

‘Good boss’ training for individual employers

Organisation name: Surrey Independent Living Council (ILC)

Date of case study: May 2019

ULO funding 2018/19

Surrey ILC used funding from Skills for Care to design and deliver ‘Good boss’ training for individual employers. The training covers some of the key aspects of being an employer, including recruiting and managing PAs.

They’ve delivered the training for eight years, and review and update it regularly to ensure it continues to meet the needs of individual employers.

Aims

Surrey ILC wanted to deliver a training programme for individual employers to inform them about what it’s like to be an employer. They hoped that this would reassure individuals who are put off by the perceived complexities and responsibilities of being an employer and encourage more people to take this route.

They also wanted to help individuals to understand the role and responsibilities, so they can be a better employer. This would improve their working relationship with their PA(s) and reduce the turnover of PAs.

The project

Surrey CIL worked with members and trustees to design a training programme for individual employers, which included:

- recruiting and managing PAs
- rights, role and responsibilities of individual employers
- supervision, training and development.

The training encouraged individual employers to share experiences from and reflect on their own experience, which engaged individuals and helped them to identify ways to improve.

The programme was delivered as three, one day sessions, and was open to new and existing individual employers – some employers attend annually to keep up to date with the latest best practice and meet others.

The individuals who attended the training had a range of disabilities, so they selected venues with the required accessibility and other support requirements.

User led organisation funding Case study

They delivered the training to small groups of individual employers to help build trust, and established some ground rules at the beginning, for example around confidentiality.

PAs weren't part of the session – but they could sit in a separate room in case their employer needed support throughout the day.

The outcome

As a result of attending the workshop, employers said that they understood the role better, and felt more confident and able to manage situations which they would have avoided in the past. For example, some individuals felt confident to question their own care and support plan with their local council, because of the training.

More information

If you're a user led organisation, you can apply for funding to deliver and/or commission training for individual employers and PAs. It's distributed annually, subject to funding from the Department of Health and Social Care. [Sign up to our quarterly newsletter](#) to keep up to date.

Individual employers can apply for funding to pay for training for themselves and their PAs. The funding can pay for a range of courses and qualifications, and cover travel costs and the cost of a replacement PA. [Find out more here](#).