



Welcome

Welcome to our latest newsletter. We know this has been a strange time for us all.

At Penderels Trust, we were very saddened to hear the news of the death of Her Majesty Queen Elizabeth II recently and we offer our condolences to her family. The Queen has been a constant presence throughout the lifetimes of almost all of us and her passing marks a huge moment of change in the history of the country.

Since our last newsletter, we have been very busy with new developments and there is plenty to tell you about in this edition.

We launched our PA Community Centre at the beginning of the year, this is a website that has lots of great resources just for PAs, all gathered in one place to make it really easy to use. In addition to the main areas of the PA Community Centre which is open to anyone, we also have created a number of 'Local Rooms' where we have gathered resources for

PAs in specific areas. This list is growing all the time. Please go and have a look at www.allaboutpas.org.uk and let your PAs know about it. We've had a great response so far and hope your PA loves it too!

If you are a payroll customer and pay your staff yourself, you will have already had some information about our exciting new payroll system. This includes an online self-service portal which allows employers and their PAs to submit and receive information via a secure website, giving instant access 24 hours a day. We will be in touch soon with next steps on this.

Please enjoy the rest of the newsletter, and I wish everyone the very best.

Gary Jones
Chief Executive Officer

Future Focus Event

On Friday 1st July, we held a hybrid (mix of people attending in person and virtually via video call) Future Focus Event. We were delighted that so many local authorities, partners, charities and even the Lord Mayor of Coventry could join us to hear about our innovations and plans for Penderels Trust in the upcoming months.

Gary Jones, our Chief Executive Officer, presented 6 key focus areas for Penderels Trust going forward including the new payroll system (more about that later in this newsletter).

Gary also spoke about our plans for the continued promotion and expansion of our new virtual PA Community Centre that we launched this year to provide support to PAs (you can read more about this later in this newsletter).

We're committed to improving the local communities where we work and will be expanding our impact through community days and offering our meeting room at Head Office for any charities in Coventry to use for free.

This year we will also be transforming our outdoor space at Head Office into a garden, relaxation and outdoor working and meeting space. This will be offered to local groups and organisations to use free of charge.

Among other initiatives, we announced the Beecham Family Award which will open for applications this summer. Grants of up to £500 will be available to people supported by Penderels Trust to be used to improve wellbeing. You can read more about the Beecham Family Award and how you can apply in this newsletter.

Here is Gary during his presentation



Holiday fun for Mike!

Mike recently had a fantastic holiday down on the south coast. Penderels Trust provides an appointeeship service for him. We worked with his support agency, Carmel Care and Support in Gloucester, to help him plan and budget for his holiday. We hope you had a great time, Mike!



Congratulations for Sunderland Professor

Congratulations to Professor Peter Smith who was awarded with an Honorary Doctorate of Technology by Sunderland University. This award is to recognise his academic achievements alongside his contribution to the development and reputation of the university, particularly in his field of computer science which he has taught for more than 40 years!

Peter has been supported by our team in Sunderland following a fall at home in 2016 which left him paralysed from the neck down.

Beecham Family Award

We are delighted to be able to re-launch the Beecham Family Award.

The Beechams were a family whose children, Julie and Jonathan, were supported over many years by Penderels Trust. Julie and Jonathan were born with cerebral palsy and were supported by the Trust to live full, independent lives. Jonathan passed away in the year 2000, and Julie lived until 2011. Following Jonathan's death in 2000, their parents Terry and Jean Beecham established an award in his honour which was given out each year to people with disabilities to improve the quality of their lives.

In 2018, following the deaths of Terry and Jean within a few months of one another, Penderels Trust received a bequest in their will in recognition of the work we had done with Jonathan and Julie. We have used this to set up a permanent fund, which will allow us to re-establish the Beecham Award and offer grants to users of Penderels Trust services on a yearly basis.

We are launching the award in this newsletter and it is open to anyone who uses Penderels Trust services. Awards will be made to cover the total cost of something that will improve wellbeing and independence, up to a maximum of £500 per award. You could apply for the award to cover the cost of a trip, a holiday, a day out or for some equipment. You need to tell us what you want the award money for and what difference it will make to you.



Jonathan Beecham



Julie Beecham

We do ask that you complete a short application form which has been enclosed with this newsletter along with some guidance notes on the award application process. You can submit this in a number of ways - by post, email or online form. If you prefer, you can apply using a video or audio message but we do need you to answer the questions that are on the form so the selection process is fair. Please see the enclosed guidance notes for details on how to apply. We have a Beecham Family Award committee who will go through a fair process to decide who will be awarded the grants.

The closing date for applications is Friday 21st October with the winners announced at our Annual General Meeting on Wednesday 9th November.

If you have any questions about the Beecham Family Award, please email us at beecham@penderelstrust.org.uk.

Andy Berry

It is with sadness that we have to report the death of Andy Berry, who was a trustee at Penderels Trust until his retirement in January 2018. Andy was also the Chair of Penderels User Group (PUGs) for a number of years before he was voted on to the Trustee Board.

Andy passed away peacefully on 3rd May this year. We pass on our condolences to Andy's family and friends.



Payroll Update

New Payroll System

If you are a payroll customer and pay your staff yourself, you should have already received a letter about the new payroll system we are making available to payroll customers later this year.

This new system will offer employers the opportunity to use our self-service portal. The portal is a simple, online system that is accessed with a username and password. This means instead of waiting for payslips to arrive in the post or by email, you can access payslips as soon as they become available on Thursday morning of your pay week.

This system is not just available for employers, PAs will also have access to an account where they can view, print and download their payslips and pay documents. This means employers will no longer have to send these to their PAs.

In the future, the self-service portal will also allow PAs to submit hours worked directly onto the portal. As the employer, all you have to do is authorise these hours with the click of a button. This will send the hours to be paid immediately to our payroll team for processing.

The portal brings many benefits to you as a payroll customer including a simpler, quicker and more responsive payroll service. If issues arise,

our payroll team will still be available to support you and, as the portal reduces staff workload, our response times will greatly improve.

We are gradually introducing this new system to payroll customers as an alternative option over the next few months so if you haven't heard from us yet, you will soon!

For people who may be able to use the online service in the future but are nervous about it or need help to do this, we will be providing lots of support to get started including guides on how to set up an email and step-by-step guidance on the system itself.

If you know the new online system is not for you, please be reassured that we will continue to offer the same service as before.

If you are interested in using the online service in the future and you have received our letter telling you about it, it is important you let us know your email address and the email addresses for your PAs (please tell them that you are doing this). Please email this information to selfservice@penderelstrust.org.uk. You do not need to do anything else at this stage, we will contact you to let you know what will happen next.

NEW!

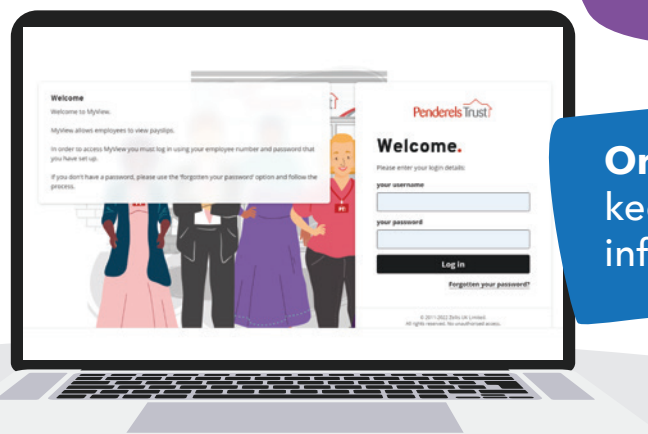
Self-service portal

Able to look for information **immediately**

Cuts down on the **admin**

Available at the touch of a button, not waiting for arrival of post

One place to keep all relevant information



Letters from HMRC

We are aware that some of our payroll customers are receiving letters from HM Revenue & Customs (HMRC) that are demanding penalty payments due to missed or late tax payments.

Unfortunately, the system at HMRC is automated and can generate a penalty letter even if a penalty is not owed. In the past, these letters would be sent directly to us and we would confirm there was no penalty to pay.

A change in the way HMRC works means they will now only send letters directly to the

employer. In most cases, a penalty is not owed by the employer.

We know receiving these letters can be worrying but ask that you don't worry and send them on to us as soon as possible by email to hmrqueries@penderelstrust.org.uk (please don't use this email address for any other payroll matters). A photo of the letter taken on your smartphone is fine as long as it is clear. You can also send it by post to: Payroll, Penderels Trust, Resource House, 1A Brandon Lane, Coventry, CV3 3GU.

PA Community Centre

If you employ a personal assistant (PA), have you heard about our online PA Community Centre?

Our PA Community Centre is a website just for PAs. It contains lots of useful information and resources that PAs (or people who are thinking about being a PA) can use whenever they wish. It can be found at www.allaboutpas.org.uk. All resources on the site have been tried and tested by our Penderels Trust team and nearly all of them are free (if there is a cost e.g. with a training course, we make it very clear how much it will be).

We know how important finding and keeping the right PA is so we are working hard to make sure everyone knows how valuable and important PAs are. We also want to help attract more people to the role as we know recruitment can be difficult.



It does not intend to replace any training programme you provide to your PA, it is simply an additional source of useful information that they can use as much or as little as they wish to complement any training and development you provide.

Please let your PA know about our PA Community Centre so they can take a look too.





Employer Updates and Reminders

Fit Notes

From 1st July 2022 nurses, occupational therapists, pharmacists and physiotherapists will all be able to legally certify Fit Notes. Previously, this was something that only doctors could do. This person should be a healthcare professional that is treating your employee through the NHS. This follows a change in April 2022 where a physical signature is no longer required from the healthcare professional meaning a digital copy sent electronically is acceptable. For more information for employers on the Fit Note, please visit www.gov.uk/government/publications/fit-note-guidance-for-employers-and-line-managers/

National Living Wage

The national living wage/national minimum wage changes on 1st April each year. It is very important to check that your staff are being paid at least the minimum rates for their age. If you have younger members of staff, it can be easy to miss when they move up to a new pay bracket. All minimum pay rates can be found at www.gov.uk/national-minimum-wage-rates

Terms and Conditions of Employment

Don't forget that you need to provide your new member of staff with their Terms and Conditions of Employment (T & Cs) on the first day they start working for you. This is a legal requirement.

You will need to re-issue their Terms and Conditions if you change anything e.g. their hourly rate of pay or the hours they work.

Annual Leave Entitlement

Following a legal case, the law around working out annual leave entitlement has changed. All employees, irrespective of their work pattern, are entitled to 5.6 weeks holiday (as permanent employees are now). The use of the 12.07% rule to work out annual leave entitlement as previously advised for casual workers is no longer allowed as in some cases the worker gets less than they would if worked out on the 5.6 week basis. Please visit www.gov.uk/holiday-entitlement-rights/holiday-pay-the-basics and go to 'More Information' for more help if you employ casual workers. We advise that you contact your employer's liability insurance provider for advice on your own situation.

It is important that you keep a record of the annual leave that your employee(s) have taken and keep copies of their hours worked and payslips. It is not part of a payroll service to do this. It is a statutory right of the PA to have the annual leave they are entitled to and you should encourage your PA to take their allocated leave to ensure they get a proper break from work even if they say they are happy not to. We can support you to put in place a contingency plan to ensure you have the right care and support whilst they are away.

Employer's Liability Insurance

If you are an employer, you are personally responsible for the welfare of your employee(s) whilst they are working for you and you would be held legally liable for any injury to them or damage to their personal property.

It is a legal requirement to have an employer's liability insurance (ELI) policy in place when someone starts working for you. When you become an employer for the first time, we will support you with this process if you have our direct payment support service. It is important to remember to review and renew your policy every year, you are able to switch suppliers at this point if you wish.

There are a number of insurance providers that offer a policy suitable for direct payment employers. In some local authority areas they may tell you which insurance provider to use, but in most areas you can choose which one you buy your policy from.

Below are details of providers that offer suitable ELI insurance. There are other providers in the marketplace but it is important they offer the cover you need.

If you employ 5 or more PAs, we recommend you speak to your Employer's Liability Insurance company as there are additional points you need to be aware of, for example with your responsibilities around health and safety.



Fish Insurance
Tel: 0333 331 3770
Email: admin@fishinsurance.co.uk
Web: www.fishinsurance.co.uk



Premier Care (Mark Bates Ltd)
Tel: 01476 514 478
Email: enquiries@markbatesltd.com
Web: www.markbatesltd.com



Surewise
Tel: 01268 200 020
Email: customerservice@surewise.com
Web: www.surewise.com

East Riding of Yorkshire Employers Only

If you are a direct payment employer in East Riding of Yorkshire, it is really important that you send any New Employee Forms to the East Riding of Yorkshire Council direct payment team as well as to our payroll department. The email address to send this form to is: **direct.payment.support.team@eastriding.gov.uk**

Creative Kindness Secure Grant in Coventry



A group of volunteers who use crafts as a way to reduce isolation, improve wellbeing and involve individuals in the community has secured funding to help them keep running and expand over the next year with the help of our Bid Writing team.

Creative Kindness run sessions at 6 different locations across Coventry, all led by volunteers. They welcome everyone to their free weekly sessions where they make simple crafts with positive messages that they then pay forward by giving to strangers or leaving in public spaces, bringing joy to another person's day. The funding will secure the group's future and allow them to expand the number of sessions they can offer across the city.

Jo Thatcher, one of the lead volunteers for Creative Kindness, said 'We are thrilled. This means we can stop

worrying for the next year about how we can keep the groups going when it makes such a difference to people. I can't thank the team at Penderels Trust enough'.

For information on when and where craft sessions are being held, please visit their Facebook page **www.facebook.com/creativekindnesscoventry** The grant was awarded from the Innovation Fund as part of the Community Mental Health Transformation initiative. This project was part of our mentorship programme in Coventry.

Coventry Direct Payments Event

It was lovely to be able to meet many of the people who use our services in Coventry in person again on 6th July at our open day in St Peter's Church. Julia Mander and the Coventry team were joined by Myles Evans from Mark Bates Ltd (also known as Premier Care) who provide employer's liability insurance to people who employ a personal assistant. A great afternoon was had by all, with our visitors enjoying being able to find out more about our services and get any queries they had answered face-to-face.



Here is the team ready to greet our visitors.

There may also have been some cake!

Love is in the air!

We've had several weddings in our staff team recently. Many congratulations to all our happy couples!



Lynn Hudson (Service Manager, Grimsby) married Ian on 16th April 2022 in Scunthorpe.



Adam Morris (Senior Payroll Officer) married Chloe in Coventry on 1st July 2022.



Lynne Sharp (Independent Living Adviser, Lincolnshire) married Steve in Leasingham nr Sleaford on 25th June 2022.



Michele Loveitt (Deputy Payroll Manager) married Paul on 2nd January 2022 in Shrewsbury.