

Penderels Trust

Annual Report 2013



Penderels Trust
Opening the Door to Independent Living



Penderels Trust
Wheler Road, Seven Stars Estate,
Coventry, CV3 4LB.

Tel: 0845 0500 682
Email: enquiries@penderelstrust.org.uk

Penderels Trust Payroll Bureau
Fairfield Court, Wheler Road, Seven Stars Estate,
Coventry, CV3 4LJ.

Tel: 0845 6000 651
Email: payroll@penderelstrust.org.uk

www.penderelstrust.org.uk



Penderels Trust
Opening the Door to Independent Living

“ 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. ”

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

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A word from the Chairman

This year sees Penderels Trust celebrating our silver anniversary. We originally thought of having a celebration which included our hard working staff, trustees and some of our service users who have made a significant contribution to the work of the Trust over many years. However, very sadly, the trustees have come to the view that in these difficult financial times spending even a relatively small amount of money on a celebration would be inappropriate. This is not to deny the tremendous work the Trust has done since its inception and the contribution that staff and trustees have made to the success of the organisation in meeting its original aims - to support people to live independently in the community.

Society has changed beyond recognition over the last 25 years, but in this time of austerity we are once again facing decisions that are more about balancing the books rather than supporting individuals to achieve their independence.

Whilst accepting the pressure local authorities are under to make cuts, the stark reality is that unfortunately elderly and disabled people are an easier target than many others. A fundamental change is needed to raise the status of those individuals of all ages who, through age, disability or infirmity, need support. This is not solely a local issue and, until government accepts that in a caring society we must put those who need support first, the situation will continue with services being cut and people put at risk.

You will read in this report the excellent work that has taken place throughout the country by our staff teams led by our Chief Executive, Jackie Wakelin. Despite the pressures described above, I know our staff are committed to providing the best advice and support they can to the many people throughout the country who we are privileged to support.

Penny Collard | Chairman

Governance – April 12 to April 13

At the beginning of the above period, the Trust was governed by a total of six Trustees, all of whom were also Directors of the Company. There were eight Trustees from October 12 following the appointment of Andy Berry and Kenneth Barrett and nine following the appointment of Patricia Sadio in February 13. We are pleased to welcome our new Trustees to the Board and thank all Trustees for their valuable contribution during the year.

Penny Collard	Chairman
Dick Harris	Vice Chair
Peter Collard	Trustee
Sarah Henson	Trustee
John Finnie	Trustee
Andy Wright	Trustee
Andy Berry	Trustee (started October 12)
Kenneth Barrett	Trustee (started October 12)
Patricia Sadio	Trustee (started February 13)

“ It enables me to have exactly what I want. ”

Chief Executive's Report

I am delighted to report we commenced our twenty fifth year of operation as of May 2013. Sadly, any celebrations have been put on hold as we work towards remodelling our services and focus on the creation of cost savings.

The past 12 months has certainly been one of continuous change. The departure of the director of operations, the constant drive to make savings whilst providing quality services, and the search for new income streams, all combined to make the past 12 months a challenging time.

Individual choice and empowerment are words that are, rightly, associated with service provision for disabled people. But this comes at a price for those delivering services, as competition increases in a reducing market place.

As a result, we have had to make some difficult decisions. Redundancies, office closures, and staff under pressure to meet tight time lines, have all combined to make the working environment less attractive. But if we failed to make these choices, the company as a whole would be facing a much bleaker future than at present.

Despite the above I believe the services we provide are still of the highest standard as demonstrated by comments taken from our Annual Quality Review throughout this report. Existing services such as Third Party Supported Accounts and appointeeships continue to grow and help to maintain the independence of those who find financial management difficult.

New services, such as acting as a Suitable Person on behalf of vulnerable individuals, provides yet another level of support, and partnerships with private companies has opened up opportunities for us to support self-funding individuals who may otherwise have fallen through the net.

Even our payroll bureau, so long a provider of high quality volume services, has not been immune to the effects of the current financial situation. We have therefore recently introduced our Payroll Plus Service, (a combined payroll and employment advice service), and are now looking for opportunities to increase our share of the online market with the introduction of a basic, no frills service.

Our most successful area of growth and development is via the newly created Clinical Commissioning Groups who have replaced the long established Primary Care Teams, and have responsibility for commissioning health services in the community, for example personal health budgets.

The appointment of our new operations manager, Gary Jones, has also had a significant effect on the operation of the company, particularly in the delivery of services and the level of support offered to senior staff. In addition, we also welcomed three new trustees in the year (see report on 'Governance').

As expected, the past twelve months have not been easy and they presented us with the sort of challenges which, I believe, will continue for at least the next two years. But it is thanks to the hard work and commitment of our trustees, and staff at all levels within the organisation, that Penderels Trust is able to support so many individuals to achieve independence and fulfil their aspirations.

Jackie Wakelin | Chief Executive

October 2013

“ It has helped me to learn to live with my disability and helped me to live independently and cope better. ”

Operations Manager's Report

Over the past 12 months, we have continued to see the effects of reductions in local authority budgets and government spending reviews, with funding squeezed for many key services supporting people utilising direct payments. Whilst the challenges of reduced budgets, the increasing use of Frameworks and decommissioning of contracts, are fundamentally changing the ways in which we do business, the year has seen us adapting and developing new services which will enable the Trust to look forward to the future positively. We continue to work productively with those organisations with whom we contract and we are developing a range of innovative services that have been positively received by both new and existing contractors.

The last 12 months has seen us consolidate our position within the sector, and we currently contract with 35 separate local authorities. We continue to examine opportunities to increase this, both in terms of the geographical locations in which we operate and in the range of services we are able to provide.

A key to our ongoing success is in providing innovative, value for money services that provide solutions for a range of needs for both commissioning organisations and individuals. Our Third Party Supported Account (TPSA) provision continues to be very popular, and we have seen significant growth in the last year both in the number and the locations in which this service is delivered. We have further developed our appointeeship service, and have recently developed a Suitable Persons offer which is now being delivered in North Wales and is being rolled out to a number of other local authorities.

On the theme of innovation, over the past year we have significantly developed our Personal Assistant (PA) Finder service. PA Finder is an online tool that allows PAs who are looking for work to post their details and for individuals looking for support to be able to access a list of suitable staff to meet their needs. The PA finder has been in

operation for some time in Derbyshire, Gloucestershire and Cambridgeshire and this year has extended to North Wales. In addition, we are currently in the process of developing the service in a number of other regions across the country.

An exciting area of development for Penderels Trust is in the growth of Personal Health Budgets (PHB), something which was mentioned in our annual report for 2012. The Department of Health have recently announced that from October 2014, individuals receiving NHS continuing health care (NHS CHC) will be given the right to have a PHB. Clinical Commissioning Groups (CCGs) will therefore be required to develop the capacity and capability to deliver PHBs. To this end, I am pleased to report that we have enjoyed a very successful pilot in Cambridgeshire where we have worked in partnership NHS Cambridgeshire and Peterborough to promote the uptake of PHBs. Separately to this, we have held preliminary discussions with a number of health authorities and CCGs across the country to discuss the ways in which Penderels Trust can help to make the choices available through PHBs a reality.

“ 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. ”

Further developments which have already taken place or which are currently in progress include the development of training services to both authorities and individuals. We have been awarded a grant to deliver training in Staffordshire on 'The Principles of Managing your own Care Staff', and this experience is allowing us to develop further training provision in response to a number of similar grant-funded opportunities.

We have invested in our IT and infrastructure over the past 12 months in order to allow us to prepare for growth in payroll and TPSA services. The capacity that this offers us will enable the organisation to grow over the coming years, as we look to extend our offering into areas such as the provision of low-cost, basic payroll and in delivering a range of other administration and support functions to both authorities and individuals.

Through the dedication and hard work of our staff together with the support of our service users and trustees, I am proud to say that Penderels Trust continues to offer effective support to over 12,000 individuals right across the country. Despite the challenges posed by the harsh economic climate we currently face, we continue to look at ways in which we can expand the services and opportunities that are available to those with whom we work. The Trust is proud to remain at the forefront of promoting and delivering high-quality, person-centred services and we look forward to a brighter year ahead.

Gary Jones | Operations Manager

October 2013

“ It has meant that I have been able to go out and about without my parents to do things I want to do e.g. cinema, theatre, tea out, bowling and golf. ”

Report of the independent auditors to the members of The Penderels Trust Limited

We have audited the financial statements of The Penderels Trust Limited for the year ended 31 March 2013 which comprises of the Statement of Financial Activities, the Balance Sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and the Financial Reporting Standard for Smaller Entities (effective April 2008) (United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities).

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of trustees and auditors

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the trustees; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Report of the Trustees' to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2013 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Opinion on other matter prescribed by the Companies Act 2006

In our opinion the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption in preparing the Report of the Trustees.

Muhammed Shabbir ACA FCCA | Senior Statutory-Auditor

For and on behalf of Armstrongs Accountancy Limited, Chartered Accounts and Statutory Auditor. 1 & 2 Mercia Village, Torwood Close, Westwood Business Park, Coventry, West Midlands CV4 8HX

Date: 01/10/2013

The Penderels Trust Ltd

Balance Sheet as 31st March 2013

	Notes	2013 £	2012 £
FIXED ASSETS			
Tangible assets	13	69,852	46,648
CURRENT ASSETS			
Debtors	14	484,558	714,916
Investment	15	1	1
Cash at bank and in hand		641,878	561,499
		<u>1,126,437</u>	<u>1,276,416</u>
CREDITORS			
Amount falling due within one year	16	<u>(150,170)</u>	<u>(142,061)</u>
NET CURRENT ASSETS			
		<u>976,267</u>	<u>1,134,355</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			
		<u>1,046,119</u>	<u>1,181,003</u>
NET ASSETS			
		<u><u>1,046,119</u></u>	<u><u>1,181,003</u></u>
FUNDS			
	19		
Unrestricted funds:			
General fund		916,997	1,026,651
Restricted funds:		129,122	154,352
		<u>1,046,119</u>	<u>1,181,003</u>
TOTAL FUNDS			
		<u><u>1,046,119</u></u>	<u><u>1,181,003</u></u>



“ A Direct Payment allowed me to achieve much more in my life. ”

“ It is reassuring to know that they are supportive, accessible and helpful. ”

“ It has helped me to learn to live with my disability and helped me to live independently and cope better. ”