

# Welcome

to the Winter 2013/14  
issue of the Penderels  
Trust newsletter



This newsletter arrives as we celebrate our 25th anniversary.

We have grown from supporting a group of four people with disabilities to live independently in Coventry, to an organisation with twenty local offices supporting over 12,000 people nationally.

Unfortunately, this time of celebration has arrived at a time of severe funding cuts across most local authority areas which we know is impacting on the people we support across the country. Despite this, our staff teams are working really hard to ensure the services we provide are still of the



highest standard. Many of our existing services, particularly those that provide financial management support, continue to grow and we are introducing new services that provide another level of support to vulnerable people.

*We look forward to working with you all over the next twenty five years.*

## Are you interested in shaping the future of Penderels Trust?

We are currently seeking expressions of interest from individuals to join our Board of Trustees.

We are particularly looking for individuals who use our services (or care for someone who uses our services) who can bring business

acumen and commercial skills to our Board.

To express an interest or for more information, please contact Ben Bilverstone on [bbilverstone@penderelstrust.org.uk](mailto:bbilverstone@penderelstrust.org.uk) or 02476 511611.

## Penderels Trust joins Dementia Action Alliance

Penderels Trust is now a full member of the national Dementia Action Alliance. Dementia Action Alliance is made up of over 700 organisations committed to transforming the quality of life of people living with dementia in the UK and the millions of people who care for them.

As part of this, we are ensuring that all our offices are 'Working to become Dementia Friendly' as part of their dementia friendly community. Each local office will have at least one member of staff who is trained as a 'dementia friend'.



## The Beechams' Story

Terry and Jean Beecham and their children, Jonathan and Julie, were one of the very first families that Penderels Trust supported. To mark our 25th anniversary, the Beechams have kindly agreed to share their story.

"Terry and I have devoted our lives to our two beautiful children, namely Jonathan, who was born on June 19th 1961 and Julie, who was born on 10th July 1962. They both had cerebral palsy as well as numerous other disabilities which included no speech, being wheelchair users and having total care needs.

They both had a lovely communication system and a wicked sense of humour. Life was a really hard struggle for all of us but in 1988, Penderels Trust came on the scene. Slowly I started to receive proper help; this started with Sue Riley (*who still works for the Trust as a regional manager*) coming along two or three times a week for two to three hours, helping to change Jonathan, taking him for a walk, helping feed at lunchtime and changing again.

On week days, Julie attended a day

centre and was picked up at 8.30 a.m. and returned at 4.00 p.m., which was a great help. Unfortunately, Jonathan developed ulcerative colitis and was dreadfully ill so wasn't able to go.

Prior to the arrival of Penderels Trust, I had to get up at 5.30 a.m. every morning to get the children out of bed and ready for the day. However, once I turned 60 and with Penderels Trust's help, I had an additional PA (personal assistant) to sleep in, which meant I could have three nights on and three nights off, thus getting a better night's sleep. It was in this same year that Terry and I had our first holiday together in 25 years. Although we didn't have 24-hour care usually, Penderels Trust put in place care arrangements so we could go away for five nights to Jersey.

Gradually, as Julie and Jonathan's disabilities grew worse, and Terry and I grew older, Penderels Trust got us more help.

I interviewed and employed all the PAs and did the rotas etc. and Penderels Trust managed Jonathan and Julie's [direct payment] account. Penderels

Trust would regularly telephone and visit and attend the many meetings that we had at our house and the office. By now, Terry and I were getting a week away, sometimes twice a year.

Then on 1st January 2000, our world was shattered when Jonathan died very suddenly at home. Julie had lost her best friend as well as her brother. Penderels Trust supported us through this ordeal. Then on 8th April 2011, at the age of 48, Julie also died very suddenly at home. Once again, our world was shattered. Not only did we lose Julie at this time, but we also lost our PAs, who had been like a family to us as they'd been with us so long. It left a very lonely and quiet house.

Penderels Trust still ring and come and see Terry and I occasionally. How I would have loved to have had Penderels Trust when Jonathan and Julie were diagnosed at 12 months old. Back then, there was no help, financially or physically. One is one, but two disabled [children] is like five."

***Jean and Terry Beecham***

## The Jonathan and Julie Beecham Award

This award was established by Terry and Jean in memory of Jonathan and Julie to support people with disabilities and promote personal independence. Each year, an award of £500 is made by Penderels Trust to an individual who can demonstrate how this award would improve the quality of their life.

In previous years, the award has been used in many ways, including the purchase of a new wheelchair, equipment for a sensory room, IT equipment and a massage chair.

If you are a Penderels Trust service user and would like to apply, please send a letter or e-mail explaining how you would benefit to:

Caroline Clay at  
cclay@penderelstrust.org.uk  
or by post to Penderels Trust,  
Seven Stars Estate, Wheler Road,  
Coventry, CV3 4LB by 18th  
January 2014.

The winner will be chosen by Terry and Jean. Please include as much detail as possible in order for Terry and Jean to make their decision. Previous applicants are welcome to re-apply.



*Jonathan Beecham*



*Julie Beecham*

# Care and Support in Your Own Home

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**West Midlands 02476 019370** Coventry@intouchhomecare.co.uk

[www.intouchhomecare.co.uk](http://www.intouchhomecare.co.uk)



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## Accessible Travel

*The experts you can trust!*

### What makes us different...



Andy Wright,  
Managing Director

"I helped to create and develop Accessible Travel over 15 years ago, by combining both understanding and experience of the travel industry with empathy for fellow less mobile travellers, as a result of my own disability.

Having undertaken a package holiday, provided by a mainstream tour operator, with my wife and children several years ago and encountering numerous problems, I am fully aware of the pitfalls and barriers facing many less mobile holidaymakers, when the

appropriate arrangements are not secured on their behalf. It is for that reason alone, I ensure all holidays sold by Accessible Travel have been previously inspected and checked for their accessibility and suitability for wheelchair users.

The staff at Accessible Travel are all experienced travel professionals who share my passion for providing quality, barrier free holidays for our customers."



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# Annual Quality Review 2012 – 2013

Thank you to all of you who took the time to complete our Annual Quality Review. The information we have received back helps us to improve our service and we have already started to make some changes to how we do things.

This includes making it easier for people to make a comment, complaint or compliment about our service by putting the procedure and form on our website and advertising it in this newsletter (see 'Making a Comment, Compliment & Complaint' below).

As well as looking at the overall picture, each local office has had a report on the results for their own service, so your responses and any comments you made will be read by the people who support you and can make changes if they are required.

Overall, the results were very positive, with highlights being:



Some of the comments made were:

**“My son can meet his friends and be a normal 16 year old.”**

“Before receiving the direct payment, I had no quality of life at all and now I have loads! My life is so much better now.”

“Direct payments have changed my son’s life. It has enabled him to go out and explore the world with a PA by his side to keep him safe.”

**“A direct payment allowed me to achieve much more in my life.”**

**“I could not manage without them [Penderels Trust], they are always there when you need them.”**

“I am able to keep my husband at home with me and can choose the staff that I want to look after him.”

Penderels Trust is pleased to confirm that we have been successful in maintaining our Investors in People award. The IIP assessor interviewed a number of staff and confirmed that we were operating above the required levels for the award.



## Making a Comment, Complaint or Compliment

Here at Penderels Trust, we always want to hear how we are doing. If you’ve got something you need to get off your chest or you just want to say how great your independent living adviser is, please let us know.

You should have been given a ‘Comments, Complaints and

Compliments’ form when you first joined Penderels Trust but if you would like one, please contact your local office who can post or e-mail one to you.

We now have an online form that you can complete via our website that will automatically be sent by e-mail to our Operations Manager. Please

visit [www.penderelstrust.org.uk](http://www.penderelstrust.org.uk) and go to the ‘User Involvement’ menu and click on ‘Comments and Complaints’.

As well as the form, you can also read how we manage any complaints we receive and how quickly we must respond to you.

# The Phab Charity – ‘Making More of Life Together’



Charity No 283931

Do you want to be part of something special?

Do you fancy trying new things? Could your social life do with a boost?

Phab is a national charity which encourages people from all walks of life, disabled and non-disabled, to come together on equal terms and achieve inclusion in the wider community on a social basis. Since the charity was formed in 1957, it has developed into a network of almost 200 individual clubs across the country.

Phab clubs are managed and directed by their members and cover all age ranges – there are

clubs for children and adults. All offer a range of activities which members can share and enjoy together.

Regionally, Phab organises many opportunities for clubs to get together, organising fun days and weekends away – all aimed at enabling people to make new friends, socialise and make more of life together. Nationally, Phab organises award schemes, independent living projects and breaks, and the charity has accessible holiday homes at the seaside which are available to members.

An important part of Phab's work is the provision of activity holidays for children. To date, well over 2000 children have benefitted from this unique experience and have gained self-confidence, independence and a real sense of achievement.

You can find out if there is a Phab Club near you by checking on [phab.org.uk/map](http://phab.org.uk/map). In addition, the charity supports the development of new clubs across England and

Wales, and warmly invites people to get involved as members and volunteer organisers. Committee members organise social evenings, sports activities, quizzes and other activities – the individual clubs are very much led by their members' interests.

Phab would be delighted to hear from anyone interested in either joining a Phab Club, or helping on a voluntary basis. Full training and ongoing support is available from friendly local Phab staff. Perhaps you are a professional who may be able to signpost people to the charity, or can advise of potential venues or networking opportunities and events so that Phab can reach more people?

Existing social and activity groups which meet Phab's criteria may be eligible to formally affiliate to Phab, and this brings a range of excellent benefits to those groups.

For further information, please contact Phab's West Midlands Development Officer, Lucy Curzon on 01788 813087 or email [lucy.curzon@phab.org.uk](mailto:lucy.curzon@phab.org.uk)



## Do you use e-mail?

We are in the process of collecting e-mails from as many of our users and customers as we can. Not only does this mean that we can get in touch with you more easily and quickly, it also saves us money which we can then spend on our services to support you. Please e-mail us at [newsletter@penderelstrust.org.uk](mailto:newsletter@penderelstrust.org.uk) and we'll add you to our list.



## Coventry's Volunteer Hero

Edwina Millis, a volunteer at Coventry Resource Centre for the Blind has won the 'Volunteer Hero Award' in the Pride of Coventry and Warwickshire Community Awards.

Edwina, who is supported by a Penderels Trust Independent Living Adviser from our Coventry team, has been deaf/blind since she was a young girl but this has not stopped her helping many others in the area.

As well as fundraising for the centre, Edwina helps people with sight loss come to terms with their condition. She also writes to people who are lonely or very ill.

Edwina was invited to the prestigious award ceremony where she was presented with a certificate, trophy and cheque for £250. Well done and much deserved, Edwina!



*Edwina Millis (centre), receiving her 'Volunteer Hero Award'.*

## Supporting the biggest coffee morning in the world

Friday 27th September 2013 proved to be a gastronomic feast for many staff at Penderels Trust as they joined in Macmillan's World's Biggest Coffee morning.

Many staff used the opportunity

to test their baking skills and their efforts were greatly appreciated by the rest of the staff team! At our head office in Coventry, we raised £278.03 which has been sent to this fantastic cancer support charity.



*Rosie Couldwell, Business Support Assistant, shows off her baking skills.*

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# National Minimum Data Set for Social Care for Individual Employers – why it's important to get involved.

## What is it?

The National Minimum Data Set for Social Care (NMDS-SC) is a database which holds information on it about social care and care workers. This includes individual employers of personal assistants (PAs). You, as an employer, are asked to fill in a set of questions on a computer. Those questions are about the kind of support you have and about your PAs.

The NMDS-SC counts how many people work in social care, and how many jobs there are and helps local authorities to develop a greater knowledge of the workforce and service providers in your local area. This helps them to plan and develop a future workforce to meet the needs of people like you who use services, and their carers.

## Why should you take the time to complete it?

- **Making a difference** – Workers (PAs) directly employed by the people they provide care and support for are quite a new group and more information is needed about how many there are. This is to make sure that planning and funding is based on real evidence.
- **Money for training** - Registering and updating your NMDS-SC information means that you can apply for some money to help train and develop your personal assistants. This will help them to develop their skills, giving them confidence, a sense of achievement and help to improve the care they give to you.
- **Staff records** - The NMDS-SC can help you store important

information about your workers, such as their qualifications, without much paperwork, in a free, secure, online system. The information they collect will **NOT** identify you or your workers.

- **Compare pay rates** - You will be able to compare your pay rates with other individuals who employ their own care and support staff in your area. This will not identify you or your workers but may help you to make sure you are not under- or over-paying your staff.
- **Recruitment** - You will be able to get a report to see where other people in your area find their staff, making recruitment easier, simpler and more successful in the future.

## Where can you get help to complete it?

Registering as an employer on the NMDS-SC is easy. It depends upon how many staff you employ but people say it takes 15-30 minutes and you can complete it at your own pace.

If you have an internet connection you can follow a couple of quick and easy steps:

- Open your web browser and navigate to [www.nmds-sc-online.org.uk](http://www.nmds-sc-online.org.uk)
- Click on the 'Create an account' button
- You will be asked to select the type of organisation you want to register as. Click on the option 'Are you employing staff to provide care and/or support either for

# nmds-sc™

national minimum  
data set for social care

yourself or for another person for whom you have a carer role?'

- You will be asked to fill in a few details including your name, address and email.
- Once all of your information is completed, press 'submit' at the bottom of the page.
- Once your registration has been approved, you will be sent an email to confirm this.
- You can then input the information on your staff.

If you do not have an internet connection, you can call 0845 873 0129 and tell the support service that you are an individual who employs your own care and support staff wishing to register on the NMDS-SC. They will put you through to an advisor who will help you to register and discuss how you can complete your NMDS-SC.



If you need any or more help, please ring the Support Service at Skills for Care on 0845 8730129 or contact them via email [nmdssupport@skillsforcare.org.uk](mailto:nmdssupport@skillsforcare.org.uk)

More information can be found at [www.skillsforcare.org.uk/nmds-sc](http://www.skillsforcare.org.uk/nmds-sc)

# Payroll Bureau UPDATE

The Payroll Bureau would like to welcome you to our latest update.

## Christmas Hours

Please find below our opening hours over the Christmas period.

Last working day: 24th Dec 2013 (office closes at 1.30pm)	Open: 30th Dec 2013
Closed: 25th Dec 2013	Open: 31st Dec 2013
Closed: 26th Dec 2013	Closed: 1st Jan 2014
Closed: 27th Dec 2013	Open: 2nd Jan 2014



Please remember to send your timesheets in before we close to ensure we can process payroll for your staff.

## HMRC Penalty

If you receive a penalty from HM Revenue and Customs (for example, because you submitted a late timesheet or payment), it is really important that you tell the Payroll Bureau as soon as you receive notification so that we can support you.

## Saving Paper

Do you have access to the internet? If so, did you know that you can send your timesheets to us by e-mail (timesheets@penderelstrust.org.uk)? We can send pay slips to you electronically too if you would prefer.

All our payroll forms are downloadable from our website so you don't have to wait for us to send them out to you (go to [www.penderelstrust.org.uk](http://www.penderelstrust.org.uk) and scroll down and click on the 'Payroll Support & Resources' button).

If we haven't got your e-mail address and you are happy for us to communicate with you by e-mail, please drop us a line to [payroll@penderelstrust.org.uk](mailto:payroll@penderelstrust.org.uk) and we will add you to our mailing list.

## Useful Facts and Figures

### Tax year 2013/2014

**Statutory Maternity/Paternity Pay:** £136.78/week

**Statutory Sick Pay:** £86.70/week

**Personal Tax Allowance:** £9440

**Minimum Wage (hourly rates):**

(new rates/age breaks from October 2013)

Under 18: £3.72 | 18-20: £5.03 | 21 and over: £6.31

### Forthcoming Bank Holiday Dates:

25th December 2013 | 1st January 2014 | 21st April 2014  
26th December 2013 | 18th April 2014

### Recovering Statutory Sick Pay (SSP):

SSP is deducted from your HMRC bill every quarter and is stated as 'SSP recoverable'.

## The Payroll Team

### Service Managers

Sue McDonald  
*Payroll Manager*

Jo Grady  
*Deputy Payroll Manager*

Michele Riley  
*Deputy Payroll Manager*

### Payroll Officers

Frances Phillips  
*Groups G4, L & C*

Teresa Daly  
*Groups G1, E & M*

Lisa Davey  
*BACS Group T, Monthly Groups N & Q,  
Groups C,K & G1 (TPSA)*

Andy Cotton  
*Groups S,T & E,J & G3 (TPSA)*

Nula Herbert  
*Groups B,G,H,P, G2 & R*

Kathryn Camilleri  
*Groups A, F,T,G2, D, M & G4 (TPSA)*

Charlotte Truslove  
*Groups F,J & D*

Sarah Burgman  
*Groups K,G3 & Wandsworth*

Donna Smith  
*BACS F, G2, E, J, G3, D, M, G4, C, K, G1a*

### Administration Officers

Natalie Byrne  
Elaine Graham  
Louise Gould  
Shelby Martin  
Manpreet Sidhu

### Payroll Bureau

Penderels Trust  
Fairfield Court, Wheler Road  
Whitley, Coventry CV3 4LJ

Tel: 0845 6000 651

Fax: 02476 511166

General emails to:

[payroll@penderelstrust.org.uk](mailto:payroll@penderelstrust.org.uk)

Timesheets to:

[timesheets@penderelstrust.org.uk](mailto:timesheets@penderelstrust.org.uk)