encompass	Sharon Onley	<p>Encompass provide payroll and employer support for around 1000 PA's in the Scottish Borders.</p> <p>Sharon's experience varies greatly however she deals daily with any payroll queries the PA's have and assists her colleagues with the day to day problem of matching PA's with employers.</p>
Healthcare Improvement Scotland (HIS)	Des McCart	Senior Programme Manager with Healthcare Improvement Scotland (HIS) who has worked across the Self-directed Support and commissioning for social care agendas for the past ten years, having been a lead commissioner in a local authority before taking up a national role with

		<p>the Joint Improvement team and then moving to HIS to follow on the same role.</p> <p>Des is also Chair of Community Brokerage Network who have experience of working with people who have PAs (some self-employed and some not).</p>
Scottish Government	Karen Young	<p>Senior Research Officer, Social Care Analysis Unit. Karen has worked in SG Health & Social Care Analysis for the past 4 years, providing evidence and analysis on a broad range of health and care policy areas.</p> <p>Her current role focuses on evidence and analysis across all social care policy areas, and she works closely with other Government analysts, including statisticians and economists. Karen has a longstanding personal, professional and academic interest in disability policy.</p>
Independent living movement	Anne-Marie Monaghan	<p>Anne-Marie has worked in social work for over 40 years and was instrumental in Self-directed support in Scotland. She ran the first test site in Glasgow and established the Community Brokerage Network in Ayrshire.</p> <p>Currently vice chair of ERIJB and a member of Glasgow IJB having been appointed by GGCNH where she is a non-executive director of the health board. She wears a variety of 'hats' but is committed to supporting people to work with PAs in a model that works for both the person being supported and the PA.</p>
Community Contacts, Carr Gomm	Becs Barker	<p>Operations Manager for Community Development at Carr Gomm. Part of that responsibility is overseeing their Support in The Right Direction Project (SiRD), Community Contacts, which offers a helping hand with SDS in Argyll & Bute and Highland. She is also responsible for involvement and participation with the people Carr Gomm support, trustee of Neighbourhood Networks, Go Deep Scotland and Argyll Children's befrienders and a newly appointed trustee of Self-directed Support Scotland (SDSS).</p> <p>Becs has been supporting people and managing the CarGomm SDS project since 2013 and this has</p>

		<p>put her in daily contact with personal assistant employers.</p> <p>She uses her everyday experiences to challenge policy and bring about change in the way things are done for the benefit of all. This has involved developing a keen knowledge of legislation, best practice and to support fair work principles for the social care workforce including PAs.</p>
Personal Assistant Employer	Karen Albrow	<p>Karen cares for her child, Ben, who is 15 and a half. He has complex learning disabilities. Ben has 3 PA'S who either escort Karen and Ben on new adventures with Ben or they support him on local trips.</p> <p>Karen works part-time in a carers centre, volunteer with the local HSCP patient/carers group and has completed the SQA in Self Directed Support. She also currently runs a choir for the parents and kids at Ben's school.</p>
SDS Cornerstone	Tony Hadley	<p>Tony is the team leader for the Cornerstone SDS service covering Aberdeenshire and Aberdeen City. As team leader he is responsible for supporting the service lead in the management and development of the SDS service and its staff. This includes working directly with the local authorities, third sector organisations and other stakeholders to promote SDS along with the supervision of a team of SDS advisors who provide independent advice and support to SDS employers. In addition to the team leader role he also maintains a small caseload as an SDS advisor supporting employers in and around Huntly in Aberdeenshire.</p>
SDS Cornerstone	Gemma Wilson	Project officer
Personal Assistants		The Secretariat will endeavour where possible to ensure that there are always 2 PAs at the PA Programme Board Meetings.
Personal Assistant	Donna Gordon	<p>Donna is 48 years old and has worked as a PA for around 27 years. She currently works full time for Julia Smith in her own home and has done for 20 years. Previously, she worked for 6 years as a PA with another lady who sadly passed away.</p> <p>She feels she could bring experience and honesty to the Programme Board. Donna was one of the first PA's to work with ILF in the Tayside/Angus area 26 plus years ago. She has seen a lot of changes, some better than others for PA's. The</p>

		experience of working one to one and life in general as a day to day PA.
Self-employed Personal Assistant	Donna Murray	<p>Donna is a Personal Assistant (8 years) in Highland Perthshire, contract 2 Personal Assistants to provide support to a family member (25 years) in Edinburgh and also work as a Self-Directed Support Officer for Social Work Scotland (SWS).</p> <p>She has experience and a passion for providing personalised care and support in rural areas. She has an understanding of being an individual commissioner and organiser of personalised support and an understanding of legislation, practice and challenges around Self-directed Support</p>
Personal Assistant	Michael Gettins	Michael has worked in Learning Disability services (across various roles and settings) for many years within local government and recently moved to the island of Arran and now assists families there affected by Autism as a Personal Assistant. Person Centred Care has always been important to him and ILF/DP/SDS really does rightly place the choice and control with the person!
Personal Assistant	Sharon Shepherd	<p>Sharon's present role is that of a Personal Assistant for a young lady with physical disabilities. She has worked part time for her for more than 10 years providing personal care and help with social activities.</p> <p>Sharon first became a PA 15 years ago. She has previously worked as a carer for a Care Agency and in a Nursing Home. Prior to this she was a Co-Ordinator for a Charitable Organisation that provided care at home. Her original qualifications were in Nursing where she was an RGN and RN for those with Learning Difficulties.</p> <p>Sharon understands that she is part of a work force that is, for various reasons, under-represented and very much looks forward to having the opportunity to participate in the future work of the Board.</p>
Personal Assistant	Lorraine Norwood	Lorraine has worked in the care sector for 27 years. She started off in a support role working with learning disabilities. Lorraine soon moved to assistant manager then developed to service manager. The company she was employed with at the time gave her the opportunity to develop her

		<p>skills and share these skills and knowledge with others. This company put her through the relevant qualifications she required for each role, supporting her to go further in her career.</p> <p>She managed supported living services for 10 years. Lorraine then moved to care homes and managed 2 different care homes for over 4 years. She then moved to Scottish Autism as a senior within a residential school.</p> <p>In every role in her career she increased her knowledge of each individual. Lorraine has supported many people with a wide range of conditions. The youngest was 14 months old, the eldest was 100 years young.</p> <p>Lorraine delivers person centred care at all time being aware that each individual has different needs.</p> <p>Lorraine finds her experience in the care sector to be very rewarding and she is not fazed by any aspect of the role.</p> <p>More recently, she gave up her management post to become a PA 6 years ago. She supports 6 different families and helps support them with their loved ones. She says that it is a good day when she goes home at night and knows that she has made a difference in someone's life.</p>
Personal Assistant	Linda Connell	

Secretariat

7. Secretariat for the Programme Board will be provided by the Scottish Government team.

8. The notes from each meeting are not a verbatim account of discussions but rather simply record the key points discussed and will be drafted in a non-attributable manner. Bullet points and actions to be circulated after each meeting.

Proposed meeting protocol

9. Meetings are expected to last no more than 2 hours and will include a 10 minute break.

10. Members may suggest stakeholders and other interested parties to provide input, evidence or views where appropriate.

11. Members should agree delivery timelines for key areas of work.
12. The Programme board will feedback to their relevant organisations on a quarterly basis TBC.
13. Additional Scottish Government Policy representatives across relevant policy areas will be invited to join the Delivery Group on an ad-hoc basis, determined by themes due to be discussed.
14. The Programme Board will carry out wider consultation events as necessary to consult, inform, and gather greater understanding on particular issues.