

Annual Report

2015

Contents

“ It has made a massive impact to my independence. I do not have to rely on my children any more. So overall, this has given the whole family time and space to grow and focus on our own interests. It has given me so much flexibility.

It has given Richard* incredible freedom and opportunities for growth and development.

I have a great social life and can go to things that I would not normally be able to.

Having a PA for our son to take him out with direct payments gives us respite and also time spent with our daughter.

It has enabled Elaine* to live a fully enriched life and provided social contact outside of the family which she needs and desires.

”

*Names have been changed.

	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
PA Finder	17
Areas of Support	18

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A word from the Chairman

As I complete another 12 months as Chair of Penderels Trust, I am surprised to see the voluntary sector in the headlines, unfortunately for all the wrong reasons. The remuneration of chief officers, followed by the fundraising scandal and most recently the failure of Kids Company, has resulted in calls for stricter regulation and, I suspect, a general loss of confidence amongst some members of the public.

Unlike many charitable organisations, Penderels Trust is fortunate in not having to rely on fundraising to enable us to provide a service, something I suspect will, at least in the short term, affect the income of many other charities. But our lack of dependency does not mean that we can be complacent as we have financial challenges aplenty to occupy us. However I would like to reassure both our customers and local authority and NHS partners that we

constantly review our financial processes to ensure that all of our funds are managed and used appropriately and that Penderels Trust will always operate with the strictest financial integrity.

One of the many strengths of Penderels Trust is that the trustees and the executive team work well together. This enables us to deal with issues quickly and make well thought through decisions that result in a company able to adapt to change and deliver high quality services. I therefore wish to thank my fellow trustees, the senior management team and staff, all of whom make Penderels Trust the well-respected, successful organisation it is.

I look forward to being involved with Penderels Trust for the foreseeable future.

Ian Besant | Chairman

Governance – April 14 to April 15

Throughout this period, the Trust was governed by a total of seven Trustees, all of whom were also Directors of the Company.

We wish to thank all Trustees for their valuable contribution during the year.

Ian Besant	Chairman
Dick Harris	Vice Chair
Sarah Henson	Trustee
John Finnie	Trustee
Andy Berry	Trustee
Kenneth Barrett	Trustee
Patricia Sadio	Trustee



Chief Executive's Report

Probably as a result of an impending general election, this year started quietly. Despite the newly elected government continuing with their austerity measures, there has been a recent upsurge in the amount of work available, with an unsurprising increase in the number of block contracts rather than framework agreements being commissioned.

This year has seen a significant reduction in the number of providers in the market place, especially where independent living services represented an 'add-on' to a company's core business. With the aforementioned austerity measures continuing to impact on already tight margins, the independent living market is currently not an attractive place to do business.

Furthermore the range and complexity of the services required are constantly changing, not only to meet

the needs of an ageing and an increasingly vulnerable population but also to reflect new legislation and working practices. Companies therefore need a long term strategy but, most importantly, a short term plan that enables them to respond quickly to change by re-structuring and upskilling staff as necessary.

An example of this has been the necessity to develop and implement an auto enrolment service for disabled individuals who employ their own staff. This is yet another responsibility to be undertaken by disabled people and a good reason why organisations such as Penderels Trust need to remain vibrant and able to provide support to those who simply wish to live their own lives, rather than become HR and payroll administrators.

Such has been the pace of change we felt it necessary to restructure our finance department. This enabled us to respond to the auto enrolment situation and to deal effectively with the continued growth in our

services, particularly supported account and appointeeship services. The upgrading of our accounting software will, when fully implemented, enable us to access more detailed information which will contribute to the management of both our own finances and those held on behalf of others.

This is essential particularly in light of the recent poor publicity regarding the charitable sector. I would therefore echo Ian Besant's comments regarding this issue and add my reassurances regarding our commitment to the guardianship of, and transparency in dealing with funds.

The ethos of all staff and trustees will always be to deliver the highest quality service to our partners and customers. Whilst this may be an obvious statement (as charities are all about public benefit), simply having good intentions and high aspirations are not sufficient in and of themselves. Charities need to be well-run, robust companies in their own right as without this level of probity, there will be no staff and ultimately no service.

I am fortunate to work with a trustee board who understand the need for strategic thinking and swift decision making. I am also fortunate to be supported by staff at all levels who, due to their commitment, make Penderels Trust the successful organisation that it is today.

As for the future? I can do no better than refer you to the concluding comment in the report by the director of operations which states that we should be 'the voice of direct payments and personal health budget users nationally.' I couldn't agree more.

Jackie Wakelin
Chief Executive

October 2015



“ It means I can stay in my own home. ”



Director of Operations' Report 2015

As reported by both the Chair and CEO, 2014/15 has been another challenging year for all third sector organisations involved in delivering support to vulnerable individuals. I am therefore pleased to report on a successful year for Penderels Trust in which we have consolidated our position as the leading provider of direct payment support.

There have been significant changes both to the structure of the organisation and the types of services that we deliver, as well as to the marketplace in which we operate, but nonetheless we are happy to report an operating surplus and further growth in the geographical coverage of our services.

We continue to be affected by the effects of ongoing austerity measures, and

something that has become increasingly apparent over the past 12 months has been the retrenchment of providers from the Direct Payments field. In many areas where we are part of framework and marketplace lists, we have found that numerous providers are no longer competing for work. As a result, we have inherited significant volumes of work in specific local authority areas where the contracted provider has withdrawn. This is a pattern that has continued into 2015/16.

Over the past 12 months, we have continued the consolidation of services into hubs to achieve efficiency savings on costs, although this is always in consultation with our commissioning partners. In many locations, authorities have been keen to retain a local presence despite the additional costs this involves as they recognise the value in having a local on the ground provision. We have significantly expanded our operations nationally, particularly in the North East and East of England.



“ It helps me and my family have a better life. ”

Personal Health Budgets are forming an increasing part of our business, and as part of our commitment to offering a high quality provision to our NHS partners, a large number of Penderels Trust staff this year underwent Support Planning training delivered by Helen Sanderson Associates. This method of support planning is recognised as one of the most effective tools in assisting people to live independent lives and is widely used by many local authorities and other commissioning bodies.

A very significant project for us this year has been the delivery and implementation of new Data Protection and Information Governance procedures. Penderels Trust handles significant amounts of personal data for thousands of individuals, and it is our responsibility to ensure that this is protected. The work we have done has included training for all staff about the responsibilities in relation to individual data, and the standards that we now employ are, we believe, significantly higher than anyone else working in the sector.

In 2015, the first cohort of direct payment employers will be expected to provide pensions for their employees, with this number rapidly increasing up to 2017. Providing a service that can deal with the challenges of auto-enrolment has been a key focus in the last year, and I am pleased to report that we have come up with an effective solution. We have consulted widely on this issue, meeting with pensions providers, the DWP and the pension regulator, as well as with our customers and have come up with what

we believe is the best and most manageable solution available.

We continue to expand the range of other services that we provide, and 2014/15 has seen great growth in our provision of Appointeeship services, managed accounts and payroll services. We have outlined in our business plan a number of exciting developments in each of these areas that we believe will become increasingly central to our business.



The retirement of a key member of the finance team provided an ideal opportunity to restructure the department and upgrade our accounting software. This has not been without its challenges, coming as it did at the end of a financial year. It was, however, imperative that we undertook this task to enable us to cope with increased demand for our services, as a way of providing additional financial information to our management team and finally to more effectively manage all the money entrusted to us.

Our revised business plan articulates most clearly our vision for the future – that Penderels Trust should aim to be the voice of the Direct

Payment/Personal Budget user nationally. Direct Payments and Personal Budgets are, we believe, the most effective tools available to help individuals with disabilities to live full, independent lives and we will continue to represent the needs of those who wish to take control of their own care and support.

As a final note, I would like to thank everyone involved with the running of Penderels Trust for their continued support and hard work, and we all look forward to further growth and success in 2015/16.

Gary Jones
Director of Operations

October 2015

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 2015 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 2015 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: 08/10/2015

“ Having a direct payment 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. A direct payment is the best way for Jack and we are grateful for it. Penderels Trust has been a huge support and a wealth of information from the start. ”

The Penderels Trust Ltd

Balance Sheet as 31st March 2015

	Notes	2015 £	2014 £
FIXED ASSETS			
Tangible assets	13	88,431	110,615
CURRENT ASSETS			
Debtors	14	444,490	587,604
Investment	15	1	1
Cash at bank and in hand		787,980	586,834
		<u>1,232,471</u>	<u>1,174,439</u>
CREDITORS			
Amount falling due within one year	16	(176,545)	(184,394)
		<u>1,055,926</u>	<u>990,045</u>
NET CURRENT ASSETS			
		<u>1,144,357</u>	<u>1,100,660</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			
		<u>1,144,357</u>	<u>1,100,660</u>
NET ASSETS			
		<u>1,144,357</u>	<u>1,100,660</u>
FUNDS			
	19		
Unrestricted funds:			
General fund		1,041,575	995,092
Restricted funds:		102,782	105,568
		<u>1,144,357</u>	<u>1,100,660</u>
TOTAL FUNDS			
		<u>1,144,357</u>	<u>1,100,660</u>

PA Finder

Penderels Trust created the PA Finder service in response to the difficulties employers found in recruiting a personal assistant for their care. It has also lowered costs by reducing the need for recruitment advertising.

PA Finder is an online register of PAs looking for work in a specific location. It is free of charge and accessible via the Penderels

Trust website. The PA Finder team run an ongoing marketing programme to attract employers and PAs, this is backed by a regular audit process.

Our service is delivered by a dedicated team of staff who promote the register and undertake regular auditing. Since its launch in 2012, PA Finder is now operational in eight areas and we anticipate this number will continue to grow.

We recently asked employers and PAs registered with the service what they thought, the results are below:

What do Employers think?

76% of employers find PA Finder simple and easy to use

92% of employers do not use any other PA register

45% have interviewed people they found on PA Finder

26% have gone on to recruit someone they found on PA Finder

What PAs think?

96% of PAs find the PA Finder application process simple and easy to follow

88% PAs think PA Finder is a good service

92% of PAs would recommend PA Finder to other people

40% of PAs have found work through PA Finder

Areas of Support

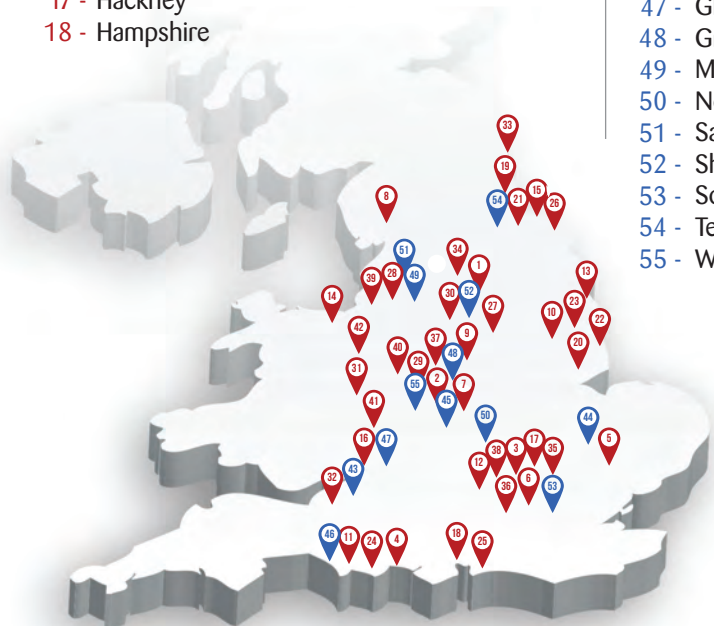
Local Authorities

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

- 36 - Wandsworth
- 37 - Warwickshire
- 38 - Westminster
- 39 - Wirral
- 40 - Wolverhampton
- 41 - Worcestershire
- 42 - Wrexham

Clinical Commissioning Groups (Personal Health Budgets support)

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



“ (A direct payment) means we can choose the best carers for our needs and at times that suit us. ”



Penderels Trust

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

Tel: 02476 511611

Email: enquiries@penderelstrust.org.uk

Penderels Trust Payroll Bureau

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

Tel: 02476 511375

Email: payroll@penderelstrust.org.uk

www.penderelstrust.org.uk