

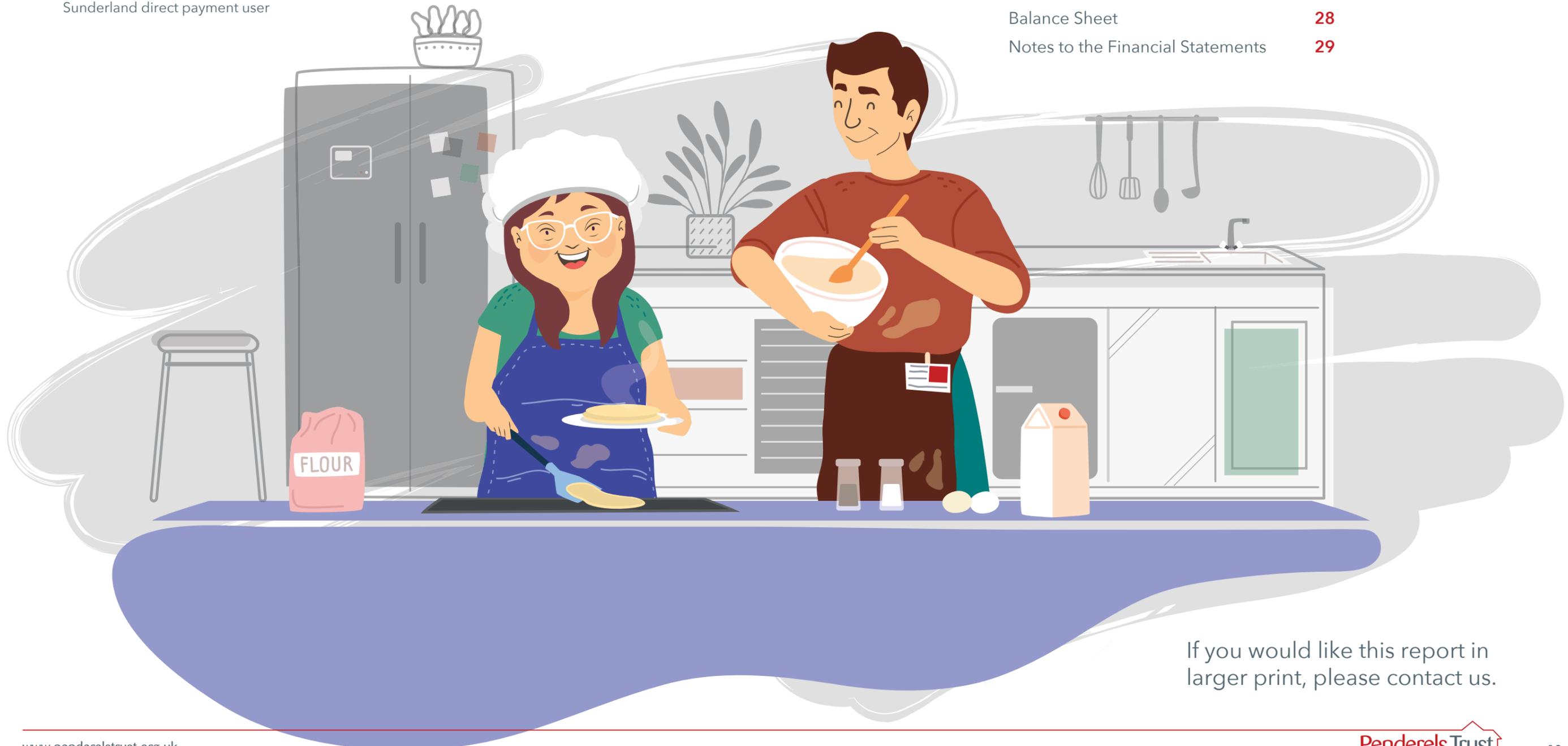
Annual Report

2019



“It has given my daughter the opportunity to learn that there are other people that can help her and it has given her a friend when she had none. This has in turn helped her to grow in independence and confidence.”

Sunderland direct payment user



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A word from the Chair

2018-19 has been another busy and exciting year for Penderels Trust. In my statement last year I referred to the launch of our new Business Plan and Strategy in 2019. In this report you will read more about the new strategy, together with the work that the team has undertaken to ensure that it is designed with the needs of our customers at the centre.

This year has seen Penderels Trust achieve a record turnover, and the work undertaken by our teams puts us in a strong position to meet the challenges of the future. Crucially, we have worked to ensure that the organisation is on a stable footing financially, with the ability to invest in our services and continue to develop the important work we do. Whilst funding continues to be tight for charities and those involved in the social care sector, we have continued to grow through managing our resources efficiently and by identifying new opportunities.

Penderels Trust is in a privileged position as the largest independent provider of Direct Payment support and guidance. Throughout our history, Penderels Trust has developed a record of identifying potential barriers to individual choices for independent living and for coming up with innovative solutions. Our work brings us into contact with a wide range of organisations and government bodies. As this work develops, we have been able to understand how decisions made in one area can fundamentally affect the choices an individual can make. In this report, we have summarised the outcomes from the customer survey we conducted in early 2019; it is clear that whilst Direct Payments are seen as overwhelmingly a positive choice, there is still a way to go in making

the system straightforward enough for a large number of people to make this choice.

In response to this, as part of our strategy we are making a clear commitment to becoming an influencing voice on this matter. We want to act as an adviser to the sector, to liaise with government and public bodies who may be unaware of the impact specific policy decisions have on the individuals we work with. We also want to promote the understanding of and value attached to those who work independently as carers or personal assistants with our client group - to become the voice of the direct payment user.

I must thank our management team and my fellow trustees for all of their work in the past 12 months. This has been a year of significant development, and I am excited to see how we take the many achievements of this year into the future. To this end, I would also finally like to thank all of Penderels Trust's hardworking staff, who continue to provide the highest quality advice and support to the thousands of people we work with.

Monica Macheng
Chair of Trustees

A family friend makes the perfect PA for Annie

Annie is a 29 year old lady from Sunderland. She has learning disabilities. Annie and her mum, Alison, felt that employing a personal assistant (PA) would be the best way to meet Annie's needs.

Annie was referred to our Sunderland team with support from her social worker. Working closely with the family, the social worker and Penderels Trust, it was agreed that Annie would have 15 hours of support a week to help her with a broad range of issues including helping to maintain her health and safety whilst helping her to engage with the local community. The support package also provides respite for her family, particularly Mum.

The family had already identified someone who could work as Annie's PA, a family friend who Annie got on well with.

"I enjoy going on walks with my PA."

Annie, Direct Payment User

Penderels Trust's independent living adviser, Ralph, helped to set up Alison as the employer, supported them to recruit the PA safely, going through the formal recruitment process even though they knew and trusted her.

Since the PA started working for Annie, she has been exercising a lot more and she is already more fit and healthy. Annie's quality of life has improved in many ways, she is managing her own personal hygiene better and she is eating more healthily. As well as the physical benefits, Annie is opening up more and interacting better with other people.

Mum, Alison, has said that having a PA has taken a lot of the pressure off her and she can now spend more quality time with her family.

"It is so good to have a PA I trust that I can leave my daughter with and know that she will be alright."

Alison, mum

Pictured: Steven on his bike with PA Liz and fellow rider George.



Steven and Liz take the lead

Steven is a man in his 50s who has physical disabilities following a diving accident in America back in 1998. Steven is paralysed from the shoulders down and has limited arm movement and uses a wheelchair. At the end of 2014, he was diagnosed with osteoarthritis of the spine following years of chronic pain.

Steven has been supported by Penderels Trust since 2002 when he first moved into his own home following his accident. He spent some time in a residential home until his custom-built bungalow was ready. Before Steven moved in, he was contacted by a Penderels Trust independent living adviser (ILA) in our Wakefield team. His ILA steered him through the processes of recruitment, payroll and managing the direct payment account. He continues to be supported by his ILA and says 'the support has been a real comfort knowing all I have to do is pick up the phone if I need help with managing employment issues'.

Despite the physical disabilities and chronic pain Steven lives with, he says that 'rather than being a victim of pain, I choose challenges to focus on'.

Steven's most recent challenge has been to cycle 294 miles over 4 days from London to Paris as part of a charity bike ride with 150 other cyclists, raising funds for the Royal British Legion. He used a specially adapted e-bike which enabled him to tackle the hills and long distance rides.

Steven was accompanied on his challenge by his personal assistant, Liz, who not only cycled alongside him on her own bike but ensured all his needs were met throughout the day.

Steven and Liz's efforts during the event were recognised by the ride captains who promoted them to lead the 150 cyclists from the outskirts of Paris up the Champs-Élysée to the finish line at the Arc de Triomphe. Liz and Steven were given a standing ovation at the gala dinner and were named 'most inspirational duo'.

Steven says 'Ultimately, I couldn't take part in a fundraiser like this or even go out for bike rides if I didn't employ personal assistants who are able to promote my independence, ensuring all my needs are met. Penderels Trust continues to play a key role in payroll, helpful advice and assistance whenever needed.'

Governance

During the period of this annual report and onward into this financial year, the Trust has been governed by a total of 7 Trustees.

We wish to thank all Trustees for their valuable contribution.

Monica Macheng (Chair)

Dick Harris (Vice Chair)

John Finnie

Yvonne Barnes

Veronica Cotterill (joined May 2018)

Andrew Ford (joined June 2019)

Philip Collis (joined September 2019)

“Penderels Trust helped me to find support so I can stay safely in my home.”

Wakefield direct payment user



Chief Executive's Report

Over the past couple of years, Penderels Trust has undergone some of the most significant changes that have occurred in our 30 year history.

As an organisation that is committed to enabling people to live independent lives of their own choosing, we have taken the opportunity to reflect upon not only our own place in the Health and Social Care sphere, but also to look at the impacts of Direct Payments and Personal Health Budgets more widely. Our aim in this is to ensure that we are at the forefront of promoting choice and control for users of social care services and to reflect the needs and wishes of those we support.

During the period covering 2018/19, we have embarked upon an ambitious new programme to consult with our customers and develop a new strategic plan that responds to the needs of those we support. Our annual report reflects these ambitions and marks a clear change in our approach that responds to the needs of everyone we come into contact with.

In early 2019, we instigated a survey of our users that looked not just at their experience of using Penderels Trust, but also their experience of being a direct payment user. Despite being an integral part of the social care landscape, it was clear that no government body or other organisation had attempted to get a national picture of this group prior to this.

Within this report, there is a summary of our findings which make vital reading for anyone interested in the future of self-directed care services. It was pleasing to note that the responses largely endorsed our view that direct payments offer the best way for individuals to control their own lives, but they also highlighted some of the barriers that people face when making this choice.

The findings of our survey can be found in greater detail within this report. The survey itself has been used as the basis of our new strategic plan, which outlines a three year vision for both the development of Penderels Trust and, more importantly, for the wider direct payment sector.

The strategic plan is based upon a very simple vision – **A world where disabled people can just get on with their lives.**

For Penderels Trust, this means we will offer a service that:

- Enables people to have a direct payment if that is their choice.
- Provides the right support and information, at the right time and in the right format for the individual.
- Offers flexibility, independence and peace of mind.
- Influences the direct payment sector, and generates appropriate, innovative solutions to the challenges our users face.

“A direct payment has given my son the freedom and the opportunity to do things he would never have done.”

Lincolnshire direct payment user

2018-19

Over the 12 months covered by this report we have continued to grow, with annual turnover from business activities reaching the highest level in our history of c. £5.1 million. This growth is largely attributable to the increase in provision of our new services, particularly appointeeships. Whilst direct payment advice continues to be the core of our organisation, the diversification into new areas of service enables us to mitigate against the ongoing difficulties faced by the social care sector.

In 2018, we celebrated our 30th anniversary and moved to our new head office in Coventry. In last year's annual report, we highlighted the impact of the changes that we have undergone, and I am pleased to say that the successful move has enabled the organisation to move forward in improving our overall infrastructure.

Our new strategic plan is reliant on all of our team being able to work together efficiently, which is something we are much better placed to achieve thanks to the move.

As well as developing the strategic plan, we have also continually improved our organisational governance over the past 12 months. In 2019, we have appointed two new members to the board in Andrew Ford and Philip Collis.

Andrew Ford has recently retired from his role as Corporate and Public Affairs Professional at an energy company and has operated at UK, European and international levels. He has successfully influenced legislative and reputational change and shaped communication agendas and strategy at organisation and sector level. We are confident that Andrew will bring valuable skills to the board, helping us to achieve our aims and objectives moving forwards, particularly at sector and Government level.

Philip Collis is a stroke survivor with a keen interest in patient and public involvement. He works with many organisations including NHS England, National Institute for Health Research (NIHR) and European Respiratory Society. Phil looks forward to working with Penderels Trust to help us continue to provide the best service we can for the people we support.

We are certain that the experience both bring to the board will assist us in all of our future developments, and we also continue to look for new board members who will complement the existing team.

In 2019, we have also reviewed a number of key policies, including those on reserves and investments. By thoroughly reviewing our financial governance, we are able to ensure that both the future of the organisation is secure and to plan for new developments in the medium and long-term.



What are we doing in the future

The new strategic plan is underpinned by our business plan, which recognises that everything we do should meet the aims we have identified. This focus on our mission should ensure that the services we provide continue to be those that our customers truly need.

One of the key objectives that we have also identified is to become the voice of direct payment users across England and Wales. Our work brings us into regular contact with outside agencies, including HM Revenue & Customs, the Department for Work and Pensions and other bodies whose decisions impact directly upon the people we support. Our aim is to ensure the needs of direct payment users are taken into consideration in central decision making processes. To this end, the results of the survey referred to in this report are being developed into a White Paper which we will use to further our discussions with local and central government bodies.

Alongside direct payment users themselves, a key focus of our plans is the development and recognition of the personal assistant (PA) role. Most of our customers use their direct payment to employ their own staff as PA. As well as continuing to develop our PA Finder and PA recruitment services at an operational level, we now have the opportunity to influence the development of the PA role at a sector and national level.

Claire Bickford, Regional Manager, is now a member of the Skills for Care PA Steering Group. The key aims of the group are to act as a forum of influence and direction to inform national thinking and policy development and to work with national stakeholders to shape and develop solutions for specific issues related to direct payment employers and their PAs.

Claire is also now a member of the Department of Health and Social Care's Advisory Group. The group has recently worked on the second phase of the 'Every Day is Different' social care national recruitment campaign. Unlike phase one, the second phase includes a focus on direct payment employers and Claire has been working with the group to ensure the publicity material meets the needs of the target audience.

I want to pass on my thanks to our customers who have provided an invaluable contribution towards our new strategy this year. The survey we carried out was reliant upon the honest feedback we received from the users of our services, not just about Penderels Trust, but also about their experiences as users of social care. This engagement will allow us to present the case that direct payments are

truly vital in allowing people the choice and independence they need. Our mission has to be to take this forward and influence decision makers in all areas to make this process as straightforward as it can be.

Finally, I would like to pass on my thanks to everyone who works at Penderels Trust for their continuing hard work and support. We have been at the forefront of independent living for over 30 years and continue to deliver innovative services that help people live the lives of their choosing. It is only through the dedication of our staff that we are able to do this successfully and we look forward to continuing this vital service.

Gary Jones
Chief Executive



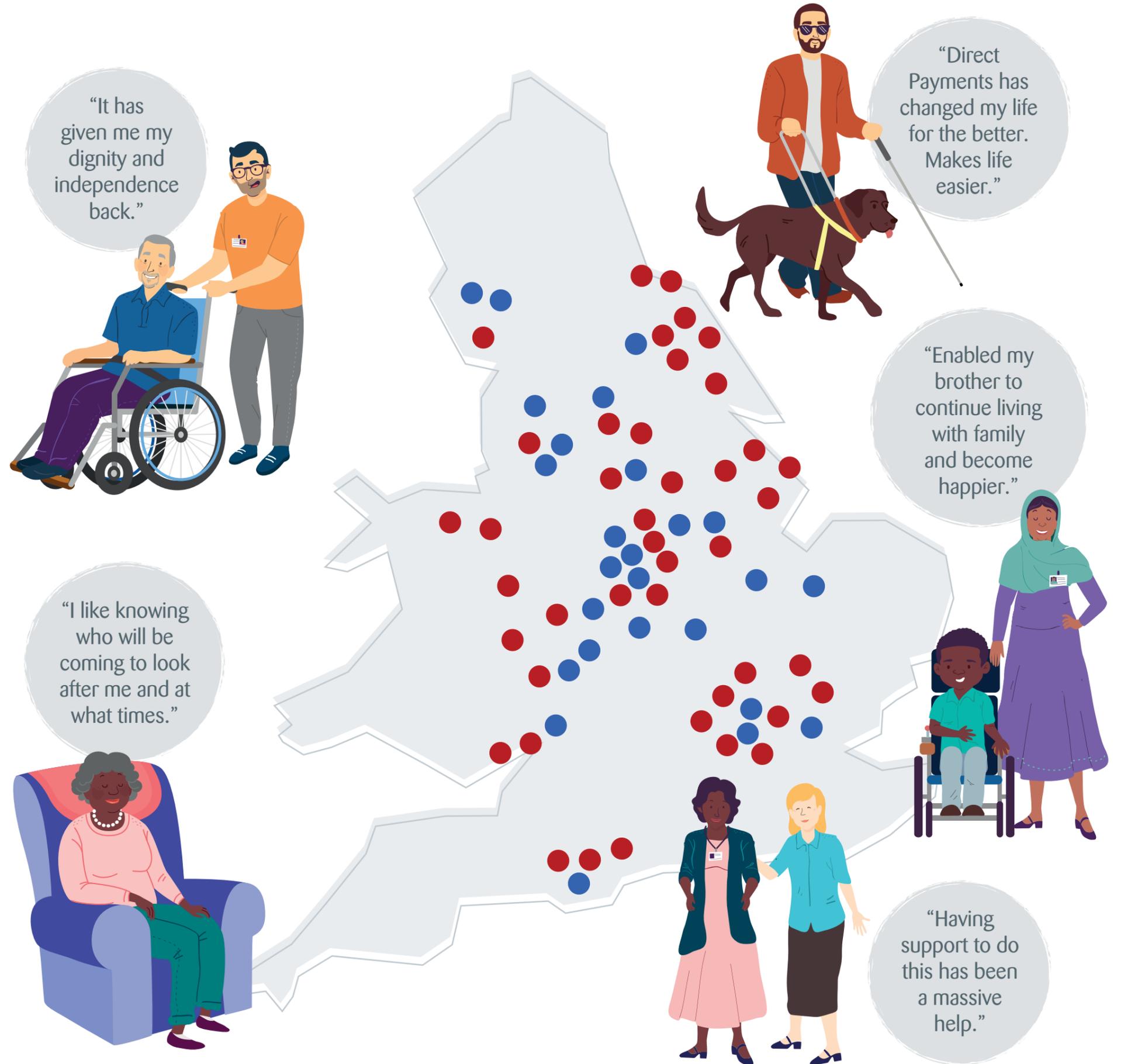
Areas of support

Local Authorities

- Barnsley
- Bath & North East Somerset
- Birmingham
- Bracknell Forest
- Brent
- Bristol
- Bournemouth
- Cambridgeshire
- City of London
- Coventry
- Cumbria
- Derby
- Derbyshire
- Doncaster
- Dorset
- Ealing
- East London
- East Riding of Yorkshire
- Flintshire
- Hartlepool
- Herefordshire
- Lincolnshire
- Middlesbrough
- Newport
- Nottinghamshire
- North East Lincolnshire
- North Lincolnshire
- Poole
- Rotherham
- Salford & Greater Manchester
- Sheffield
- Shropshire
- South Gloucestershire
- Sunderland
- Wakefield
- Waltham Forest
- Wandsworth
- Warwickshire
- Westminster
- Worcestershire
- Wrexham
- York

Clinical Commissioning Groups (Personal Health Budgets support)

- Birmingham
- Bolton
- Bristol
- Bury
- Cambridgeshire & Peterborough
- Central Midlands
- Dorset
- Gloucestershire
- Greater East Midlands
- Croydon
- London Wandsworth & Merton
- Manchester
- Midlands & Lancashire
- Nene & Corby
- Nottinghamshire
- Northamptonshire
- North Cumbria
- North Tees
- Salford
- Sandwell
- Sheffield
- South London
- South Tees
- South Warwickshire
- Warwickshire & Coventry
- Wakefield
- Wolverhampton
- Worcestershire



Direct Payment User Survey Report

Purpose and Background

We wanted to test whether having a direct payment to meet care and support needs increases the quality of support provided and enables life outcomes to be better achieved. We wanted to use the results to inform our strategic plan for 2019-2022 to ensure our thinking and plans met the current and predicted needs of the people we support.

As the largest provider of direct payment support services in England, we have direct

contact with over 15,000 direct payment users. These users cover all client groups and are dispersed across England. Some will be long term direct payment users and some will have only recently embarked on their direct payment journey. Many will be employers but some will use an agency for their support. This put us in an excellent position to carry out research to find out what they think about having a direct payment and being supported by Penderels Trust.

Research Methodology

A short questionnaire was sent out to all direct payment users who receive the Penderels Trust newsletter both in hard copy or electronically.

 The total number of surveys received was 686 (6.7% response rate).
686

 539 hard copy questionnaires were returned (6.3% response rate).
539

 147 online questionnaires were returned (8.6% response rate).
147

The results


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

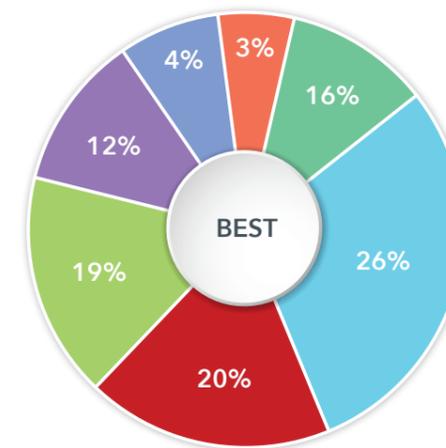

70%
Found the process of being an employer easy


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.



- No stress/peace of mind
- Choice and control over care
- Flexibility to choose PAs
- Able to access activities
- Other
- It's easy
- Gives respite

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.



- Nothing
- The paperwork/admin
- Responsibilities as an employer
- Problems with Penderels Trust/lack of support
- Other
- Timesheets/paying staff
- Recruiting PAs

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.

Trustees' Report and Financial Statements

For the year ended 31st March 2019

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31st March 2019.

The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

Objectives and Activities

Principal activities, aims and objectives

Penderels Trust was established with the objective of enabling disabled individuals to live independent lives in the community by employing personal care assistants or agency support. More recently, with the implementation of personal budgets and personal health budgets, Penderels Trust has enabled individuals to establish and achieve personal life objectives in addition to a care-based support. Originally services were only delivered with the City of Coventry but, in line with our Articles, have now expanded nationally.

The principal activity of the charity is to enable disabled individuals to live independently in the community and achieve pre-determined life outcomes.

In order to support them Penderels Trust provides a range of services, namely:

- Costing services, assisting with the recruitment of privately employed care staff or helping to set up agency support
- Payroll and auto enrolment services
- Managed accounts
- Appointeeship and Deputyships support
- Support planning and brokerage
- Training for professionals and advice on training for disabled individuals

- PA Finder service
- Peer and network support
- Suitable Persons services

Charitable services and activities provided are overseen from head office in Coventry, and delivered from 11 regional offices in England and Wales, some of which provide services to one or more local authority or NHS areas.

Strategic aims

Our strategic aims are to:

- Continue to deliver high quality services that enable disabled people to live independent lives in the community via:
 - Personal Health Budgets
 - Managed Accounts
 - Appointeeship and Deputyship services
 - Continue to develop partnerships with both not for profit and private companies in order to strengthen our offering
 - Build on our PA Finder service

Public benefit and significant activities

The trustees confirm that they have referred to the guidance contained in the Charities Commission's general guidance

on public benefit when reviewing charity's aims and objectives and in planning future activities. The trustees have also considered how planned activities will contribute to the aims and objectives of the charity.

Penderels Trust is of benefit to the public as it supports adults with physical and learning disabilities, sensory impairments and mental health support needs. We also support older people, children with disabilities and their families, carers and those of any age with special needs. Individuals are enabled to live independently by providing them with information, advice and support on independent living issues including how to employ their own staff or contract those from an agency. We also support individuals to achieve their personal aspirations and life goals by assisting them

to access services that meet their stated needs, or by purchasing equipment or services that assists them to maintain their independence.

We provide a payroll service to ensure individuals comply with their legal obligations as employers, particularly with regard to auto enrolment into a pension scheme. For those individuals who are the most vulnerable, we work in partnership with local authorities, the NHS and the Department of Work and Pensions to assist them to maintain their independent lifestyle without the anxiety created by money management. This may include debt management.

We engage with individuals in their own homes or by setting up support groups to enable them to discuss relevant issues and thereby act as a self-help group.

Strategic Report

Achievement and performance

Development, activities and achievements

The trustees consider the performance of the charitable company continues to be satisfactory.

In this, our 31st year of operation, officer time has been provided to assist around 15,100 (2017/2018: 14,850) individuals nationally.

The number of local authority areas has remained relatively stable at 40 local authority areas (2018: 41), with framework agreements being more prevalent than block contracts. We therefore provide services in just over a quarter of all of local authority areas in England and Wales. We also provide services in nearly 30 NHS or CCG commissioning areas (although there is an overlap in some areas), supporting them with the delivery of personal health budgets.

Managed accounts service

We support over 6000 individuals through our Managed Accounts service. Those in receipt of a managed account are often individuals who may have experienced difficulty in managing their care and/or associated finances and are only able to maintain their independence with our support. All managed monies are held in a separate account and are audited annually.

Appointeeship services

We are an appointed representative for the Department of Work and Pensions which enables us to deliver an appointeeship service. Individuals are supported to manage their state benefits and with issues such as debt management and budgeting. The service is provided nationally and is likely to continue growing with referrals from private companies who are no longer able to provide an appointeeship service. We now work with around 1,200 individuals, spread across the country.

Suitable persons

We work in partnership with local authorities by acting as a Suitable Person for those who are most at risk. We sign contracts on their behalf with both the local authority and care agencies and ensure that all services are provided to a high standard. Monthly client visits are often provided.

Deputyship services

For those who are the most vulnerable individuals in society, we work in partnership with a firm of solicitors whereby Penderels Trust is responsible for collecting information and undertaking associated tasks such as arranging care support, whilst the ultimate responsibility rests with the solicitor.

Payroll Bureau services

The number of people receiving support from the payroll bureau has reduced slightly to just under 8,500 for this financial year. All employers, no matter how few staff they employ, must make a pension scheme available to their employees. Staff passing the relevant earnings threshold must be automatically enrolled. As a result of consulting with local authorities, pensions providers (the People's Pension and NEST) the Department for Work and Pensions (DWP) and the Pensions Regulator we have established the staging dates for all of our existing service users, and have developed a price structure that is dependent upon the specific outcomes required for each individual.

Financial review

Principal funding sources

Restricted funds

The charity continued to receive an income via service level and grant agreements (restricted funds). During the year an income of £1,242,172 (2018: £1,279,615) from this source, which was then applied to the purposes specified under the terms of the respective agreements. After net expenditure on restricted funds, the total result for the year was a surplus of £59,030 (2018: £2,161).

Unrestricted funds

The charity continued with the stable growth of income from service level and grant agreements, the spot purchase of Direct Payment Support Services (TPSA) and administrative services such as payroll (Unrestricted funds). During the year generated an income of £3,733,496 as compared to 2018 income of £3,715,992 which was then applied for the advancement and aim of the charity's objectives.

Additional income of £113,633 (2018: £22,929) was generated from the bank deposits.

The continued growth in the number of service users contributed to us making a surplus of £578,843 (including donation) (2018: £263,350) for combined restricted and unrestricted funds.

Financial review

Investment policy and objectives

Penderels Trust's Articles authorises trustees to make and hold investments using the general funds of the charity. The board has approved an Investment Policy to ensure funds are not put at risk, are protected from inflation and earn the best possible income to protect the charity's finances from unexpected or increased fees and charges.

Funds may only be invested in financial institutions previously approved by the trustees. Any new financial institution submitted for trustees' approval must be a recognised financial institution that has a first-class reputation and is authorised and supervised by the Bank of England or the Building Society Commission. Only institutions with the highest short-term credit rating will be considered.

The Trust's Reserves Policy is such that there are no investments in the medium to long term. Should the need arise the existing Investment Policy will be amended.

Reserves Policy

The Charities Commission defines reserves as 'that part of the charity's income funds which can be made available to spend for any or all of the charity's purposes once it has met its commitments and covered other planned expenditure'. The trustees are aware of the general legal duty to apply charitable funds within a reasonable time of receiving them.

Therefore, to justify the holding of reserves the charity needs a Reserves Policy which is based on a realistic assessment of the required reserves.

Income from restricted funds (income which must be applied to the purposes specified under the terms of the agreement or contract for which they were given), cannot be set aside for use in line with the reserves policy as any unused funds must be returned, carried forward or applied in line with the funding agencies requirements.

Unrestricted funds (money generated as a result of fees and charges, or interest on monies invested), is expendable at the discretion of the trustees in furthering the objects of the charity.

The board of trustees has identified that a minimum level of unrestricted funds should be set to counter balance trading uncertainty and provide a base level for stability. A target level of unrestricted funds has been set to allow for growth and for the charity to take advantage of strategic opportunities for the future growth.

The Board reviewed our Reserves Policy in March 2019 in order to ensure it remains appropriate for our current requirements. It was agreed that the level of unrestricted funds kept should be set at a minimum level of three months operating costs plus an additional fund to cover redundancy costs for all staff plus legal costs associated with winding up of the Company.

The board of trustees has approved the Charity's reserves policy and identified the following reasons to hold reserves:

- To provide financial stability to enable us to continue to achieve our objective during challenging trading periods.
- To allow us to take advantage of strategic development opportunities and plan for future growth.
- To enable us to make investment decisions in accordance with the investment policy and enable us to consider opportunistic investments which may not be within strategic plan.

Trustees also feel that additional funds should be set aside to meet longer term commitments such as leases and redundancy payments. With the reserves for this financial year being £2,288,360, the trustees believe sufficient funds exist to allow the continued operation of the company in the event of a significant drop in funding. Funds not required on an immediate basis will be invested in line with the investment policy. Trustees review this policy formally on an annual basis.

Principal risks and uncertainties

We have been informed by HMRC that some of our services are liable for VAT. Since that time, we have formally challenged this assumption even to the point that a tribunal hearing has been scheduled. This has been delayed with no date set as yet, when we will be 'sitting behind' another not for profit organisation at their tribunal. If the ruling goes against them, we will have the opportunity to attend our own hearing but may, in the interim, have to charge VAT on some services. This is likely to have a considerable impact on the independent living sector as a whole. Additionally, we may further be at risk from sums levied in back tax as decided at the discretion of HMRC.

Changes to anti money-laundering legislation mean that Penderels Trust must implement some changes in the provision

of Appointeeship services, specifically the implementation of individual bank accounts for each Appointeeship client. This will involve additional investment in both IT and staff resources, the extent of which is unclear currently.

Other risks include:

- the continued reduction in the number of block contracts available, and therefore a reduction in predictable income
- a reduction in the number of providers available to deliver services
- our dependence on local authority funded business
- local authorities returning services to in-house provision
- reduction in income from investments

Financial and risk management objectives and policies

The trustees regularly assess and review the major risks to which the charity is exposed, in particular those related to the operations, business and finances of the Charity. They are satisfied that systems are in place to mitigate exposure to the major risks.

A large proportion of the Trust's financial commitments are salary payments, including those at head office. However, maintenance of a strong infrastructure is essential to enable us to bid for new business, sustain our current service delivery, develop new initiatives, and maintain the quality service and high standards we are known for.

The austerity measures imposed by central government continue to have an impact on the market as local authorities look for innovative ways to provide social care that meets the needs of the community as a whole.

Plans for the future periods

Payroll Bureau

Our challenge for the next financial year will be the roll-out of our new payroll platform, which will allow us to provide a digital payroll service which enables customers to upload their information electronically in addition to dealing with the challenges of auto enrolment. This will be more cost effective and flexible, and ultimately provides greater market opportunities for the future.

All About People (AAP)

AAP offers the Trust the opportunity to deliver services that would have a much more direct commercial focus (e.g. delivery of payroll to private companies, other charitable trusts, training companies etc.) that would sit outside the current constitution of the organisation. It also provides an option for us to split any services which may be subject to VAT.

PA Finder Service

We have a well-developed PA Finder service which is providing innovative solutions to local problems such as recruitment of staff with culturally diverse needs. We now provide this service in eight geographical areas of the country, sometimes under contract and occasionally as an added value to an existing piece of work. We will continue to develop this service, both geographically and by looking to meet the needs of local groups.

Other Opportunities

We plan to continue building relationships with organisations outside of our usual commissioning partners. We have continued to develop already established successful relationships with a firm of solicitors in the delivery of Deputyship services, and are increasingly working with housing and Supported Living providers in the provision of appointeeship services.

Structure, Governance and Management

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Penderels Trust is a charitable company not having a share capital as defined by the Companies Act 2006. It is controlled by its Articles of Association. It was registered with the Charities Commission on 10th May 1988 and incorporated as a company limited by guarantee on 1st May 1998. It was established with the objective of enabling disabled people to live independent lives in the community. The governing document was revised in 2011 and again in 2014 to ensure the company complied with new legislation and the challenges facing the not for profit sector.

The board of trustees is named on page seven. A number of the trustees have previously been users of our services and bring with them a wealth of experience regarding living independently as a person with a disability. Other trustees have business skills combined with an interest in shaping services for disabled individuals. They are all from diverse backgrounds and varying locations around England. The board is responsible for the overall direction of the company's operations, its compliance with legislative requirements and financial stability. As a minimum, the board meets five times per year to approve strategic and operational recommendations from the senior management team.

Recruitment and appointment of new trustees

Replacement trustees are recruited as a result of the retirement, resignation or death of a member of the board. Vacancies are highlighted in our newsletter, on our website, by word of mouth, by personal invitation and via a trustee recruitment website. Anyone expressing an interest

can contact the CEO or Chair prior to submitting a formal expression of interest in writing to the board, stating relevant work or life experiences. Potential candidates may also receive a visit by a senior member of staff or meet with some of the trustees in an informal group. Individuals are then invited to attend a board meeting and make a brief presentation in addition to answering any queries existing board members may have. A vote will then be taken. After appointment trustees are subject to a period of induction, part of which includes meeting senior staff. They are also given the opportunity to attend relevant training events.

In 2018-19 we reviewed our Trustee recruitment procedures, introducing new, standard information that is distributed to interested parties. We have undertaken a skills analysis of the current board in order to develop a strategic approach to attracting new candidates who have skills and experiences that will complement the current team.

Organisational structure

The board of trustees is supported by the executive board consisting of Gary Jones, Chief Executive who is supported by Asitha Hingulage, Director of Finance, Kate Soanes, Contracts and Business Development Manager, Deborah Burrows, Human Resources Manager and Paula Walkington, Business Support Manager. They in turn are supported by four regional managers, plus marketing and bid managers. The regional managers are responsible for a number of service managers located in regional offices who oversee field and administrative teams.

Related parties

In 2010, All About People (Coventry) Limited (AAP) was formed with the objectives of securing additional income for Penderels Trust by broadening the

range of services available to disabled individuals. Mr Richard Harris and Mr Gary Jones are the directors of the Company. During the year 2018/19 there

was no trading activity between AAP and Penderels Trust. The Penderels Trust owns 100% of the issued share capital of AAP.

Reference and Administrative Details

Registered Company number
03560335 (England and Wales)

Registered Charity number
1073513

Registered office
1A Brandon Lane, Coventry CV3 3GU

Trustees
M Macheng-Midtsaeter, Chairman
R J Harris, Vice-Chairperson/Director
G S Jones, Director - appointed 1.4.2018
J Finnie, Director
Y A Barnes, Director
V Cotterill, Director - appointed 2.5.2018

Auditors
Armstrongs Accountancy Ltd
Chartered Accountants and
Statutory Auditor
1 & 2 Mercia Village, Torwood Close,
Westwood Business Park
Coventry CV4 8HX

Bankers
National Westminster Bank Plc
Coventry City Branch
24 Broadgate, Coventry CV1 1ZZ

Administration
Gary Jones,
Chief Executive/Director
Asitha Hingulage,
Director of Finance
Kate Soanes,
Contracts and Business
Development Manager
Deborah Burrows,
Human Resource Manager
Paula Walkington,
Business Support Manager

Funds held as custodian for others

The trust holds and manages a considerable sum of money on behalf of a number of local authorities referred to as Managed Accounts. Funding is paid out upon the receipt of appropriate authorisation to staff or agencies thereby enabling vulnerable individuals to remain in the community. The funds are closely monitored by senior managers and independently audited on an annual basis.

As per the requirements of the charities SORP (FRS102) the receipts, payments, assets and liabilities relating to these funds are not included in the Statement of Financial Activities (SOFA) and Balance Sheet of the Charity. The detailed information of these funds is provided in note 22 of the notes to the financial statements.

Going concern

The trustees have considered the reserves policy above and the working capital requirements for the period of 12 months from the date of this report and have reasonable expectation that the Charity has adequate resources to continue its operations for the foreseeable future. Accordingly, the trustees continue to adopt the going concern basis for the preparation of the annual report and accounts.

Trustees' Responsibility Statement

The trustees (who are also the directors of The Penderels Trust Limited for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also

responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Statement as to disclosure of information to auditor

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

This confirmation is given and should be interpreted in accordance with the provisions of section 418 of the Companies Act 2006.

Statutory auditor

The auditors, Armstrongs Accountancy Ltd, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Trustees' report, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 13th November 2019 and signed on the board's behalf by:

M Macheng-Midtsaeter-Trustee

“It has helped me get out and about and provided me with a PA who is brilliant.”

Lincolnshire direct payment user

Independent Auditors' Report to the members of The Penderels Trust Limited

Report on the audit of the financial statements

Opinion

We have audited the financial statements of The Penderels Trust Limited (the 'charitable company') for the year ended 31 March 2019 which comprise the Statement of Financial Activities, the Balance Sheet and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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 2019 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.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors responsibilities for the audit of the financial statements section of our report. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Independence

We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

However, because not all the future events or conditions can be predicted, this statement is not a guarantee as to the Charity's ability to continue as going concern.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees' Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.

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.

Responsibilities for the financial statements and the audit

Trustees responsibilities for the financial statements

As explained more fully in the Trustees Responsibility Statement, 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, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditors' responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to

fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

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.

M Shabbir (Senior Statutory Auditor)
for and on behalf of Armstrongs
Accountancy Ltd
Chartered Accountants and
Statutory Auditor
1 & 2 Mercia Village
Torwood Close
Westwood Business Park
Coventry
West Midlands
CV4 8HX

Date: 13th November 2019



Statement of Financial Activities

(Incorporating an income and expenditure account)
for the year ended 31 March 2019

		2019	2018		
	Notes	Unrestricted fund £	Restricted fund £	Total funds £	Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	325,722	-	325,722	294
Charitable activities	4				
Direct payments support services		1,292,042	1,242,172	2,534,214	2,564,004
Payroll & administration services		2,441,454	-	2,441,454	2,431,603
Investment income	3	61,161	-	61,161	22,929
Other income		52,472	-	52,472	-
Total		4,172,851	1,242,172	5,415,023	5,018,830
EXPENDITURE ON					
Charitable activities	5				
Direct payments support services		2,873,586	1,183,142	4,056,728	4,077,100
Payroll & administration services		779,452	-	779,452	678,380
Total		3,653,038	1,183,142	4,836,180	4,755,480
NET INCOME		519,813	59,030	578,843	263,350
RECONCILIATION OF FUNDS					
Total funds brought forward		1,670,363	39,154	1,709,517	1,446,167
TOTAL FUNDS CARRIED FORWARD		2,190,176	98,184	2,288,360	1,709,517

Balance Sheet

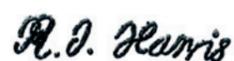
At 31 March 2019

	Notes	2019 £	2018 £
FIXED ASSETS			
Tangible assets	13	366,201	55,032
CURRENT ASSETS			
Debtors	14	1,051,217	995,514
Investments	15	1	1
Cash at bank and in hand		1,439,847	907,309
		2,491,065	1,902,824
CREDITORS			
Amounts falling due within one year	16	(568,906)	(248,339)
NET CURRENT ASSETS		1,922,159	1,654,485
TOTAL ASSETS LESS CURRENT LIABILITIES		2,288,360	1,709,517
NET ASSETS		2,288,360	1,709,517
FUNDS			
Unrestricted funds:	18		
General fund		2,190,175	1,670,363
Restricted funds:			
Restricted Funds		98,185	39,154
TOTAL FUNDS		2,288,360	1,709,517

The financial statements were approved by the Board of Trustees on 13th November 2019 and were signed on its behalf by:



M Macheng-Midtsaeter-Trustee



R J Harris -Trustee

Notes to the Financial Statements

For the year ended 31 March 2019

1. Accounting Policies

General information and basis of preparation

The Penderels Trust Limited is a charitable company, limited by guarantee, registered in England & Wales. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is 1a Brandon Lane, Coventry, CV3 3GU. The nature of charity's operations and principal activities are to enable disabled individuals to live independently in the community and achieve pre-determined life outcomes, detailed objectives are listed in Trustees' Report.

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006.

The financial statements are prepared on a going concern basis under historical cost convention, modified to include certain items at fair value. The financial statements are presented in sterling which is the functional currency of the charity.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been applied consistently to all years presented unless otherwise stated.

The charity has applied Updated Bulletin 1 as published on 2 February 2016 and does not include a cash flow statement on the grounds that it is applying FRS 102 Section 1A.

Preparation of consolidated financial statements

The financial statements contain information about The Penderels Trust Limited as an individual charity and do not contain consolidated financial information as the parent of a group. The charity is exempt under Section 399(2A) of the Companies Act 2006 from the requirements to prepare consolidated financial statements.

Income recognition

All incoming resources are recognised in the Statement of Financial Activities once the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

For donations to be recognised, the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained, then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

No amount is included in the financial statements for volunteer time in line with the SORP (FRS102). Further detail is given in the Trustees' Report.

Donated facilities and donated professional services are recognised in income at their fair value when their economic benefit is probable, it can be measured reliably and the charity has control over the item. Fair value is determined on the basis of the value of the gift to the charity. For example, the amount the charity would be willing to pay in the open market for such facilities and services. A corresponding amount is recognised in expenditure.

Where practicable, gifts in kind donated for distribution to the beneficiaries of the charity are included in stock and donations in the financial statements upon receipt. If it is impracticable to assess the fair value at receipt or if the costs to undertake such a valuation outweigh any benefits, then the fair value is recognised as a component of donations when it is distributed and an equivalent amount recognised as charitable expenditure.

Income recognition - continued

Gifts in kind donated for resale are included at fair value, being the expected proceeds from sale less the expected costs of sale. Where estimating the fair value is practicable upon receipt it is recognised in stock and 'Income from other trading activities'. Upon sale, the value of the stock is charged against 'Income from other trading activities' and the proceeds are recognised as 'Income from other trading activities. Where it is impracticable to fair value the items due to the volume of low value items they are not recognised in the financial statements until they are sold. This income is recognised within 'Income from other trading activities'

Fixed asset gifts in kind are recognised when receivable and are included at fair value. They are not deferred over the life of the asset.

For legacies, entitlement is the earlier of the charity being notified of an impending distribution or the legacy being received. At this point income is recognised. On occasion legacies will be notified to the charity however it is not possible to measure the amount expected to be

distributed. On these occasions, the legacy is treated as a contingent asset and disclosed

Income from trading activities includes income earned from fundraising events and trading activities to raise funds for the charity. Income is received in exchange of supplying goods and services in order to raise funds and is recognised when the entitlement occurred.

Investment income from interest on deposits is recognised when the amount can be measured reliably.

Expenditure recognition

All Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

Support cost allocation

Support cost are those that assist the work of the charity but do not directly represent charitable activities and include office costs, governance costs, administrative payroll costs. They are incurred directly in support of expenditure on the objects of the charity. Where the support costs cannot be directly attribute to particular activity, they have been allocated to the charitable activities on the basis consistent of use of the resources.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

- Improvements to property
25% on cost

- Fixtures and fittings
15% on reducing balance
- Computer equipment
25% on reducing balance

The expected useful lives of the assets to the business are reassessed periodically.

Tangible fixed assets are stated at historic cost less accumulated depreciation. Costs includes the original purchase price of the asset and the costs attributable to bringing the asset to its working condition for its intended use. All expenditure of a capital nature is capitalised at cost as fixed assets with items costing below £1500 being fully depreciated during the year of purchase.

Taxation

The charity is exempt from corporation tax to the extent that its income and gains are applicable to charitable purposes only. Value Added Tax is not recoverable by the charity and is therefore included in the relevant costs in the Statement Of Financial Activities (SOFA).

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees and which have not been designated for other purposes.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes. The cost of raising and administering such funds are charged against the specific fund.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Hire purchase and leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Investments

Investments in subsidiaries are measured at cost less impairment.

Funds held as custodian for others

The charity holds TPSA funds under custodian arrangements. In accordance with the SORP, these receipts and payments and assets and liabilities are not included in the Statement of Financial Activities (SOFA) and Balance Sheet of the Trust.

2. Donations and Legacies

	2019	2018
	£	£
Donations	325,722	294

In March 2019, property at Halford Lane, Coventry was gifted to The Penderels Trust Limited. The transfer value of the property was £325,000.

3. Investment Income

	2019	2018
	£	£
Deposit account interest	61,161	22,929

4. Income from Charitable Activities

Activity	2019 £	2018 £
Service contracts	2,534,214	2,564,004
Admin fee income	2,441,454	2,431,603
	4,975,668	4,995,607

5. Charitable Activities Costs

	Direct costs (See note 6) £	Support costs (See note 7) £	Totals £
Direct payments support services	2,722,443	1,334,285	4,056,728
Payroll & administration services	324,842	454,610	779,452
	3,047,285	1,788,895	4,836,180

6. Direct cost of Charitable Activities

	2019 £	2018 £
Staff costs	2,546,643	2,582,901
Equipment hire & maintenance	50,292	28,722
Property costs	170,436	170,528
Insurance	335	858
Travelling and subsistence	63,696	68,374
Telephone	72,745	73,018
Printing, postage & stationery	65,096	82,300
Repair and maintenance	20,461	18,364
Other expenses	47,579	31,984
Staff training	3,285	8,773
Legal and professional charges	878	42,162
Advertising and promotion	25	2,550
Depreciation	5,814	12,051
	3,047,285	3,122,585

“It allows me to keep my job and know my son is cared for.”

Warwickshire direct payment user

7. Support Costs

	Management £	Governance costs £	Totals £
Direct payments support services	1,262,861	71,424	1,334,285
Payroll & administration services	454,610	-	454,610
	1,717,471	71,424	1,788,895

Support costs are allocated in direct proportion to the Full time equivalent (FTE) hours for each service area.

Support costs, included in the above, are as follows:

Management

	2019 £	2018 £
Direct payments support services	657,927	170,554
Payroll & administration services	131,934	39,070
Property costs	53,211	33,390
Insurance	27,363	475
Repair and maintenance	35,318	6,888
Telephone	15,292	3,347
Printing, postage & stationery	32,883	104,050
Bad debts	19,931	-
Travelling & subsistence	31,062	127
Staff training	40,832	6,754
Legal and professional charges	84,540	88,097
Other expenses	123,730	1,858
Advertising and promotion	821	-
Depreciation of tangible and heritage assets	8,017	-
	1,262,861	454,610

Governance cost

	2019 £	2018 £
Wages	45,133	47,162
Auditors' remuneration	7,156	6,815
Insurance	3,054	2,908
Legal & professional charges	15,581	11,571
Other management expenses	500	500
	71,424	68,956

8. Net Income (expenditure)

Net income/(expenditure) is stated after charging/(crediting):

	2019	2018
	£	£
Auditors' remuneration	7,156	6,815
Depreciation - owned assets	13,831	18,486
Hire of plant and machinery	221,296	227,640

9. Trustees' Remuneration and Benefits

There were no trustees' remuneration or other benefits for the year ended 31 March 2019 nor for the year ended 31 March 2018.

Trustees' expenses

Expenses totalling £809 (2018 £1,308) were paid to trustees during the year ending 31st March 2019.

10. Staff Costs

	2019	2018
	£	£
Wages and salaries	3,140,452	3,186,542
Employers' NI contributions	226,750	233,747
Staff pension contributions	53,055	52,912
	3,420,257	3,473,201

No employee received emoluments of more than £60,000 in either year.

Staff categories:

Full time staff	2019	2018
	Nos.	Nos.
Independent living services	19	24
Management and administration	56	57
Total number of staff	75	81
Part time staff	2019	2018
	Nos.	Nos.
Independent living services	38	40
Management and administration	46	54
Total number of staff	84	94

Penderels Trust's staff working 37 hours per week is categorised as full-time staff and any member of staff working any less hours than the normal working hours is categorised as part time staff. The average number of hours worked by part time staff is 23 hours per week (2018: 22 hours per week).

11. Comparatives for the Statement of Financial Activities

	Unrestricted fund	Restricted fund	Totals fund
	£	£	£
INCOME AND ENDOWMENTS FROM			
Donations and legacies	294	-	294
Charitable activities			
Direct payments support services	1,284,389	1,279,615	2,564,004
Payroll & administration services	2,431,603	-	2,431,603
Investment income	22,929	-	22,929
Total	3,739,215	1,279,615	5,018,830
	Unrestricted fund	Restricted fund	Totals fund
	£	£	£
EXPENDITURE ON			
Charitable activities			
Direct payments support services	2,799,646	1,277,454	4,077,100
Payroll & administration services	678,380	-	678,380
Total	3,478,026	1,277,454	4,755,480
NET INCOME	261,189	2,161	263,350
RECONCILIATION OF FUNDS			
Total funds brought forward	1,409,174	36,993	1,446,167
TOTAL FUNDS CARRIED FORWARD	1,670,363	39,154	1,709,517

12. Pension Costs

The Charity has two employees who are members of the West Midlands Pension Fund (Multi-Employer Defined Benefit Final Salary Scheme). The Fund is administered for the benefit of Local Authority employees and other bodies and is managed in accordance with the Local Government Pension Schemes Regulations 1997 (as amended).

The employer's contributions made to the Fund in the year were £17,309 (2018: £30,861) with an employer's contribution rate of 25.4% (2018: 25.4%) of pensionable pay and employees' contribution of 6.5%, of pensionable pay.

In addition, the company participates in the People's Pension Scheme (run by B&CE HSM Ltd), into which it has auto enrolled its staff as appropriate since September 2014. The current rate of employer's contribution is 2%.

The company also has a Norwich Union Stakeholder Pension Scheme with employer's contribution rate of 3% of pensionable pay, a Scottish Widow Pension Scheme with employer's contribution rate of 6% of pensionable pay and a Scottish Equitable Pension Scheme with employer's contribution rate of 2% of pensionable pay.

13. Tangible Fixed Assets

	Freehold property £	Improvements to property £	Fixtures and fittings £	Computer equipment £	Totals £
COST					
At 1 April 2018	-	105,179	64,800	208,824	378,803
Additions	325,000	-	-	-	325,000
Disposals	-	(81,925)	-	-	(81,925)
At 31 March 2019	325,000	23,254	64,800	208,824	621,878
DEPRECIATION					
At 1 April 2018	-	87,737	50,996	185,038	323,771
Charge for year	-	5,814	2,071	5,946	13,831
Eliminated on disposal	-	(81,925)	-	-	(81,925)
At 31 March 2019	-	11,626	53,067	190,984	255,677
NET BOOK VALUE					
At 31 March 2019	325,000	11,628	11,733	17,840	366,201
At 31 March 2018	-	17,442	13,804	23,786	55,032

14. Debtors: amounts falling due within one year

	2018 £	2019 £
Trade debtors	261,364	265,244
Other debtors	789,853	730,270
	1,051,217	995,514

15. Current Asset Investments

	2018 £	2019 £
Shares in group undertakings	1	1

The Penderels Trust owns 100% issued share capital of All About People (Coventry) Limited divided into 1 Ordinary share of £1 each.

“It has changed my life and given me the freedom to try and do normal everyday things.”

Middlesbrough direct payment user

16. Creditors: amounts falling due within one year

	2018 £	2019 £
Trade creditors	133,290	64,212
Social security and other taxes	50,027	-
Other creditors	385,589	184,127
	568,906	248,339

17. Analysis of Net Assets between funds

	Unrestricted fund £	Restricted fund £	2018 Total funds £	2019 Total funds £
Fixed assets	366,201	-	366,201	55,032
Current assets	2,391,445	99,620	2,491,065	1,902,824
Current liabilities	(567,471)	(1,435)	(568,906)	(248,339)
	2,190,175	98,185	2,288,360	1,709,517

18. Movement in funds

	At 1.4.18 £	Net movement in funds £	At 31.3.19 £
Unrestricted funds			
General fund	1,670,363	519,812	2,190,175
Restricted funds			
Restricted Funds	39,154	59,031	98,185
TOTAL FUNDS	1,709,517	578,843	2,288,360

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	4,172,851	(3,653,039)	519,812
Restricted funds			
Restricted Funds	1,242,172	(1,183,141)	59,031
TOTAL FUNDS	5,415,023	(4,836,180)	578,843

18. Movement in funds continued

Comparatives for movement in funds

	At 1.4.17 £	Net movement in funds £	At 31.3.18 £
Unrestricted Funds			
General fund	1,409,174	261,189	1,670,363
Restricted Funds			
Restricted Funds	36,993	2,161	39,154
TOTAL FUNDS	1,446,167	263,350	1,709,517

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	3,739,215	(3,478,026)	261,189
Restricted funds			
Restricted Funds	1,279,615	(1,277,454)	2,161
TOTAL FUNDS	5,018,830	(4,755,480)	263,350

Restricted funds

Restricted funds represent unspent balances received from service level and grant agreements with the purposes specified under the terms of the respective agreements.

19. Related Party Disclosures

There were no related party transactions for the year ended 31 March 2019.

20. Ultimate Controlling Party

Penderels Trust is a charitable company limited by guarantee. The members of the company have agreed to contribute £1 each to the assets of the company in the event of company being wound up.

Ultimate control of the company rests with the trustees who are also directors and members of the company.

21. Contingencies

The charity has been issued with a VAT certificate but has no VAT exemption. The company is however currently challenging HMRC. Pending resolution, no VAT has been charged to service-users and no adjustments for the liability has been recognised in the financial statements.

22. Third Party Supported Accounts

	2019 £	2018 £
Receipts		
Community care contributions	60,553,654	59,846,452
Personal contributions	3,890,471	3,808,456
Total receipts	64,444,125	63,654,908
Payments		
Care staff wages	26,827,787	28,078,433
Care staff wages-agency	37,194,802	35,287,686
Employers NI contributions	421,536	288,789
Total payments	64,444,125	63,654,908
Surplus/(deficit)	-	-

The Penderels Trust Limited has agreed to take on the payment of support monies under custodian arrangements. Local Authorities pay the required support monies directly to the Trust at varied time periods and The Trust disburses the support monies to the users of the services either weekly, fortnightly or monthly based on the arrangement. The receipts and payments and assets and liabilities regarding the TPSA funds are not shown as part of SOFA and Balance Sheet of the Trust as per Charities SORP.

	2019 £	2018 £
Current assets		
Cash at bank	29,720,293	27,983,694
	29,720,293	27,983,694
Current liabilities		
Trade creditors	848,967	284,619
Social security and other taxes	1,616,891	1,307,913
Other creditors	101,920	155,008
Deferred income	27,152,515	26,236,154
	29,720,293	27,983,694
Net assets/liabilities	-	-

“Helped us spend time with our other children knowing our child is cared for.”

Middlesbrough direct payment user



Penderels Trust

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