

Penderels Trust

Annual Report 2014



“

I am so grateful to receive money to help make my daughter's life so much happier.

She goes out with her carer one on one after school and Sundays and it really adds so much to her life and it gives all her family a break and it lets mum give her younger siblings the attention they need.

It is wonderful that it is so flexible so I can pay for her to have a brain gym at our house and get bathed and hair washed at home etc.

As her mum I can choose how to use money to improve my daughter's life and make living and caring for her so much more manageable for us, it's really the best way to help carers provide the help for their disabled family member, thank you.

”

Contents

	Page
Chairman's Foreword	4
Governance	5
Chief Executive's Report	6 - 7
Operations Manager's Report	8 - 12
Auditor's Report	13 - 15
Balance Sheet	16
Penderels User Group (PUGs)	17
Areas of Support	18

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A word from the Chairman

This is my first annual report having taken over from Penny Collard in February 2014. On behalf of the Trust, I thank Penny and Peter for their devoted service over many years. It is a hard act to follow.

My grandmother was disabled and from an early age I had an appreciation that her life was transformed by the provision of support and purposely adapted accommodation. This allowed her to live an independent life. I hope that I will be able to contribute to the support offered by the Trust to its users.

The first few months of my chairmanship have been a steep learning curve. This involved attending the Management Away Day on 29th April 2014 which provided me with an opportunity to meet a number of the Trust staff and to look at options for the future.

It soon became clear to me that the movement away from block contracts made it more

difficult to generate income and that the previous three years had been a difficult period for the Trust. I am pleased to note that strategic plans adopted are now bearing fruit, for example TPSAs and payroll; both have contributed to the Trust turning a deficit into a £78,000 surplus.

Despite the improved economic climate, I consider that local authorities will still come under government pressure to make further cuts over the next five years. It is important that we continue to look at expanding existing areas of work such as payroll and considering new areas in which the Trust can become involved which will provide a benefit to our users and generate income.

In my first year I have seen the dedication and professionalism shown by our staff through what are still difficult times. May I take this opportunity on behalf of the Trust of thanking Jackie Wakelin and her staff for their excellent work.

Ian Besant | Chairman

Governance – April 13 to April 14

At the beginning of the above period, the Trust was governed by a total of nine Trustees, all of whom were also Directors of the Company. There were seven Trustees from February 14 following the resignation of Andy Wright in January 14 and retirement of Penny Collard MBE and Peter Collard MBE in February 14.

Ian Besant joined the Board in February 14 as Chair of Trustees. We wish to thank all Trustees for their valuable contribution during the year.

Ian Besant Chairman (started Feb 14)

Penny Collard Chairman (retired Feb 14)

Dick Harris Vice Chair

Peter Collard Trustee (retired Feb 14)

Sarah Henson Trustee

John Finnie Trustee

Andy Wright Trustee (resigned Jan 14)

Andy Berry Trustee

Kenneth Barrett Trustee

Patricia Sadio Trustee

Chief Executive's Report

This year both started and ended with the retirement of a senior figure within Penderels Trust. In February Penny Collard, Chair of Penderels Trust, retired having first established and then been involved in the management of the organisation for almost 30 years. Her husband Peter, also a long serving board member, retired at the same time. I am delighted that her years of service were recognised by the awarding of an MBE in January 2014. As CEO, I have worked closely with both Penny and Peter and have always admired their dedication to the success of Penderels Trust and the empowerment of disabled individuals. I wish them well and thank them for their devotion to the work of Penderels Trust.

Penny's successor is Ian Besant, partner with a firm of solicitors. Ian became aware of the work of Penderels Trust as a result of providing us with support and willingly offered his services as Chair upon Penny's retirement. Ian hopes he can use his skill and knowledge to further develop the work of the Trust.

The nature of the work continues to evolve. Much of our work now comes via framework agreements with local authorities or spot purchase agreements direct with the disabled person. As a result, more disabled people have been empowered and are able to choose which organisation provides their service.

One of the most significant changes has been the ability of the NHS, via Clinical Commissioning Groups, to provide services to people living in the community with health issues. Penderels Trust has been working in a number of NHS areas to help develop and provide Personal Health Budget support services.

Other services continue to grow especially those intended to support people with higher needs, such as our Appointeeship service, Suitable Persons and Deputyship services.

We are now supporting disabled people from all over England and Wales. Our good reputation has resulted in us working with

a number of local authorities to help them transform their services. This is entirely due to the hard work and commitment of all our staff, whether based regionally or located within our head office, staff who themselves have had to undergo considerable change in the way they deliver services.

The previous two years have been challenging and will continue to be for the foreseeable future. The difficult decisions we have taken have contributed to us making a surplus in the 2013 – 2014 year. But we must not become complacent as there are still many challenges to face.

Auto enrolment has now been implemented for our own staff. Soon this will become a reality for many disabled people employing their own staff. The rules are complicated and we are working hard to minimise the impact of this. But the fact remains that disabled employers will need to contribute towards their employees' pensions adding yet another financial commitment to already stretched personal budgets. Penderel's Trust will strive to minimise the impact of this by,

for example, signposting to organisations that advise on assistive technology which may offset any loss in support.

Having started the year with a retirement, I end this report in the same way with the retirement of our finance manager John Brown who, after twelve years' service, has been instrumental in the development and ongoing delivery of many of our most successful services, for example Third Party Supported Accounts. Our finances, and those held on behalf of many of local authority partners, have been safe in his hands. He will be greatly missed.

But we, like the independent living world, move on. Our success is down to our ability to be flexible in the way we deliver our services, and to the skill and commitment of our all our staff. I am confident that partnerships with the NHS will continue to increase and we will continue to develop even more innovative ways of enabling disabled people to maintain the lifestyle of their choice.

Jackie Wakelin
Chief Executive

October 2014



Operations Managers' Report 2014

In my report for 2013, I reflected upon the difficult times that have been faced by all organisations like ourselves over the past few years and also looked at some of the positive steps that were being taken by Penderels Trust in order to meet these challenges. The decisions that have been made over the course of the past year have placed the Trust on a stable footing, and we are pleased to be able to report an operating surplus for the year 2013-14.

We must reflect upon the hard work that has gone into achieving this positive result and thank all of our staff for their continued support and commitment. With a number of new contracts commencing through the course of the year, we are hopeful that 2014-15 will see further growth.

Something that has become increasingly apparent over the last 12 months, however, is the importance of having



the appropriate experience and expertise in the field of managing individuals whose resources are diminishing. I am confident in stating that Penderels Trust is the leading provider of Direct Payment support services in the country, having been at the forefront of this for over 25 years. I am proud of what we have all achieved as an organisation, and this is something that is recognised by those we work with both individually and on a commissioned basis. In our core Direct Payments service, we have been

awarded new contracts by local authorities across the country. Our reputation as a trusted provider of high quality direct payment support services is valued highly by those organisations we work with. We have stepped into a number of new locations in the past 12 months where authorities were facing great difficulties with managing Direct Payment support services – in each case we have managed to resolve these problems and provide all of our service users with a greatly improved experience of Direct Payment support.

Over the past 18 months one of our key strategies has been the development of services alongside Clinical Commissioning Group (CCG) partners, responding to the need to provide Personal Health Budgets (PHBs) to individuals requesting them. For many CCGs this has proven (and continues to be) a source of concern as processes are not in place to enable this to be managed effectively. Drawing upon our experience of Direct Payment support services, we have been able to help a number of CCGs deal with this issue effectively. One of these partners has stated:

'We have found that Penderels Trust have provided us with a service that has met with our requirements, that enables the CCG to deliver Direct Payments for people who wish to have this option when accessing a Personal Health Budget.'

During a pilot period, Penderels supported us in developing our Personal Health Budget process, and now that we have a contract with Penderels, we feel reassured that people who wish to have a personal health budget as a direct payment, will receive comprehensive and appropriate support and advice:

- when deciding whether to have a direct payment, and*
- in the support they receive to manage their direct payment, including employment and recruitment issues, and communications with HMRC.*



The CCG would not be in a position to provide the full range of Direct Payment management options if the contract with Penderels was not in place.'

Many of our commissioning partners are looking for providers who are willing and able to share knowledge and information with organisations with complementary aims, in our case enabling individuals to have choice and control over their own lives. We are actively developing partnerships that will enable us to provide information to those using our services enabling them to work with the best people and organisations to provide advice, guidance and support in their individual situations.



Throughout 2013/14, our provision of Third Party Account Services (TPSAs) has continued to grow strongly. TPSAs ensure that many potentially vulnerable individuals are able to take up the option of directing their own care and support,

something that they may not be able to explore were it not for the additional assistance this service provides. Again, this is a service that has been successfully developed by using the experience and knowledge held within the organisation.

Our payroll services have also continued to grow throughout the year. Payroll is a service that is continually evolving and has faced a number of challenges over recent years. In 2013/14 this meant the introduction of Real-Time Information. This means that employers are now required to send PAYE information to HMRC every time an employee is paid, at the time they are paid rather than at year end as had previously been the case. Before reporting in real time, we needed to undertake a thorough tidy up of the employer & employee data we hold on our payroll software. This was



to ensure that information could be matched efficiently to the correct individual records held with HMRC. Improving our data quality was an extremely important part of the transition to RTI.

Going forward, we now face the challenge of enabling pensions auto-enrolment, something which is at the forefront of our thinking, as well as that of Local Authorities and pensions providers.

Finally, it is our aim over the coming year to continue to increase the range of services we provide, from the provision of Suitable Persons and Appointeeships to training and support planning. In early 2015, we have arranged for the delivery of a comprehensive programme of support planning training to be delivered to our staff by Helen Sanderson Associates – this is widely

recognised as the most effective support planning model available and is used widely across our local authority partners. In addition, we are also interested in developing services that will support individuals to make their own applications for funding through organisations such as the Big Lottery fund and other grant-giving bodies.

We believe that by utilising the existing knowledge and experience of our staff team, and sharing this where appropriate, that we can contribute to achieving positive outcomes for all those coming into contact with Penderels Trust, as well as securing a prosperous future for the organisation.

Gary Jones
Operations Manager

October 2014

Report of the independent auditors to the members of The Penderels Trust Limited

We have audited the financial statements of The Penderels Trust Limited for the year ended 31 March 2014 which comprises of the Statement of Financial Activities, the Balance Sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and the Financial Reporting Standard for Smaller Entities (effective April 2008) (United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities).

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to

anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of trustees and auditors

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the trustees; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Report of the Trustees' to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2014 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Opinion on other matter prescribed by the Companies Act 2006

In our opinion the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or

- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption in preparing the Report of the Trustees.

Muhammed Shabbir ACA FCCA **Senior Statutory-Auditor**

For and on behalf of Armstrongs Accountancy Limited, Chartered Accounts and Statutory Auditor.
1 & 2 Mercia Village,
Torwood Close, Westwood Business Park, Coventry,
West Midlands CV4 8HX

Date: 09/09/2014

“ Having a D.P has transformed life for Jack* and our family, he is able to have a life of his own (without mum with him at all times) and has enabled me (Mum) to continue to work and have a life too. D.P is the best way for Jack and we are grateful for it. Penderels have been a huge support and a wealth of information from the start.

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The Penderels Trust Ltd

Balance Sheet as 31st March 2014

Notes		2014	2013
		£	£
FIXED ASSETS			
Tangible assets	13	110,615	69,852
CURRENT ASSETS			
Debtors	14	587,604	484,558
Investment	15	1	1
Cash at bank and in hand		586,834	641,878
		<hr/>	<hr/>
		1,174,439	1,126,437
CREDITORS			
Amount falling due within one year	16	(184,394)	(150,170)
		<hr/>	<hr/>
NET CURRENT ASSETS		990,045	976,267
		<hr/>	<hr/>
TOTAL ASSETS LESS CURRENT LIABILITIES		1,100,660	1,046,119
		<hr/>	<hr/>
NET ASSETS		1,100,660	1,046,119
		<hr/>	<hr/>
FUNDS			
	19		
Unrestricted funds:			
General fund		995,092	916,997
Restricted funds:		105,568	129,122
TOTAL FUNDS		<hr/>	<hr/>
		1,100,600	1,046,119
		<hr/>	<hr/>

Penderels User Group (PUGs)

Penderels User Group (known as PUGs) is made up of a group of users from across our service areas who meet regularly to discuss Penderels Trust services and direct payments in general. The purpose of the group is to provide input and feedback on our services and the way we communicate with the people we support.

The meeting is facilitated by Penderels Trust but is chaired by a PUGs member. The meetings are conducted in a formal but relaxed way which ensures agenda topics are covered but also that people are able to contribute freely.

Recent agenda items have included the demonstration of our online user document centre, testing training ideas for employers, inputting on new service literature and identifying the best way to communicate HM Revenue & Customs changes.

PUGs are always keen to welcome new members and their leaflet is included in all Initial Visit Packs for new service users.



Areas of Support

Local Authorities

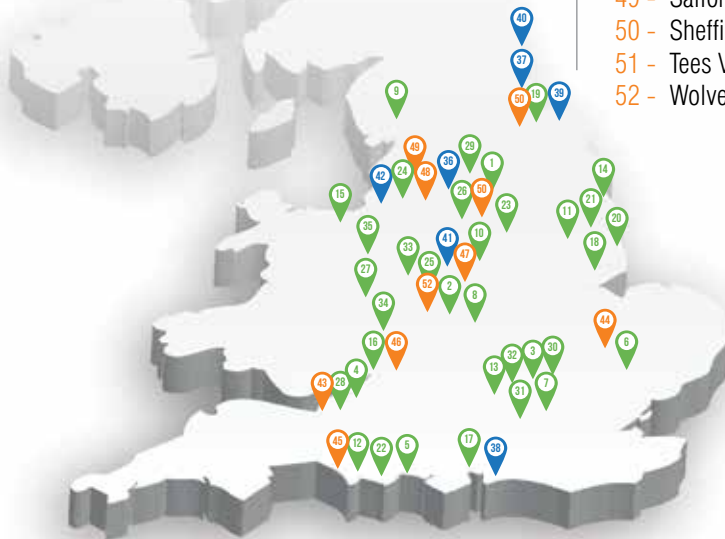
- | | |
|----------------------------------|------------------------------|
| 1 - Barnsley | 19 - Middlesbrough |
| 2 - Birmingham | 20 - North East Lincolnshire |
| 3 - Brent | 21 - North Lincolnshire |
| 4 - Bristol | 22 - Poole |
| 5 - Bournemouth | 23 - Rotherham |
| 6 - Cambridgeshire | 24 - Salford |
| 7 - City of London | 25 - Sandwell |
| 8 - Coventry | 26 - Sheffield |
| 9 - Cumbria | 27 - Shropshire |
| 10 - Derbyshire | 28 - South Gloucestershire |
| 11 - Doncaster | 29 - Wakefield |
| 12 - Dorset | 30 - Waltham Forest |
| 13 - Ealing | 31 - Wandsworth |
| 14 - East Riding
of Yorkshire | 32 - Westminster |
| 15 - Flintshire | 33 - Wolverhampton |
| 16 - Gloucestershire | 34 - Worcestershire |
| 17 - Hampshire | 35 - Wrexham |
| 18 - Lincolnshire | |

New Local Authorities 2013/14

- 36 - Calderdale
- 37 - Hartlepool
- 38 - Portsmouth
- 39 - Redcar & Cleveland
- 40 - Sunderland
- 41 - Warwickshire
- 42 - Wirral

Clinical Commissioning Groups (Personal Health Budgets support)

- 43 - Bristol
- 44 - Cambridgeshire &
Peterborough
- 45 - Dorset
- 46 - Gloucestershire
- 47 - Greater East Midlands
- 48 - Manchester NHS
- 49 - Salford
- 50 - Sheffield NHS
- 51 - Tees Valley Wide
- 52 - Wolverhampton





“

Direct Payments enable me to decide who to employ and have more freedom in making choices that benefit my daughter who is much happier and confident than she has ever been. My daughter has a much better quality of life.

”



Penderels Trust

Wheler Road, Seven Stars Estate,
Coventry, CV3 4LB.

Tel: 0845 0500 682

Email: enquiries@penderelstrust.org.uk

Penderels Trust Payroll Bureau

Fairfield Court, Wheler Road, Seven Stars Estate,
Coventry, CV3 4LJ.

Tel: 0845 6000 651

Email: payroll@penderelstrust.org.uk

www.penderelstrust.org.uk