

# Challenges faced by people who use personal assistants

## Challenges faced by people who use Personal Assistants since March 2020

People who use Personal Assistants (PAs), and groups who support them, have worked together with the Local Government Association and Think Local, Act Personal to design this survey to understand the challenges people who use PAs have been facing since March 2020, particularly in recruiting (finding) and retaining (keeping) Personal Assistants.

The survey is aimed at all people who employ Personal Assistants (PAs), or who are supported by a self-employed PA, and who pay for their PA with a Direct Payment, Personal Budget, Personal Health budget or from their own money.

A "Personal Assistant" or "PA" is a person who provides support services but is not provided through a care agency. Private support workers and private care assistants are also types of Personal Assistant.

### We need your help

We want to know how easy or hard it has been for you to find or keep Personal Assistants since March 2020. You can help us by doing this survey.

When we have listened to what people have said we will write a report. The report will share what we have learned.

If you like, you can ask a friend, relative or an advocate to help you with the questions.

It is your views that we are interested in. Those helping you should support you to tell us your views.

### Confidentiality

Your answers are confidential. This means that we don't know your name or your answers.

Doing this survey will not affect the services or support you receive.

---

## How to fill in this survey

You can move through the questions using the buttons at the bottom of each page.

Use the 'Go Back' button if you want to change an answer on an earlier page

Try to do the survey in one go or your answers may be lost

[If you want to see all of the questions before doing the survey you can find them here.](#)

## This survey closes at midnight on Sunday 23 January 2022

If you, or your friend or relative, have questions you would like to ask about the survey please contact [liz.greer@local.gov.uk](mailto:liz.greer@local.gov.uk) or [martin.walker@tlap.org.uk](mailto:martin.walker@tlap.org.uk).

## Our Questions

---

### Question 1. Since March 2020, have you found it easier or harder to recruit (find) your personal assistants (PAs)?

- I've found it easier (1)
- I've found it about the same (2)
- I've found it harder (3)
- I've not needed to recruit a PA since March 2020 (4)

**Question 2. Below is a list of reasons why it might have been harder to recruit (find) personal assistants. Please tick the reasons that you think have made it harder for you. You can tick as many reasons as you like.**

- Fewer people are available to work as a PA because of Brexit/immigration changes (1)
- People are taking jobs with better pay instead of PA jobs (2)
- People are taking jobs with better hours or working conditions instead of PA jobs (3)
- It's become harder to find PAs with the right skills, values or training (4)
- It's become harder to recruit PAs able to work the hours I need (5)
- Some people are put off care work if they do not want a COVID vaccination (6)
- I'm not sure (7)

---

**Question 3. Is there anything else you think has made it harder to recruit (find) PAs? Please use the comment box below.**

---

---

**Question 4. Since March 2020, have you found it easier or harder to retain (keep) your Personal Assistants (PAs)?**

- I've found it easier (1)
- I've found it about the same (2)
- I've found it harder (3)
- I've not needed a PA in this period (4)

**Question 5. Do you use agencies as well as Personal Assistants?**

- Yes (1)
- Sometimes (2)
- No (3)

**Question 6. Have you found it easier or harder to get agency workers when you need them since March 2020?**

- I've found it easier (1)
  - I've found it about the same (2)
  - I've found it harder (3)
  - I've not needed to use agency workers in this period (4)
- 

**Question 7. Have you found it less or more expensive to get agency workers when you need them since March 2020?**

- I've found it less expensive (1)
- I've found it about the same (2)
- I've found it more expensive (3)
- I've not needed to use agency workers in this period (4)

**Question 8. Have any of your Personal Assistants left since March 2020?**

- Yes (1)
  - No (2)
-



**Question 9. Did the Personal Assistants who left tell you why they were leaving?**

- Yes (1)
- No (2)

**Question 10. Below is a list of reasons your PA may have given for leaving. Please tick the reasons they gave. You can tick as many reasons as you like. If the reason is not on the list, you can add it at the end of this list.**

- Better pay in another support role (1)
- Better working hours or working conditions in another support role (2)
- Better pay in a non-support role (eg like working in a shop or catering) (3)
- Better working hours or working conditions in a non-support role (eg like working in a shop or catering) (4)
- Unable to work as a PA as a result of Brexit/changes to immigration status (5)
- Better career development opportunities (6)
- Returning to a job from which they were furloughed (7)
- COVID-related stress or burnout (8)
- Other COVID-related health issues (9)
- Changed personal circumstances/commitments (10)
- Do not wish to be vaccinated (11)
- Feeling that care work is not valued by the public or Government (12)
- Our working relationship had broken down (13)

- Improving their work-life balance (14)
  - Returning to education (15)
  - Other 1 (please specify) (16) \_\_\_\_\_
  - Other 2 (please specify) (17) \_\_\_\_\_
  - Other 3 (please specify) (18) \_\_\_\_\_
- 

**Question 11. If there is anything else you would like to tell us about the reasons you think Personal Assistants may have left, please use the comment box below.**

---

---

**Question 12. As a person who uses a PA, what have the impacts been on you either good or bad in the time since March 2020?**

---

---

**Question 13. Is there anything your local council could do to support you to recruit (find) and retain (keep) the PAs you need, when you need them?**

---

---

**Question 14. What is the name of your local council? We will not share your details with them.**

If you don't know or would rather not say, feel free to leave this box blank.

---

---

**Question 15. Is there anything you think the government could do to support you to recruit (find) and retain (keep) the PAs you need, when you need them?**

---

---

---

**Question 16. Is there anything else you would like to tell us about your experience of recruiting (finding) and retaining (keeping) PAs?**

---

---

**This is the end of the survey. We will be collecting all the information from everyone and will include this in our final report. If you would like to see the report, please include your email address here.**

Think Local, Act Personal will also publish our report on their website.

---

Thank you for helping us by completing this questionnaire.

**When you click the 'Submit' button below, your answers will be sent to us.**

If you, or your friend or relative, have questions you would like to ask about the survey please contact [liz.greer@local.gov.uk](mailto:liz.greer@local.gov.uk) or [martin.walker@tlap.org.uk](mailto:martin.walker@tlap.org.uk).

End of Block: Thank you

---