

Open Meeting

29 June 2023

# Personal Assistant Programme Board



# Personal Assistant Programme Board Workplan Summary 2022-23 (Q2)

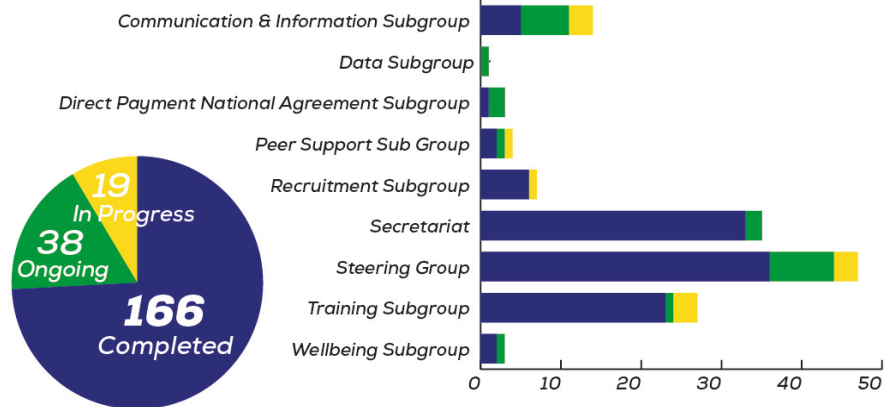
## Objective Milestones



57%

PA, PA Employer, ISO Board Representation

### Sub Group Actions Completed



84 Workplan Actions  
139 Sub Group Actions

<p><b>PA Handbook</b></p> <ul style="list-style-type: none"> <li>complimentary resource published and integrated with PA Employer Handbook</li> <li>Role of ISOs</li> </ul> <p><b>PA Training Framework</b></p> <ul style="list-style-type: none"> <li>Subgroup created</li> <li>Recruitment and Implementation of PA Training Framework focussing on employer and strong partnerships</li> </ul> <p><b>DP Agreement</b></p> <ul style="list-style-type: none"> <li>Survey of current practice completed.</li> <li>Independent researcher appointed</li> <li>Identification of areas for exploration - use if assessments to inform DP decision making - support &amp; training offered to PA Employers and PAs</li> </ul>	<p><b>PA Employer Handbook</b></p> <ul style="list-style-type: none"> <li>Supporting PA Development</li> </ul> <p><b>PA Handbook</b></p> <ul style="list-style-type: none"> <li>History of ILM</li> </ul> <p><b>Recruitment</b></p> <ul style="list-style-type: none"> <li>Subgroup creation</li> <li>Description of PA role</li> <li>My Job Scotland</li> <li>Impact Campaign</li> </ul> <p><b>Wellbeing</b></p> <ul style="list-style-type: none"> <li>Wellbeing section to PA Handbook</li> <li>£50,000 funds to test wellbeing provisions</li> <li>Successful funding bid for demonstrator project, 2 improvement coaches recruited</li> </ul> <p><b>Communications</b></p> <ul style="list-style-type: none"> <li>3x case study videos</li> <li>PAPB promotion</li> <li>Forum and Handbook</li> <li>Opt in and handover of "PA£500" subscribers</li> <li>Launch IMPACT campaign</li> </ul>	<p><b>PA Employer Handbook</b></p> <ul style="list-style-type: none"> <li>PA Employer's membership on PA Handbook Workgroup and engagement on core topics</li> <li>inclusion of terminology "personal outcomes"</li> <li>gap analysis of handbook resources</li> </ul> <p><b>SG ASC Workforce</b></p> <ul style="list-style-type: none"> <li>Statutory Guidance Updated</li> </ul>	<p><b>Survey</b></p> <ul style="list-style-type: none"> <li>2022 survey and analysis published</li> <li>2023 PA Workforce survey completed, analysis underway</li> </ul> <p><b>Data</b></p> <ul style="list-style-type: none"> <li>Subgroup creation</li> <li>Review of PA workforce survey data and questions</li> <li>2023 survey comparative data</li> </ul> <p><b>Communication &amp; Info Subgroup</b></p> <ul style="list-style-type: none"> <li>launch of wider media campaign</li> <li>launch of 2023 survey across 9 distributions</li> <li>3 new distributions including hard-copy</li> <li>800 survey responses</li> </ul>
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3,616 ↑

Opened June PA Newsletter (2,518 March)



3,433 ↑

PA & PA Employer Handbook Users (2,740 March)  
19,946 (16,113) views



3,000%

Increased access to Impact Awareness & My Job Scotland page

# Training subgroup

## Looking at the issue of training for Personal Assistants

Latest updates:

- Two part time workers recruited to develop a PA Training Framework
- They will work alongside PAs, Employers, and organisations who support them
- By April 2024 they'll write a proposal to develop a national PA Training resource that can be accessed by all PAs and PA employers as they choose



# Direct Payment National Agreement subgroup

**Mapping the differences in Direct Payment agreements across Scotland and proposing a national agreement that can work for everyone**

Latest updates:

- Survey of 29 Local Authorities found out what current practice is and what the challenges are – results are being analysed
- Subgroup meeting with Independent Support Organisations, SiRDs, ILF Scotland, payroll and insurance companies and SDS Practice Network



# Communications and Information subgroup

**Focusing on information for, and communication with Personal Assistants, including the Handbook, newsletter, and communicating the work of the PA Programme Board**

Latest updates:

- The subgroup have developed a content review process to keep the PA and PA Employer Handbook up to date
- They are also reviewing some new articles that have been added to the Handbook
- The group have also looked at the Terms of Reference for the whole Programme Board to make sure the language is appropriate and accurate



# Recruitment subgroup

**This subgroup is focused on PA recruitment, and work that can be done at a national level to improve this**

Latest updates:

- PA awareness campaign ran in January, highlighted the opportunity to improve the My Job Scotland PA vacancies page
- Subgroup exploring potential to list PA vacancies directly on the site
- Subgroup are exploring potential for national work with Job Centres to promote the PA role



# Wellbeing subgroup

**This subgroup is developing a strategy to promote the wellbeing of the PA workforce**

Latest updates:

- Subgroup were successfully awarded an IMPACT demonstrator project do a focused piece of work to explore PAs' wellbeing. Two strategic improvement coaches have been recruited for this project
- Exploring uses of £50,000 Scottish Government funding for PA wellbeing
- Exploring discount cards for PAs
- Exploring data around wellbeing in the PA workforce survey



# Data subgroup

**This subgroup focuses on data around Personal Assistants and is developing ways to collect data where there are gaps**

Latest updates:

- PA Workforce survey 2023 complete – analysing data from 800 responses
- Working to establish the size of the PA workforce in Scotland – information not easily available
- PhD student based at the University of Glasgow will work on data around Personal Assistants





# PA Networks subgroup

**This is a new subgroup focused on peer support for PAs and encouraging local networks between PAs**

Latest updates:

- Subgroup will meet soon and check they have the right people involved and come up with a workplan

