



Penderels Trust

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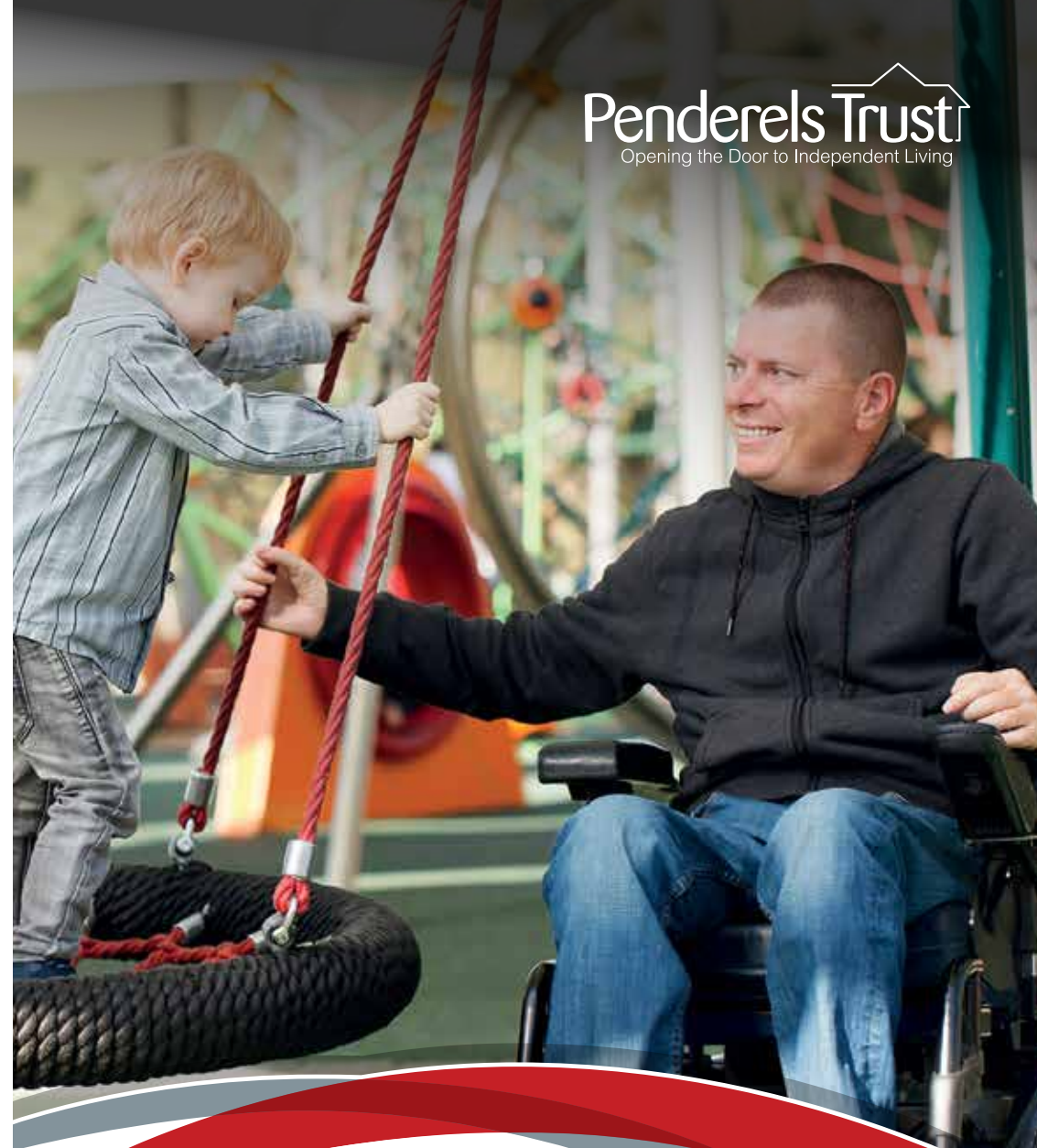
Penderels Trust Payroll Bureau

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Penderels Trust
Opening the Door to Independent Living

Annual Report 2016

“

It gives me a bit of a chance for “me time” and a little bit of time to do things that I don’t otherwise get time for.

My son has lots of improvements in his social skills and behaviour, that’s why we are relaxed and satisfied.

The person of my choice has been able to provide me the exact support and help that I need.

It has taken all the stress of finances off me, so I can concentrate on the care of my family.

It has given me the ability to live a normal life. I can get about and socialise more. I really do need it. It’s great. Without it, I would be housebound.

Finally allowing me to have the care and support I need in the way I want and need it.

”

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If you would like this report in larger print, please contact us.

A word from the Chairman

I have now been Chair of Penderels Trust for two years and despite the difficult conditions within the sector, I am pleased to report that the organisation continues to thrive.

Our rigorous financial processes and thorough consideration of any new opportunities has ensured that we have remained financially secure and in a strong position to continue offering our support to those who need it.

In spite of this arguably cautious approach, we have continued to develop and grow, both in our core service areas, including the provision of a new Personal Assistant Recruitment

Service in Warwickshire and in other allied services, notably Appointeeships and the Promoting Financial Independence programme, both of which have seen a significant month-on-month growth during this period.

The strength of Penderels Trust lies in its Board of Trustees and staff team. The dedication and professionalism shown by our staff is what makes Penderels Trust the successful organisation that it is and has been for over 25 years. 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 15 to April 16

Throughout this period, the Trust was governed by a total of nine 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 MBE	Trustee
Patricia Sadio	Trustee (resigned May 15)
Peter Collard MBE	Trustee (re-joined May 15)
Malcolm Cook	Trustee (joined Dec 15)



Chief Executive's Report

Without doubt 2016 has been both challenging and rewarding. The report by the director of operations highlights our main achievements, most notably the continued growth in Managed Accounts and Appointeeship services, together with the success of our innovative service delivery in Lincolnshire and partnership working in Nottinghamshire. All of this work, combined with the continued growth in our existing services, contributed to the increase in turnover, which exceeded our expectations and has provided the opportunity for us to invest in new projects such as IT and payroll provision.

However this year has not been without its challenges.

In the light of recent negative publicity regarding the Third Sector, particularly regarding financial issues, the board took the decision to conduct an internal audit of our finances, both to help identify any procedural issues and reassure our partners that our processes are safe and transparent. This was indeed a worthwhile

exercise and has helped us to identify areas for improvement, as well as reassuring the board that our financial systems are satisfactory and our partners that their money is safe and well managed.

The introduction of auto enrolment has had a considerable impact on the delivery of our payroll service, and was one of the primary motivators in our decision to change payroll systems; a not inconsiderable task when you consider we provide a service to nine thousand employers and climbing.

Without question this is a significant investment for Penderels Trust, and has clear cost implications for customers due to the complexities of the processes involved. We are hopeful that with our new systems in place this we will mitigate much of the effect, through increased use of electronic services by our customers, but again there must be a realistic assessment of the time, resources and cost that such a system requires.

At a time when there is ever-increasing pressure upon commissioning budgets, it is easy for the voice of the direct payment (DP) user to be lost in the calls for funding across all sectors of Health and Social Care. Without strong, independent organisations which are able to promote the cause of DP users, there is a real danger that the sector could easily go into decline. We are committed, therefore, to our aim of becoming the voice of the DP user. We are also committed to lobbying at local and national government levels, and have plans over the coming year to become involved in and stage our own events promoting the subject of Direct Payments and Independent Living.

Finally we have still to see the effect Brexit on the care sector. It is estimated that some 70% of workers in the care sector, (NHS / care homes / independent living), originate from outside the UK (not just the EU), which demonstrates the sector's reliance on the immigrant workforce. Any decision made as part of the exit strategy which affects immigration will, we believe, further increase the pressure on

already understaffed services and potentially put the entire care sector at risk, especially for those disabled individuals wanting to live independently in the community.

In closing I would like to echo the statement made by the director of operations in which he recognises the contribution made by our staff. Change is rarely easy to implement; most people work better with routine and order in their working environment. So, for a small number of staff, this year has been particularly challenging. However one of our many strengths is the dedication and commitment of staff who make Penderels Trust the success that it is today.

Finally I would like to add my personal thanks for the continued support of the trustees, led by Ian Besant and Dick Harris who, as always, work closely with the executive team to ensure that Penderels Trust continues to lead the market in the delivery of independent living services.

Jackie Wakelin
Chief Executive
October 2016



“
We, with
your help,
are in
control.”

Director of Operations' Report 2016

In my report for 2015 I referred to the challenges facing the Direct Payments (DP) sector, the retrenchment of providers from the DP market, and the impacts that this could have for Penderels Trust both positively and negatively. We are, therefore, pleased to report a very successful year for the Trust, in which we exceeded the targets outlined in our business plan. At the start of the year 2015/16, we were hoping to achieve an overall turnover figure of £4.3 million. With the growth in our Appointeeship, Managed Accounts and payroll services, as well as expansion

of our contract areas we have managed to significantly improve upon this and achieved a turnover of £4.6 million.

The growth we have achieved in 2015/16 has primarily derived from expansion in our existing services, and also from the benefit of a full year's income from new contracts won in 2014/15 in areas such as Sunderland and Hartlepool. Within our existing services we have seen growth of around 10% in the numbers of DP employers to whom we provide a payroll service. This is extremely encouraging, but

also perhaps indicative of the challenges faced by payroll providers in our sector given the increasing administrative burdens of providing Real-Time information to HMRC, as well as the implementation of pensions auto-enrolment. I refer later in my report to the impacts of these issues, and the steps that we are taking to maintain and improve the service that we are able to offer.

The growth of our Appointeeship services has continued throughout 2015/16, particularly in Warwickshire, Worcestershire and South Yorkshire. Our Warwickshire Appointeeship service has developed from an initial team of just 2 part-

time staff to the point where we now employ a team of 7 staff including a full time manager of the service. This means that in Warwickshire alone we deliver Appointeeships to over 250 individuals currently, with a similar number being delivered from our South Yorkshire and Worcestershire offices.

In addition, in late 2015 we were also appointed to provide DP support services in Warwickshire. This contract commenced in February 2016 and involved the TUPE transfer of a number of staff from another local provider, and further strengthens our relationship with an important local authority close to our Coventry base.



“ Spending time watching him at clubs, smiling, growing. ”

We also continue to work successfully in partnership with a number of local organisations in Lincolnshire as part of our contractual relationship, a model which we are keen to promote across other local authority areas when we are asked to contribute to consultations on the direction of DP services.

The Lincolnshire model offers more choice to service users, develops knowledge and skills in local organisations and has also added benefits to our own services, for example through welfare benefits training that has been delivered to our staff by one of the partner organisations.

Additionally, in Lincolnshire we have seen continued growth in our Managed Accounts services, a trend that has been repeated across the country.

One of the other main areas of growth this year has been in the provision of DP services in Nottinghamshire. Our team in Nottinghamshire have again demonstrated how Penderel Trust is able to bring a wealth of knowledge and experience to support local authorities in delivering an effective service under challenging circumstances.

It is important to remark, however, upon the fact that a proportion of our growth has been due to the closure or withdrawal of other organisations from the DP support sector. As I referred to last year, whilst in some ways this is a positive for us as an organisation, the risks that such moves pose to the DP market must not be underestimated.

In order to maintain and improve our position as the country's leading provider of DP support services, it is vital that we continue to innovate and expand the ways in which our provision

can help people. To this end, over the course of 2016 we have been developing our payroll provision and investing in an improved website and Customer Relationship Management system. The challenges in developing and implementing these new systems have been considerable, and required the input of staff across the organisation. We are looking forward to launching all of these developments in early 2017, enabling us to be fully prepared for the next stage in our development.



2017 will see more challenges for us as an organisation with the roll-out of auto-enrolment pensions to most of our customers. A significant factor in the decision to upgrade our payroll systems has been the necessity to manage the huge numbers of employers and employees who will now be required to make pensions contributions. It is vital for us to manage this with a system that enables us to link directly with pensions providers, that calculates when an employee falls into the auto-enrolment process, and is able to accurately calculate levels of contribution etc. that are required.

Finally, and most importantly, we recognise the huge contribution of all of our staff who have contributed to our successes this year, in what continues to be a challenging environment. The patience and professionalism demonstrated by all of our colleagues as we go through a transformative period has been outstanding, and Penderels Trust is all the stronger for the hard work and commitment of all of our staff.

Gary Jones
Director of Operations

October 2016

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 2016 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 2016 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: 08/10/2016

“ It has given me a real change in life in a really good way, as I get help from my PA in every aspect needed to ensure I am well looked after and so is my home and finances. I have no worries at all.

”

The Penderels Trust Ltd

Balance Sheet as 31st March 2016

	Notes	2016 £	2015 £
FIXED ASSETS			
Tangible assets	12	61,487	88,431
CURRENT ASSETS			
Debtors	13	934,413	444,490
Investment	14	1	1
Cash at bank and in hand		673,821	787,980
		<hr/> 1,608,235	<hr/> 1,232,471
CREDITORS			
Amount falling due within one year	15	(360,620)	(176,545)
		<hr/>	<hr/>
NET CURRENT ASSETS		1,247,615	1,055,926
		<hr/>	<hr/>
TOTAL ASSETS LESS CURRENT LIABILITIES		1,309,102	1,144,357
		<hr/>	<hr/>
NET ASSETS		1,309,102	1,144,357
		<hr/>	<hr/>
FUNDS			
Unrestricted funds:	18		
General fund		1,210,560	1,041,575
Restricted funds:		98,542	102,782
		<hr/>	<hr/>
TOTAL FUNDS		1,309,102	1,144,357
		<hr/>	<hr/>

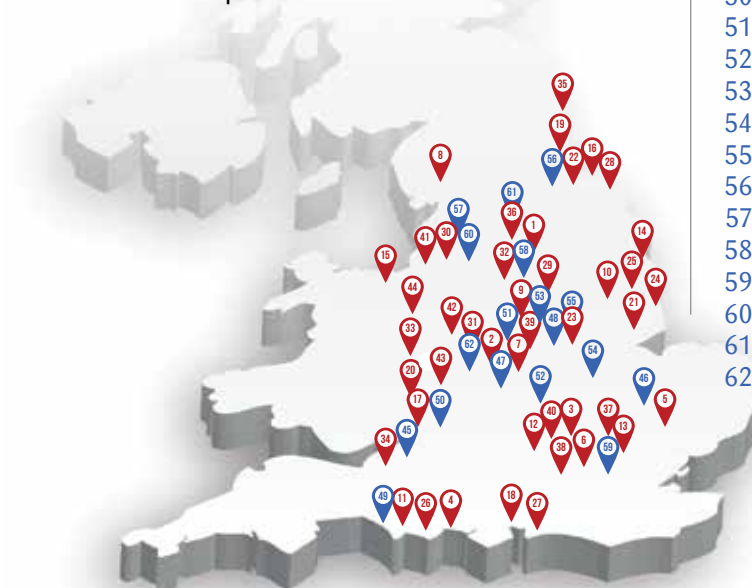
Areas of Support

Local Authorities

1 - Barnsley	19 - Hartlepool	38 - Wandsworth
2 - Birmingham	20 - Herefordshire	39 - Warwickshire
3 - Brent	21 - Lincolnshire	40 - Westminster
4 - Bournemouth	22 - Middlesbrough	41 - Wirral
5 - Cambridgeshire	23 - Nottinghamshire	42 - Wolverhampton
6 - City of London	24 - North East Lincolnshire	43 - Worcestershire
7 - Coventry	25 - North Lincolnshire	44 - Wrexham
8 - Cumbria	26 - Poole	
9 - Derbyshire	27 - Portsmouth	
10 - Doncaster	28 - Redcar & Cleveland	
11 - Dorset	29 - Rotherham	
12 - Ealing	30 - Salford	
13 - East London	31 - Sandwell	
14 - East Riding of Yorkshire	32 - Sheffield	
15 - Flintshire	33 - Shropshire	
16 - Gateshead	34 - South Gloucestershire	
17 - Gloucestershire	35 - Sunderland	
18 - Hampshire	36 - Wakefield	
	37 - Waltham Forest	

Clinical Commissioning Groups (Personal Health Budgets support)

45 - Bristol
46 - Cambridgeshire & Peterborough
47 - Central Midlands
48 - Derby
49 - Dorset
50 - Gloucestershire
51 - Greater East Midlands
52 - Manchester NHS
53 - Midlands & Lancashire
54 - Nene & Corby
55 - Nottinghamshire
56 - Northamptonshire
57 - Salford
58 - Sheffield NHS
59 - South London
60 - Tees Valley Wide
61 - Wakefield
62 - Wolverhampton



Appointeeships

As mentioned previously in this report, Penderels Trust has seen its Appointeeship service grow exponentially over the last five years.

This is a financial service where a person or organisation acts on behalf of another to receive their benefits and pay their bills. An appointee looks after an individual's day-to-day money. All appointees must be authorised by the Department of Work and Pensions (DWP) to receive benefit payments on behalf of another person who has been assessed as being unable to manage their own money or due to safeguarding reasons. Penderels Trust is authorised by DWP as a Corporate Appointee.

We have a number of success stories from our Appointeeship team.

Case Study One

Profile:

Lady, late 80s, living with dementia

Lives:

With son in their own apartment

Details:

The son was a very successful sportsman and businessman who suffered a significant brain injury following a boating accident. The son's wealth is now held in a trust fund and he cannot access it. The son's brain injury and subsequent mental health condition prevents him from understanding he can no longer access his money. As a result, he was spending his mother's benefit money on alcohol and 'legal highs'. The son loves his mother and did not think he was causing her harm as he had the money to pay her back. The lady now has an appointeeship which prevents the son from spending her money. They can still live together in the apartment which is what they both want as they enjoy a good relationship. The appointeeship also highlighted the need for further support for the son, which he now receives.

Case Study Two

Profile:

Man, early 80s, living with dementia

Lives:

In his own flat

Details:

The man was referred for an appointeeship following a hospital stay. He had accrued significant debt. Penderels Trust now takes care of all his benefit money and had a much of the debt removed through a Debt Removal Order (DRO). Through careful management of his funds, the man now has some savings. Penderels Trust works closely with other agencies, including his care agency, to manage his weekly expenditure.

Case Study Three

Profile:

Man, in his 60s, learning difficulties

Lives:

In supported living

Details:

The man was married to a lady who had accrued significant debt in their joint names. On her sudden death, the debts transferred to him, causing him a lot of stress and knocking his confidence as he thought the debts were of his own doing. The man was referred for an appointeeship with Penderels Trust to help him reduce the debts. Penderels Trust arranged for some of the debts to be written off. A debt with a local furniture store could not be written off, so the man went down to his local branch each week to pay what he owed until the debt was cleared. This was manageable within his budget and also helped re-build his confidence.

