



Welcome to our Autumn 2018 Newsletter

A warm welcome to everyone, I hope you all enjoyed the summer!

This is my first newsletter as Chief Executive of Penderels Trust, thank you to all our staff for supporting me through my first few months. Although I have been with the Trust for over 5 years, it is still an honour and a challenge to take on such a responsibility – one that I hope to fulfil for many years to come.

In June, we celebrated our 30th anniversary. As you will see elsewhere in the newsletter, this was a chance to mark the journey of the organisation and celebrate our achievements. It has been fascinating to look into the roots of the Trust to

see just how far things have moved on from our early days. I hope you will get the chance to read through the timeline of our journey included in the newsletter – it gives a real sense of not only the development of Penderels Trust, but also the wider challenges that have been faced by people with disabilities over the last 70 years.

So far in 2018 we have also seen a number of significant changes within the organisation. Following the retirement of Jackie Wakelin as Chief Executive, we have appointed new staff in other

senior positions – Asitha Hingulage, our new finance manager and Liz Alvey who has joined us as Director of Operations.

As we look forward to the rest of 2018 and beyond there are a number of challenges still to be met. We are still developing some changes within our payroll service to make it more responsive and more efficient for everyone; we will be sharing more news about this over the coming months.

Gary Jones
Chief Executive

Sunderland Home Grown

Community Interest Company & Flower Mill Nursery

in Thompson's Park

Therapeutic Horticulture & Garden Centre



Michelle blooms at the flower mill

Michelle Rochester has learning difficulties and receives a direct payment to help with her care and support. Michelle wanted to become more independent and reduce her feelings of social isolation. She was also arguing a lot with her Mam which she wanted to change.

Michelle started a placement at Sunderland Home Grown Community Interest Company and Flower Mill, working only 3 hours a week at first as she

wasn't confident that she would fit in. After just two weeks, she increased to 10 hours per week. Michelle is well supported in her placement by the team there and her skills in gardening and customer service have developed which has increased her confidence and independence. And not only is she more confident in her placement, she now uses the skills and experience to get involved in other activities in her community.

Michelle now travels to work independently, walking there every day. It's not only Michelle and her Mam who have noticed the difference the placement has made, the project manager says there has been a positive change in Michelle, she works hard and is now a positive peer mentor for others coming on placement at the Flower Mill.

Well done Michelle and good luck for the future!

Terry and Jean Beecham

It is with sadness that we report the recent deaths of both Terry Beecham, on 2nd April 2018, and his wife Jean, on 19th June 2018.

Terry and Jean and their children, Jonathan and Julie, were one of the very first families that Penderels Trust supported. Both children had complex disabilities.

Terry and Jean were very grateful to Penderels Trust for the support the team offered them and said they wished we had been around when their children were first diagnosed. Sadly, Jonathan died in 2000 and Julie died in 2011. Terry and Jean established the Beecham Award in memory of the children to support people with disabilities and to promote personal independence.

Penderels Trust staff kept in contact with the Beecham family and a meeting room in our new head office is named after them. We send our sincere condolences to the family.

Penderels Trust welcomes new trustee



We are pleased to welcome new trustee, Veronica Cotterill, who has joined our Board. Veronica's background is with the NHS where she worked in a variety of roles at Director and Chief Executive level in mental health, community and acute hospital services.

As well as Penderels Trust, Veronica is trustee for two local community charities. Veronica now wishes to use the range of skills and experience from both her NHS work and charitable support to benefit Penderels Trust as it continues to develop to meet the needs of the people who use our services.

Penderels Trust Celebrates 30 years

2018 is a very special year for Penderels Trust as we celebrate 30 years of service supporting people with disabilities and long term health conditions to live independently.

We marked our milestone birthday on Friday 15th June with an afternoon tea party for local authority partners, customers, trustees, suppliers and staff. The Deputy Lord Mayor for Coventry, Cllr Linda Bigham, also attended and officially opened our new head office.

Penderels Trust started in Coventry in 1988 with 4 staff and 19 beneficiaries and now has 15 offices across England and Wales and supports nearly

15,000 people and employs 180 staff. Although we are officially celebrating 30 years, our story begins many years before, back in the 1940s, when a group of parents of disabled children set up Coventry & District Spastics Society to try and secure a better and more independent future for their children.

Through the hard work and generosity of the people of Coventry, the group purchased a large house called 'The Penderels' in the city. This became home to twenty young people until the 1980s when better living options became available. The home was sold and the money put into a trust, to become The Penderels Trust in 1988.

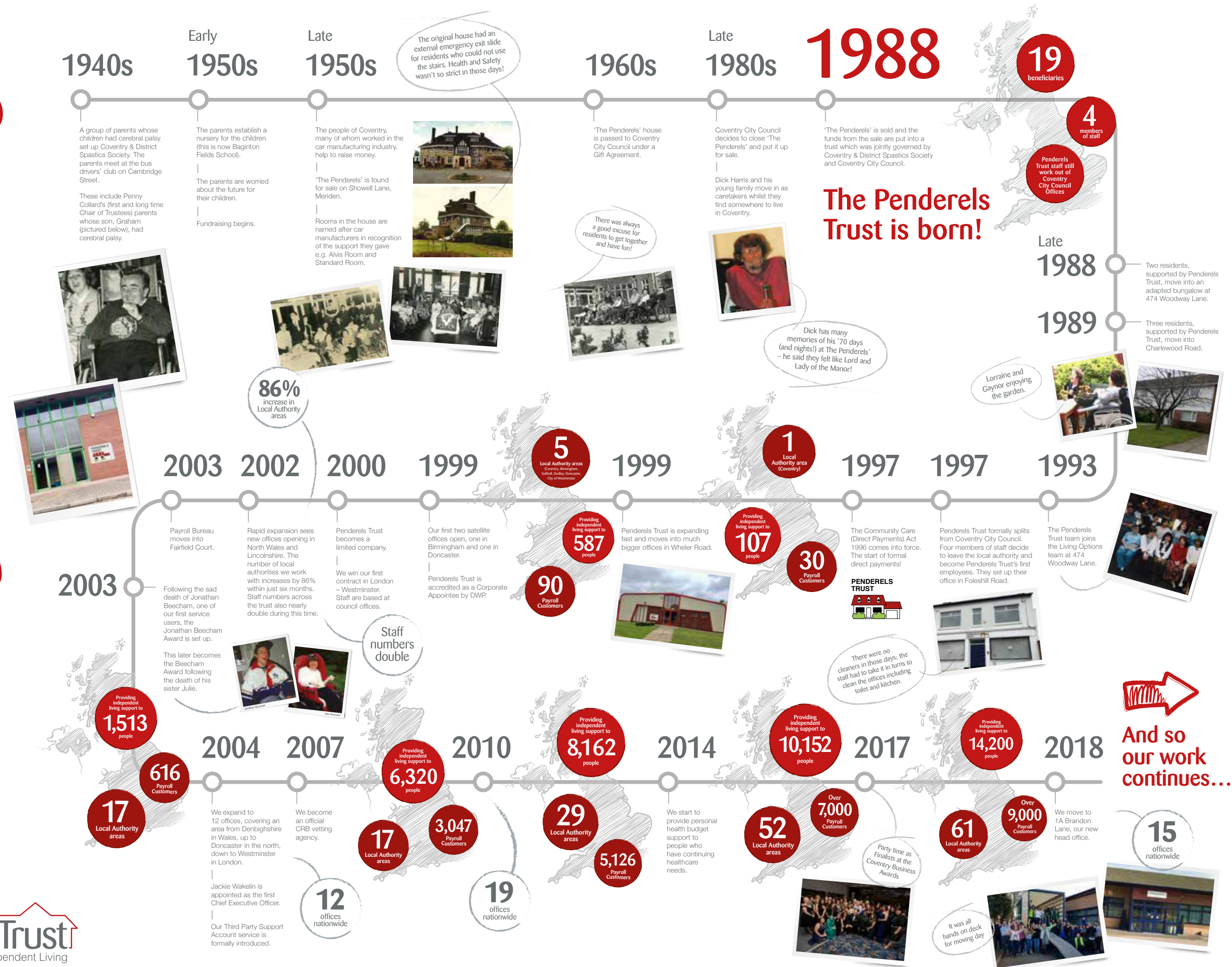
The Penderels Trust was jointly managed by Coventry & District Spastics Society and Coventry City Council until 1997 when the trust formally split from the local authority.

At this point, Penderels Trust became independent and the four-strong team became its first employees. Whilst the trust has grown to what it is today, the ethos remains the same as those early days – to support individuals with disabilities or long term health conditions to live independently.

Please see overleaf for 'Our Journey' timeline which now hangs proudly in our reception area.



Our Journey



Penderels Trust and how I use them by Heidi Crowter

Heidi is supported by our team in Coventry. She recently spoke at the World Down Syndrome Congress in Glasgow. This is her story.

Hiya, I am Heidi and I happen to have Down Syndrome! I am 23 years old and I have a boyfriend who is called James and he also has Down Syndrome.

I use Penderels Trust to get direct payments to employ my support staff, who help me to cook and clean and do the jobs and when they are all done, we let loose and go crazy and have fun! (I call my staff "Future Guides" as they guide me now and into the future.)

At the end of November 2017, I applied to the World Down Syndrome Congress which was in Glasgow and I got accepted in

March and I was really happy that I got in!

As I addressed the World Down Syndrome Congress, I was really nervous as I was on a massive stage and I was addressing 70 people. In my speech, I talked about getting direct payments, I talked about moving from being dependent to independent and also about how I chose my own staff, who are fun and my age!

I also did a lot of fun activities, I did some Scottish dancing which was very enjoyable. I also went to some seminars and learned a lot about our human rights.

Because of the work I have done with my future guides, I was able to go to Stratford-upon-Avon with my very handsome boyfriend, James for my 23rd birthday.

Just want to say a massive thank you to my 'future guides' for enabling me in their own unique way to be who I am today!

Thanks for reading and have a lovely day! **Always stay happy and positive!**

by Heidi Crowter



If you want to find out more about Heidi as a public speaker and advocate, please visit her Facebook page (search for Heidi Crowter – Living the Dream).

Keeping yourself safe

Whether you employ your own personal assistant (PA) or use carers from an agency, it is important to take sensible precautions about having people in your home who may have access to your money.

Safe Recruitment

- Follow a formal recruitment procedure even if you know the person well
- Hold formal job interviews
- Obtain job references
- We recommend you complete a Disclosure and Barring Service (DBS) check.

Being Sensible with Money

- Keep valuables out of sight
- Keep cash/cheque books secure
- Don't give out your cashpoint card PIN unless it is needed as part of the job
- Get receipts for all shopping.

Doorstep Callers

- Don't let just anyone in
- If you want a new driveway or new utility supplier, make an appointment with a reputable company which has a listed address
- Check the ID of anyone who knocks at the door.

Keep Safe on the Phone and Online

- Use the Telephone Preference Service (TPS) to reduce cold calls
- Use call screening
- Don't agree to anything on the first phone call

- Use a recognised online security programme
- Never give your bank details, personal information or password to anyone on the phone or online
- Watch out for and delete 'phishing' or spam emails – some of these are very clever and look like they are from your bank or HMRC.

Maintaining Professional Boundaries

- There should be a clear understanding of limits and responsibilities as a carer/PA
- Establish clear agreements early on in the relationship with your carer/PA
- They should stay focused on their responsibilities to you
- They should respect your rights to privacy.

Who to tell

If you are at risk of being abused or you think someone else might be, you should contact your local authority safeguarding team. The local authority will also have an 'out of hours' service that you can contact. If you or another person are at immediate risk of harm, contact the Police on 999.



Jackie's Retirement Cake



The Original Penderels Trust Team

A fond farewell after 30 years

Thursday 29th March 2018 was a very emotional day at Penderels Trust. We said farewell to Jackie Wakelin, our Chief Executive, who has been with the trust since day one, thirty years ago, and was instrumental in its set up. Her final day saw a 'This is Your Life' presentation from a number of staff who shared their memories and some rather amusing photographs!

Staff, including past Penderels Trust friends and colleagues, and trustees, joined Gary Jones, newly appointed Chief Executive,

in giving thanks to Jackie for all she has done for the Trust during this time. Jackie was presented with a number of leaving gifts, including an 'egg' chair for her garden, jewellery and several bouquets of flowers.

Jackie said: "Looking back over 30 years, we have come a long way. Penderels Trust has been at the forefront of this. Things have changed so much, what disabled people aspired to 20 years ago they expect by rights now – we didn't have the Paralympics, far more disabled people have jobs

today and the way society views disabled people has changed so much.

If we want to keep moving forward, we have to keep grasping opportunities with both hands, keep on doing the things we do and a bit more. I will be keeping in touch and want to hear that Penderels Trust continues to go from strength to strength. You will never be far from my thoughts."

Enjoy your retirement, Jackie, you have earned it!

Welcome to the new Director of Operations

Joining Penderels Trust as Director of Operations in the week we celebrated our 30th birthday and the official opening of our new head office was a little overwhelming but a great opportunity to be connected to our history and to meet customers, staff and trustees. I look forward to meeting more customers over the next few months.

Since starting in June, I've been busy learning more about the organisation. As part of this, I've shadowed an independent living adviser visit and plan to do more; this was a great way to meet our customers and see how the service really works.

Most of my working life has been in charities but I also have commercial experience in the construction industry and have worked in local authority social

services departments. I've come to Penderels Trust after working for five years at The ExtraCare Charitable Trust – coincidentally also founded in Coventry in the same year as Penderels Trust! I am currently a Trustee of Birmingham Citizens Advice, which has brought me full circle as my first job (more years ago than I want to admit) was as an advisor in a busy inner city Citizens Advice Bureau in London.

Liz Alvey
Director of Operations



General Data Protection Regulation (GDPR)

GDPR is the new data protection regulation which came into force on 25th May 2018. It applies to all organisations and individuals that hold or process data about individuals. This includes Penderels Trust and all direct payment employers.

We have written a new Privacy Policy which explains how we hold and process your personal data.

A copy is enclosed with this newsletter and is your information to keep.

If you employ a personal assistant (PA), you need to tell them how you will hold and process their personal data. We have also enclosed a Privacy Policy that you should give to your PA(s) for them to keep (you can amend this to suit your own arrangements).

You can download copies of the policies from our website at:

www.penderelstrust.org.uk/dataprotection

Payroll UPDATE

Moving to Electronic Submission of Timesheets

As we mentioned in the previous newsletter, we are working towards a payroll system which will enable employers and their PAs to submit timesheet information via an electronic device including mobile phones and tablets. This will mean that the system will be much more efficient and you will know straight away that your timesheet information has been received by our Payroll Bureau.

We will roll out this new system by pay cycle group and we will let you and your PAs know exactly what you need to do and when. We know this may sound daunting but we will support you all the way and you will soon get the benefits of a much improved system.

It is our aim to have all payroll cycles running on the new system by the start of the new financial year (April 2019).

Please do not change the way you submit your timesheets until we contact you.

Keeping Us Informed

It is really important that you let us know if any personal assistants (PAs) that you employ either leave or change their home address.

We are often notified when the P60 documents are sent out that a PA has left or moved house. Incorrect information can cause issues with HM Revenue & Customs (HMRC) and Department of Work and Pensions (DWP).

You can download our 'Change of Details' and 'Employee Leaver' Forms via our website (www.penderelstrust.org.uk) and go to the Document Centre on the payroll page). There are also copies in your Payroll Reference Guide that you received when you started our service.

National Minimum Wage Rate and Sleep Ins

You may well have read in the news recently about paying the national minimum wage rate to overnight workers who 'sleep in'. At the time of writing, HMRC's Social Care Compliance Scheme will continue to operate. If you employ staff for sleep ins, please refer to www.gov.uk (search for Social Care Compliance Scheme) for the current situation. You can also speak to your Employer's Liability Insurance provider for legal advice and guidance.

Useful Facts and Figures

Tax Year 2018-2019

Statutory Maternity/Paternity Pay: £145.18 per week

Statutory Sick Pay: £92.05 per week

Personal Allowance: £11,850 per annum

Minimum Wage (hourly rates):

Age of Worker

25 and over £7.83

21 to 24 years £7.38

18 to 20 years £5.90

16 to 17 years £4.20