



Welcome

Welcome to our 2023 newsletter. We have lots of exciting developments to share with you as well as our plans for the future.

To begin with, I would like to extend a warm welcome to our new customers in Essex. The service launched on 1st July and whilst it will take time to get it fully mobilised, our teams are working hard to make the transition as smooth as possible. We are committed to getting this part right so we can provide you with the highest quality of service moving forward. We will continue to keep you updated as things progress.

Further on in this newsletter you will be able to read about the progress being made within the organisation. We were delighted to receive our Investors in People Silver accreditation, demonstrating our dedication to making Penderels Trust a positive place to work.

In coming years, we will be implementing a new 'People' strategy to improve the working conditions and benefits for our staff. We hope these improvements will help us to achieve the Gold award within the next three years.

Alongside these internal measures, we continue to develop our commitments to the communities in which we work. As you will read, we are re-opening the Beechams Award this year. This is our grants programme open to anyone who uses Penderels Trust services, we hope to award several small grants for things that will improve people's wellbeing and independence.

I hope you all had a great summer and thank you for taking the time to read our newsletter.

Daniel's Story



Daniel is a young man from Lincoln who has learning difficulties. He lives with Shared Lives Carers in their family home. Daniel receives a direct payment from Lincolnshire County Council and is supported by Penderels Trust.

Having a direct payment has meant that Daniel can attend Diversity, an adult support service that provides lots of different activities that Daniel and his friends can take part in.

When he started at Diversity, Daniel didn't really communicate with the staff and was withdrawn, he also had some behavioural issues.

The staff at the centre spend a lot of time with Daniel, helping him to open up and talk to them more. He now jokes with staff and teases his peers; he's a popular young man and has made lots of friends.

Daniel gets involved in lots of different activities and his confidence has really grown. He enjoys yoga, arts and crafts, sports, bowling, fundraising activities, theme days, drama and cooking to name but a few! He even took part in the Diversity Radio show. He has been on various outings with the group and he will be going on holiday to Butlins.

Jane, who Daniel lives with as a shared life carer said, 'Daniel's placement at Diversity has been a resounding success... It has been truly remarkable to witness his transformation into the happy and confident young man he is today. I would like to reiterate my gratitude to the staff at Diversity for the significant role they played in this regard and for their dedicated professionalism, care and support.'

We hope you have a great holiday, Daniel!
For more information on Diversity, please visit www.diversityadultsupport.co.uk/

Trustees Update: Welcome to Kenneth

At Penderels Trust, we are governed by a Board of Trustees who oversee our activities and make sure we deliver a high quality service.

Since our last newsletter, we have welcomed Kenneth Cupid to our board. Kenneth is supported by our independent living team in Coventry.

Kenneth served as a police officer in his home country of St. Vincent and The Grenadines. He migrated to the UK and worked for British Rail before setting up his sales agency in Coventry.

Having travelled the globe, Kenneth decided to get more involved in his local community and to utilise his

skills, particularly within the Caribbean community. He is the Vice Chair of the National Council of St Vincent and the Grenadines as well as volunteering for the Coventry Hospital Radio Station.

As a cancer patient and survivor, Kenneth is fully aware of the services Penderels Trust provides and wanted to bring his valued skills and experience to our Board, to help further our work to support people to live independently.

For more information about our Board of Trustees and how to apply if you would like to get involved, please visit our web page www.penderelstrust.org.uk/governance



Cooking up a Storm – My Sister’s Kitchen

Social value is about giving something back to the communities in which we work.

In Sunderland, we offered bid writing support to a local community interest company called My Sister’s Kitchen to help them secure funding for their Square Peg Project.

My Sister’s Kitchen was set up to support disadvantaged women in Sunderland. The founder and owner, Jo Gordon, is now setting up the Square Peg Project to support young people aged 16+ who are disadvantaged; this may be because they have autism, mental health issues or other disabilities.

The project leader will work alongside these young people to develop a pop-up pizza stall, which will be taken to youth groups across Sunderland. This initiative aims to give young people the opportunity to learn new skills, such as working independently, customer service and health and safety, and encourage them to support their community.

It also helps build their confidence as they move into adulthood. It is hoped that other young people will want to join the project and develop new skills themselves.

Our bid submission was successful and a grant of £1000 was awarded by the Catherine Cookson Trust. This was used to purchase the pizza oven. All staff are volunteers (the young people are paid in pizza!). The first pop-up pizza event took place on 2nd August at Weights and Cakes Weightlifting Academy with 19 pizzas knocked out in 90 minutes! Well done, guys!

For more information and to see some photos of delicious pizza, please visit their Facebook page at www.facebook.com/mysisterskitchenc/



Ending Period Poverty

Our Hartlepool team has recently moved into a shared office building in the town. Our new neighbours, Hogg Global Logistics Ltd, spoke to us about their pledge to end period poverty and asked us to join them. We were more than happy to do this and not just in Hartlepool. We now have a small basket of sanitary products available to staff in the toilets of all our offices throughout the organisation.

Butterfly Wall

Here is the beautiful butterfly wall that has been created by **Sophie Rogers** at the Butterflies Centre. Sophie is supported by our Lincolnshire team. Sophie’s Mum, Kate, says “The Butterflies is an exciting new start for Sophie, she always looks forward to going in the mornings as there’s always something new to do including arts and crafts, walking, puzzles, days out and so much more. It’s very much her happy place.”

Well done, Sophie!



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 born with cerebral palsy and were supported by the Trust to live full, independent lives. Jonathan passed away in 2000 and Julie lived until 2011. Following the death of Jonathan, 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 support we had given Jonathan and Julie. We have used this to set up a permanent fund, which has allowed us to re-establish the Beecham Award and offer grants to users of Penderels Trust services on a yearly basis.

Beecham Award 2022 Winners

We were overwhelmed with the number of applications we had last year, with over 400 received before the deadline. This made the job of choosing only a few award winners an incredibly difficult task for our committee. There were so many deserving applications. After much deliberation, the grants were awarded to the following amazing people:

- Thomas from Worcestershire (sensory mat)
- Chana from Salford (bedroom equipment)
- Callum from Dorset (electric clothes dryer)
- Lynn from Sunderland (mobile scooter repair)
- Matilda from Warwickshire (support seat)
- Craig from Sheffield (lightweight wheelchair)
- Katie from Sheffield (weekend away for young people)
- Sophie from Sunderland (sleep support equipment)

'Thank you for the seat that Beechams funded for Matilda. As you can see she enjoys her time at the table with us. It can also be used in the car, aeroplane and the floor. It has many uses, thank you very much.'

Matilda's mum

"I would like to send a huge thank you to Penderels Trust and the Beecham Award funding that allowed me to visit Castleton in Derbyshire and stay at The Hollowford Centre for a long weekend.

I was able to join my friends with Friends of Hi5's which is a local charity for young disabled adults supported by volunteers at the The Hollowford Centre.

I was able to access ancient caves, build rafts and float across the lake, attempt the zip wire (that was the best) and even sneaked a cheeky cider from the pub whilst out walking and exploring.

We had to fend for ourselves assisted by volunteers by cooking, cleaning, washing and all the regular chores around the centre but this allowed me to be with my friends doing what I wanted to do!

By way of the award I would like to thank you for allowing this opportunity to make memories that I will treasure always and here are a couple of snaps of my antics!!"

Love Katie x



Katie enjoying her weekend away



Matilda on her new chair



Applying for the Beecham Family Award 2023

Please read through the notes carefully before you make your application. We have changed the guidance from last year so if you did apply before, please make sure you read this year's notes. This award is open to anyone who uses Penderels Trust services including those who applied last year.

The closing date for applications is **25th October 2023** with the winners announced at our Annual General Meeting on **29th November**. If you have not heard from us by this date, you have been unsuccessful.

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

Investors in People Silver Award

Penderels Trust is very pleased to announce that we have recently achieved the **We invest in people** silver accreditation as part of the Investors in People assessment.

This is a great achievement for us as only 23% of organisations achieve this level. It means we value our staff so they are able to provide you with the best support they can.

As well as telling us what we do right, the Investors in People assessors also made some recommendations about what we can do to improve, these will become part of our People Strategy.

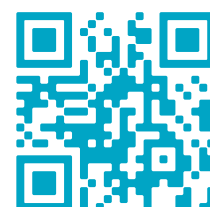
INVESTORS IN PEOPLE®
We invest in people Silver

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.

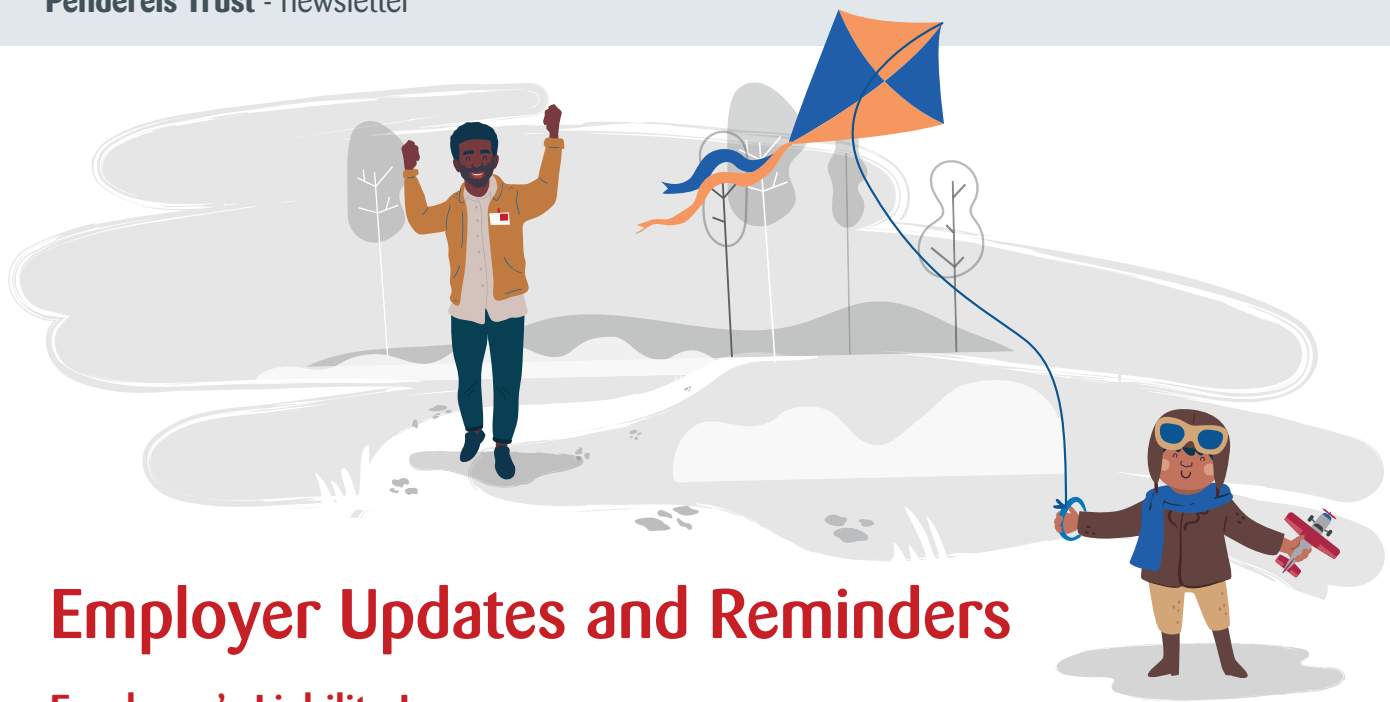
Please let your PA know about our PA Community Centre so they can take a look.



Scan me to find out more



Penderels Trust
PA Community Centre



Employer Updates and Reminders

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

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

You will 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. Don't forget 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

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 so 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.

Paperwork

It is important that you return any forms that are required as quickly as possible so we can make changes to your account as appropriate. Unfortunately, we cannot make any changes without this information, which may delay important decisions such as when a new PA can start working for you, for example. If you have any issues with the form you are being asked to complete or would like it in a different format, please let your Independent Living Adviser (ILA) know.



Let's connect

We understand that the world of direct payments can be daunting at times. Our social media channels and website are filled with the latest information, training opportunities and service updates to make things as easy as possible for you. Often, the answer to your questions can be found on these online platforms.

Our **YouTube channel** features an ever-growing collection of informative videos, including:

- Bite-sized videos covering topics such as what a direct payment is and how to get one
- PA training ('Being a great PA')
- A series on how people have used their direct payment ('Your Life, Your Direction')

You can find Guides to our Services videos, featuring 'meet the team' segments, on our local web pages. To access your local page, click the 'Locations', 'Find your support location' button on the top-right hand corner of our website.

We regularly share news on service changes and things that are important for you to know on our Facebook and Twitter pages. Here you will also find events and opportunities to get involved in, our marketing team work hard to keep you updated and highlight things that you may find interesting.

One of our online initiatives is creating spaces for peer support; our local Facebook groups offer a friendly platform where you can meet other people receiving a direct payment in your area and share advice, discuss your experiences or simply have a chat. If your employees would like to meet other Personal Assistants (PAs) in their area, they can join our PA peer support groups. We understand that the PA role can be isolating at times and set up these groups with the aim of building a support network to sustain and build the PA workforce.

We currently host the following **Facebook Groups**:

- Coventry PA Peer Support Group
- Warwickshire PA Peer Support Group
- Hartlepool PA Peer Support Group
- Essex PA Peer Support Group
- Sunderland Direct Payment Recipients and PA Peer Support Group
- Lincolnshire Direct Payment Recipient Peer Support Group
- Sheffield Direct Payment Recipient Peer Support Group
- Sheffield PA Peer Support Group

If you would like to join, you just have to search the name and send us a member request (we are quick to respond!).



Payroll Update

MyView Online Service

We are really pleased to tell you that you are now able to sign up to our online service which means you will be able to view and download payslips for your personal assistants (PAs) as soon as they are ready. This means no more waiting for payslips to arrive by post or email.

You will be able to see the payslips for all your PAs and they will be able to access their own payslips online too via their own secure login. As well as viewing the latest payslips, you and your PAs will be able to view previous payslips and other pay documents (e.g. P60).

Access to the system is secure and easy and our team will be on hand to help you if you need it. All you need is internet access and an email address, it's that simple. We would really like you to give the online service a try and see for yourself. We are confident your PAs will like it too as they can access their payslips straight away.

Before you can get started, we need your email information to set you up on the system. We need your email address and an email address for each of your PAs. Please send your name, your CG number, your PA names and email addresses to myview@penderelstrust.org.uk. We will contact you by email once you are set up with a start date. You will receive your payslips in the normal way until then. We will also send you our User Guide which gives you a step-by-step guide to getting started and using the online service.

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 an online system is not for you, please be reassured that we will continue to offer the paper-based service as before.

Able to look
for information
immediately

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

Cuts down
on the **admin**

One place to
keep all relevant
information

