

Welcome to our Autumn 2019 Newsletter



Hello to everyone, I hope you have all enjoyed the summer and the mix of weather it has brought us this year!

As ever, this has been a very busy period for Penderels Trust. I would like to extend a very warm welcome to all of our new customers, including those in our newest contract areas of Doncaster and Derbyshire.

It is great to be able to say that the Trust is continuing to expand and to offer our services in new areas of the country. Elsewhere things continue to develop. As you will read in this newsletter,

we have ongoing plans in respect of our payroll services. The developments will help us to deliver a much more responsive service that offers greater flexibility for customers and their PAs and will also give more peace of mind around the submission of timesheets and other information.

Thank you to everyone who completed the direct payment survey that we included with our last newsletter. We had a fantastic response. We have

now had a chance to evaluate the results which were very positive. We also had some invaluable feedback on how we can improve our services and help more people to access direct payments and to manage them easily.

I hope you all find the information in this newsletter useful.

All the very best,
Gary Jones
Chief Executive

Promoting the role of the personal assistant

We are pleased to report that one of our regional managers, Claire Bickford, has secured a place on the board of the Skills for Care PA Steering Group.

Skills for Care supports adult social care employers including individual (direct payment) employers to help them get the best out of the people they employ.

Claire's position on the board will give Penderels Trust an excellent opportunity to influence the support and development that is given to individual employers and their personal assistants (PAs).

One of the areas the group is looking at is how to make the PA role more attractive as a career, not only to those who work in care, but to people

who may never have considered a career in care but have the right attitude and character to be a great carer.



Skills for Care recently launched the 'Question of Care' initiative, which includes a number of interactive video challenges to see if care is the right career choice for someone. The current challenges are focused on working in a care setting, such as a residential care home, but the PA Steering Group have been testing a version that is focused on being a PA for an individual employer. This is due out in September. Visit

www.aquestionofcare.org.uk to find out more.

We know from talking to many employers that finding the right PA is the hardest part of the direct payment process. We hope that by promoting the role of the PA as a career and providing more training and development opportunities, more people are encouraged to be a PA which in turn will make recruitment easier in the future.

One of Claire's first jobs as board member is to be a judge for the category of 'Best individual who employs their own care and support staff' in the 2020 Skills for Care Accolade Awards.

Good luck to those of you who have entered!

Relaxing in Style

Deborah Lindsay - Is supported by our South Yorkshire team with our appointeeship service. We worked with Deborah to manage her money so that she could get her bedroom decorated just how she wanted it.





Owen's on the Move

Owen Evans - Has a learning disability and receives an appointeeship service from our Worcestershire team. One of his goals was to have his own car. He hadn't been able to afford the Motability scheme with his previous provider, but we took on his appointeeship, got his finances sorted out and now he has

his own set of wheels complete with private number plate.

Owen was thrilled to be able to come to our office to meet his independent living adviser in his Volkswagen Tiguan.

Training Funding for Personal Health Budget Employers

Skills for Care have re-opened the Workforce Development Fund for individual employers and their personal assistants. This fund is now open to people who have a personal health budget and employ their own staff to enable them to pay for training and cover associated costs (e.g. transport or staff cover).

For more information and an application form, please visit:

www.skillsforcare.org.uk/learning-development

Penderels Trust welcomes new trustee



We are pleased to welcome new trustee, Andrew Ford, who has joined our Board. Andrew's background is in the commercial sector. He recently retired as a corporate and public affairs professional in the energy sector. Andrew has worked at UK and international level influencing on legal and environment issues.

Andrew is really looking forward to working with Penderels Trust and we are confident that he will bring valuable skills to our charity, particularly helping us to ensure the needs of direct payment users are represented at sector and Government levels.



Direct Payment User Survey Results

Back in December, we asked you to complete a direct payment user survey so that we could get a better idea of what you really think about having a direct payment, what's good and not so good about it and how you feel Penderels Trust supports you.

Thank you to everyone who took the time to fill this in, we had nearly **700 responses!** The response was overwhelmingly good and we were very pleased to learn that most people are happy with their direct payment and feel it meets their needs.



89%

Having a direct payment was a positive experience



84%

Found having a direct payment easy



82%

Said being an employer met their needs



56%

Just over half were clear what was involved before they started



70%

Found the process of being an employer easy



86%

Said the service from Penderels Trust met their needs

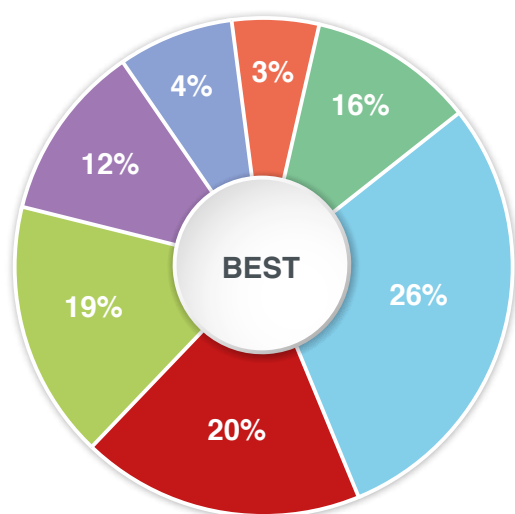


81%

Said working with Penderels Trust was good

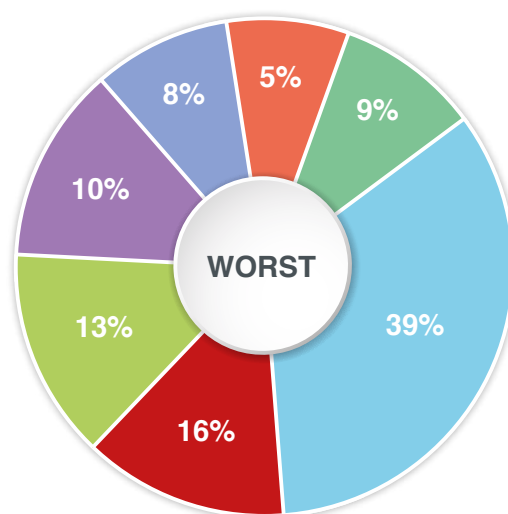
We asked what was the **BEST** thing about having a direct payment.

- **Over a quarter** of respondents said having peace of mind and to be free from stress was the best thing.
- **A fifth** of respondents said having choice, control and independence was the best thing.
- **19%** said having the flexibility to choose the carer/PA they want was the best thing.



We asked what was the **WORST** thing about having a direct payment.

- **The top answer was 'nothing'** with over a third (39%) giving this answer.
- **16%** said the worst thing was the admin and paperwork.
- **13%** said the responsibilities of being an employer was the worst thing.



What we learned:

- Overall, having a **direct payment is a positive experience**.
- Having a high quality support service is important to ensure direct payment users have **'peace of mind'** and are **'free from stress'** as they are supported to manage their direct payment.
- We need to look at ways to further **reduce the administrative burden** that comes with a direct payment by making it easier for users to complete paperwork.
- We should review our processes around how we communicate with our customers to make sure we tell you what you need to know, when you need to know it. That includes **coming back to you if you have a query or issue to let you know what is happening**.
- We need to make sure people who could benefit from a direct payment **know about them and how to access them**.

If you would like a copy of the full report, please email Caroline Clay at cclay@penderelstrust.org.uk to request one.



‘Every Day is Different’ Campaign

Did you see the ‘Every Day is Different’ advertising campaign from the Department of Health and Social Care?

From bus stops to radio station adverts, social media to PR events, this high profile

campaign really pushed the message that working in care is a great career choice. This campaign focused primarily on what it was like to work in a care setting, such as a residential care home or for a care agency. Funding for a second campaign has been

approved and this time they are going to include more features on people who work as a PA for an individual employer. A focus group of individual employers has been asked to review the campaign material and make suggestions as to how to make it relevant to them.

Visit: www.everydayisdifferent.com for more information.

Woman of the Hour

To celebrate International Women’s Day on 8th March, Salford Community and Voluntary Services (CVS) ran a campaign to recognise women who make a difference in Salford. They featured one woman an hour on their Twitter feed from 7 a.m. to 10 p.m. They had such an overwhelming response, they had to expand it to run over two days.

One of the women featured was Janet Charlesworth, who is supported by the Penderels Trust team in Salford. Janet is a founding member of Proud and Loud Arts. She creates boundary-pushing performances tackling disability issues. Janet sits on the Board of Trustees and currently volunteers in the office managing the company’s finances.

She also supports other members and organises all the transport for the group. Well done, Janet!



To read about all the amazing women who featured in this campaign please visit:

www.salfordcvs.co.uk/celebrating-salfords-women-hour-iwd-2019

Employer's Liability Insurance

If you are an employer, you are personally responsible for the welfare of your employee(s) whilst they are working for you and you would be held legally liable for any injury to them or damage to their personal property.

It is a legal requirement to have an employer's liability insurance (ELI) policy in place when someone starts working for you. When you become an employer for the first time, we will support you with this process if you have our direct payment support service. It is important to remember to renew your

policy every year. There are a number of insurance providers that offer a policy suitable for direct payment employers. In some local authority areas they may tell you which insurance provider to use, but in most areas you can choose which one you buy your policy from.

The list opposite shows details of providers that offer suitable ELI insurance. There will be other providers in the marketplace but it is important they offer the cover you need.



Fish Insurance

Telephone: 0333 331 3770

Email: admin@fishinsurance.co.uk

Web: www.fishinsurance.co.uk



Premier Care (Mark Bates Ltd)

Telephone: 01476 514 478

Email: enquiries@markbatesltd.com

Web: www.markbatesltd.com



Surewise

Telephone: 01268 200 020

Email: customerservice@surewise.com

Web: www.surewise.com

HMRC Penalty Letters

We are aware that a number of our payroll customers are receiving penalty letters from HM Revenue and Customs (HMRC).

As HMRC now operate a 'real time information' system, they know at every pay cycle if any over- or under-payment is due on the account. Their automated system then produces a letter that is sent directly to you as the employer. This 'real time' checking means they send letters out every month rather than once a year as they did before.

We appreciate that receiving a letter from HMRC which says you owe a penalty can be very worrying. In many cases, the penalty

does not need to be paid as it is a matter of timing rather than an under-payment.

To help reduce the chance of receiving a penalty letter from HMRC, you should submit your timesheet(s) regularly when they are due. Please do not hold on to them then send several at once as this increases the risk of a penalty from HMRC.

If you do receive a penalty letter, please send it to our Payroll Bureau (**our address is on the bottom of page 1**). We will contact HMRC on your behalf to resolve the issue. This does take time so please be patient. We thank you for your co-operation with this.

PA Annual Leave

Don't forget to make sure your personal assistant (PA) takes their allocation of annual leave each year. **Most PAs will have an annual leave year that runs from April to March**, and whilst March 2020 may seem a long way off, time can go by very quickly so it's good to plan ahead.

As an employer, **it is your responsibility to monitor and maintain a record of all PA annual leave**. We have an annual leave template available on our website (go to the payroll page of our website and visit the document centre at the bottom) for you to use if you wish.

'My View' Payroll System Come and be a tester for us

As you will have read in our previous newsletter, we are in the process of updating our payroll service to allow personal assistants (PAs) to submit the hours they work electronically via a computer or smartphone instead of filling in a paper timesheet. **The employer can then 'sign off' the hours online via a secure website.**

This new system will be much more efficient for employers and their PAs to use. It will give peace of mind that once the timesheet hours have been submitted, they have been received by Penderels Trust. This means you don't have to worry about delayed post and missed deadlines. It is also more in line with the modern approach of large organisations, like HMRC, Department of Work and Pensions and the banks. They are all now demanding that clients interact with them online as the preferred option.

Before we launch the new system to our payroll customers, we would like to do some testing work with a 'pilot' group of customers. This group will have the chance to look at the proposed design, test how it works and

provide feedback and suggestions as to any amendments from a user's point of view. We are keen to get feedback from a mix of customers including those who are keen on the idea of an online system and those who are very nervous about it or feel they won't be able to do it. We won't necessarily need people to attend a face-to-face meeting so it doesn't matter where in the country you live.

If you are interested in getting involved, please contact Caroline Clay by Friday 8th November 2019

Email: cclay@penderelstrust.org.uk

Tel: 02476 511 611

Post: Caroline Clay, Marketing Manager, Penderels Trust, Resource House, 1A Brandon Lane, Coventry CV3 3GU.

The new system will be introduced gradually and we will give you plenty of notice about what you need to do and when so please do not worry.

If you need this information in another format or language, please telephone: 02476 511 611 or email: enquiries@penderelstrust.org.uk