



Let me begin by wishing everyone a very Merry Christmas!

As always, it will be a busy time and all of the staff at Penderels Trust will be doing our very best to ensure that you get the support you need over Christmas and New Year.

2018 has been a momentous year for Penderels Trust, one in which we celebrated our 30th anniversary. In February we moved to our new head office at Resource House. In April, our Chief Executive Jackie Wakelin retired having been here since before we were even called Penderels Trust.

We now support more than 15,000 people to live independently – this is a tremendous achievement. I want to thank every single one of you for working with Penderels Trust.

I have enjoyed hearing from many of you during the year. Please keep sending us your stories about the support we have provided and the difference this has made to you and your families.

We have some exciting developments in store for 2019 – we will be consulting with all of you in the very near future.

I would also like to thank our staff who ensure that we continue to deliver high quality services throughout the year.

From all at Penderels Trust, I hope you have a great Christmas and enjoyable New Year.

Gary Jones
Chief Executive

Christmas Opening Times

During the festive season, our offices are open as follows:

Head Office and Payroll Office

Offices are open as normal except on the following days:

Monday	24th December 2018	close at 1.30pm
Tuesday	25th December 2018	closed
Wednesday	26th December 2018	closed
Monday	31st December 2018	close at 3.00pm
Tuesday	1st January 2019	closed

All our local offices will close on Friday 21st December 2018 and re-open on Wednesday 2nd January 2019 with the following exceptions:

Coventry, Lincolnshire and Warwickshire Financial Support Service } Open as per head office and payroll

Birmingham, Gloucestershire, Hartlepool, Middlesbrough, South Yorkshire, Sunderland, Wakefield, Warwickshire Direct Payment Support Service, Worcestershire } Open on Monday 24th December until 1.30pm

Nottinghamshire } Open on Monday 31st December 2018 until 3.00pm

When the local office is closed, out of hours numbers for local social services emergency teams will be detailed on each local office answering service.

There will be a duty manager at Head Office during opening hours who can be contacted on 02476 511611 if your local office is closed.



Payroll Update

Timesheet Dates for Christmas

For some pay cycles, you need to send your timesheets in earlier than usual. If you are affected, you will have had a reminder on your pay slips telling you when to submit timesheets; your payroll planner will also show you the correct submission date. It is very important that timesheets are received by the stated date or your staff may not get paid. Please also allow for a slower postal service at this time of year. For peace of mind, simply email your timesheet to:

timesheets@penderelstrust.org.uk

Email Addresses

As has been mentioned in our previous newsletter, we are moving over to a new system for payroll which will allow you to submit timesheet information electronically. This transfer will take place on a rolling basis over the coming months and we will let you know what you need to do and when. We will need a valid email address for every payroll customer in order for this system to work. If you don't have an email address, we can help you set one up.

HMRC Correspondence

Previously, all correspondence from HMRC would be sent directly to us provided you had signed and submitted a 64-8 form. However, since the introduction of General Data Protection Regulation (GDPR) earlier this year, HMRC will now only send correspondence directly to you as the employer. From now on, if you do receive any correspondence from HMRC, please send it on to us and we will take any action required as previously. Thank you for your co-operation with this.

Tom mixes with the stars!

Thomas Langfield is a young man with learning difficulties. Supported by our team in Worcestershire, Tom organised and saved for a trip to Blackpool. A highlight of the trip for Tom was a visit to Madame Tussauds, the waxwork museum. Tom loved mingling with the stars and even got the chance to play on the drums with Queen!

New Timesheet Codes

If you have requested new timesheets, you may notice that your timesheet code has changed. This is simply because we have moved to a new software system and is nothing to worry about.

Employer Update

PA Annual Leave

It is really important that your PAs take all their annual leave during the year. For most PAs, the annual leave year ends on 31st March 2019. If your PA still has leave to take this year, it would be a good idea to ask them when they want to take time off so you can plan for replacement cover. It is a condition in most PA contracts that they cannot roll over their annual leave to next year or be paid in lieu of annual leave.

Direct Payment User Survey

Enclosed with this newsletter is a short questionnaire about what it is like to have a direct payment and be supported by Penderels Trust. Your replies will help us plan for the future. We would be very grateful if you could complete and return the questionnaire in the freepost envelope, it should only take a few minutes. As a thank you for your time, you can enter a prize draw to win one of five prizes of £20 worth of high street vouchers.

