



Merry Christmas to you all from the staff at Penderels Trust!

Once again it has been a very busy year, with lots of changes and exciting new developments.

I want to thank everyone who took the time to complete our Direct Payment user survey earlier in the year. We are using the information gathered to not only improve our services, but also to hopefully have an impact with external bodies. We believe that direct payments are invaluable in allowing people to live the life of their own choosing, and we will continue to work towards

improving what is on offer.

This year we have worked with more people than ever before and now provide services in new areas including Derbyshire and Doncaster. We hope to continue this in 2020 and are looking forward to working with all of our partners, customers and other organisations to improve all of the services on offer

to people with disabilities. Finally, I want to thank all of Penderels Trust's staff for their hard work and dedication throughout the year.

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

Gary Jones
Chief Executive

New Chair for the Trust

All at Penderels Trust would like to say thank you to Monica Macheng who retired as Chair of Trustees at our Annual General Meeting in November after heading up our board for two years. Monica has led us through a very busy period for Penderels Trust and an uncertain one for the sector as a whole. We wish her all the best for the future.

Our new Chair of Trustees is Veronica Cotterill, who joined our Board in May 2018. Veronica's background is in the NHS where she held a number of roles at Director and Chief Executive level. Veronica is looking forward to leading the trust as we continue to deliver our Strategic Plan for 2019-2022.



We are also pleased to welcome Philip Collis to our Board. Phil is a stroke survivor with a keen interest in patient and public involvement. He has worked with many organisations both in the UK and abroad, improving patient research and services. Phil is looking forward to supporting the Trust in meeting our challenges and to increase our profile in the sector.



New Look for Penderels Trust

You may have noticed that we have introduced a new visual style in this issue. We think the new brand gives a much friendlier feel to our organisation, we hope you agree!

The characters have been created for us and whilst most are not based on any particular person, one character is based on Sue Riley, who recently retired. The new 'Penderels dog' is also based on her dog, Wilson.

Our Annual Report 2019 is the first document using this new imagery. If you would like to read our report, you can find it on our website at

www.penderelstrust.org.uk/pdf/Penderels_Trust_Annual_Report_2019.pdf

or contact us at head office to request a copy.

Senior Management Changes

We are pleased to welcome Kate Soanes as our new Contracts and Business Development Manager.

Kate has worked in the health and social care sector for over ten years in a number of roles including service development for the NHS and most recently as the Operations Manager for a nursing agency. Kate will support with the operational development of our organisation, ensuring we continue to provide high quality services in our existing contract locations. She will also be helping us to identify other areas in which we can support people to benefit from our services.

We also welcome Lisa Collins to the senior management team. Following the retirement of Sue Riley, Lisa has been promoted to regional manager, with responsibility for a number of our contract areas and our Payroll Bureau. Lisa had previously worked as service manager for our Warwickshire Direct Payment team.



Farewell after over 30 years

Thursday 7th November 2019 was a very emotional day at Penderels Trust. We said farewell to Sue Riley, our regional manager, who has been with the Trust since it began in 1988 and was one of the original team of 4 staff working for Penderels Trust. As well as being responsible for a number of contract areas, Sue was the manager of our Payroll Bureau which has grown beyond recognition since it opened over 20 years ago.

We held a farewell lunch for Sue where staff, including past Penderels Trust friends and colleagues, trustees, customers

and colleagues from our local authority partners, joined Gary Jones, CEO, in giving thanks to Sue for all she has done for the Trust during this time.

She was presented with a number of gifts including a handbag and purse, jewellery, flowers as well as a framed bespoke drawing of Sue and the things important in her life including her dog, Wilson, her family, her caravan, Rod Stewart and a bottle of Bacardi!

Sue said "Penderels Trust has never been just a job to me, it has been my life's work and I can honestly say I have been

very fortunate to have loved it. I can't say there have not been lots of challenges along the way, but with the support of everyone pulling together, we have overcome those challenges and got better as we have moved forward.

I want to say a big thank you to everyone who has supported me over the years, I know Penderels Trust would not be where it is today without the dedication and support of you all."

Sue will be very much missed by her friends and colleagues and we wish her all the very best in her retirement.



Home Ownership for people with Long-term Disabilities (HOLD)

HOLD is a Government approved shared ownership model designed to enable people with disabilities to part buy a home of their own and MySafeHome can help them to do this, even if they can't work due to their disability. HOLD is based on an interest-only mortgage (paid by Support for Mortgage Interest) payable on the buyer's share of the property with the capital being repaid once the property is sold. The remaining share is owned by a housing association that charges rent

(covered by housing benefit) on it.

A deposit for the property will be required (usually about 10% of the property value) which is usually between £15,000 and £20,000. To qualify for HOLD a number of criteria must be filled e.g. the buyer must be aged 18+, in receipt of a care package and certain benefits and unable to work in conventional employment. MySafeHome has helped almost 1,400 people living with disabilities to realise their

dream of home ownership, some of those receive direct payment support from Penderels Trust. As well as the obvious benefits of living in a home of your choice, with the security that brings, many people have reduced their care needs and the costs of care too.

For more information and to find out if it is an option for you or someone you care about, please call **02476 402211** or visit **www.mysafehome.info**

Mortgages for People with Disabilities or Support Needs
mysafehome[®]
 Turning Hopes into Homes

Employer News

Change to PA Terms and Conditions Timescales

From 1st April 2020, the law is changing and new employees must receive their Terms and Conditions of Employment on the first day of their employment and not within the first 8 weeks as it currently is.

If you would like your independent living adviser to help you to produce Terms and Conditions for a new member of staff, you must give us at least one week's notice so we can get them to you in time.

Auto Enrolment Invoices for Payroll Customers

Our auto enrolment into a workplace pension scheme is an integral part of our payroll service. This scheme is charged for separately and the rates depend on the eligibility of your employees and the payroll service you receive. The auto enrolment service is invoiced annually in arrears. This means that the invoice you will receive in April/May 2020 will be for the year April 2019 to March 2020.

Thank you

Thank you to all of you who responded to our request for volunteers to become part of our pilot group for the new payroll system. We had a great response and look forward to working with you to develop a system that really works for our customers.

Rajeev gets Gold!

Many congratulations to Rajeev Bagga who won the Gold medal in the mixed doubles 50+ World Senior (Master) Badminton Championship 2019 in Katowice, Poland. Rajeev works as a personal assistant (PA) for Martin who is supported by our Coventry team. Both Rajeev and Martin are British Sign Language (BSL) users and are profoundly Deaf.



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:

Tuesday 24th December - close at 1.30pm

Wednesday 25th December - closed

Thursday 26th December - closed

Tuesday 31st December - close at 3.00pm

All our local offices will close at 1.30pm on Christmas Eve and re-open on Thursday 2nd January 2020 with the following exceptions:

Closed on Christmas Eve:

Salford

Open as per Head Office:

Lincolnshire, Coventry, Worcestershire
Appointeeships (9am to 3pm)

Open as Head Office but closed on Friday 27th December:

South Yorkshire, Derbyshire,
Warwickshire Appointeeships

Open on New Year's Eve until 3pm:

Wakefield

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.

