



Welcome

to Penderels Trust's latest newsletter!

We hope everyone had a wonderful summer!

We have plenty of exciting updates to share with you. In this edition, you'll find a variety of stories highlighting the developments in our services, along with some interesting updates from our users.

First and foremost, I want to extend a heartfelt thank you to everyone who has contributed to the rollout of our **My View payroll system**. There's more information about this initiative in the newsletter, and I encourage everyone to take a moment to read through it. The insights and feedback from our payroll users have been invaluable in shaping this project for broader implementation. A big thank you to all the staff and users who have been involved so far!

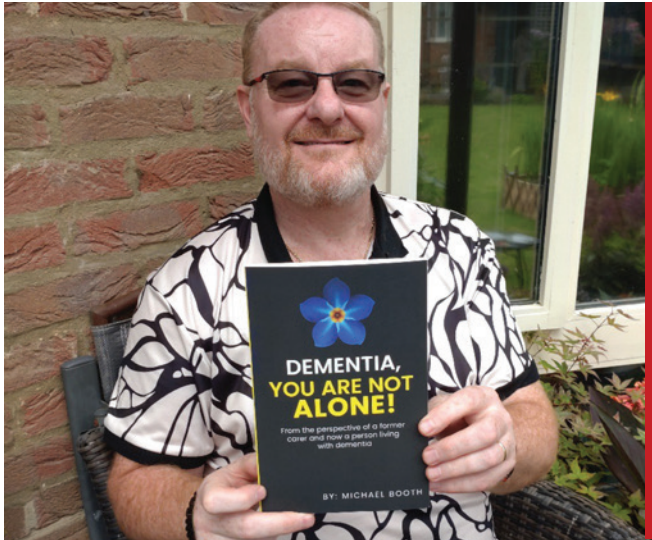
We are also thrilled to welcome **Tanurag Nayyar** to our Board of Trustees. You can read more about Tanurag later in the newsletter. Additionally, we are looking for users interested in becoming Trustees. If that's you, please contact us for more information.

Lastly, we are excited to announce the launch of this year's **Beecham Award scheme**. More details can be found later in the newsletter, including information on how to apply and inspiring stories from our successful applicants in 2023.

We hope you enjoy the rest of this newsletter, and we wish everyone good health this autumn!

Gary Jones

Inspiring Journey: Michael's Story



Michael's writing journey began with an article about his move to an adapted bungalow, which blossomed into a full-fledged book published by Amazon. Adapting to his changing abilities, he used dictation to bring his thoughts to life, encouraging others to find creative solutions in the face of challenges.

As a **Trustee for Dementia Friendly** in Hartlepool, Michael has also created a comprehensive 30-page guide detailing local resources for those living with dementia. His commitment extends beyond writing; he audits care homes to ensure they are dementia-friendly and advises on best practices for supporting residents.

Meet **Michael**, a Hartlepool resident living with early onset dementia, who is making a remarkable impact in his community. Supported by his wife, **Aline**, and his personal assistant, **Angus**, Michael was diagnosed in his 40s, having previously cared for his mother who faced the same condition.

Drawing from his experiences as both a patient and a caregiver, Michael has written a book aimed at guiding individuals before, during, and after a dementia diagnosis. His insightful book offers practical advice on accessing support, staying active, and embracing life with dementia. It serves as a roadmap for readers to find local resources and learn to accept their diagnosis while maintaining their well-being.

In an exciting initiative, Michael and Aline are working with architects to transform an old care home into a **dementia village**. This innovative project will feature self-contained living spaces designed for safety and comfort, alongside a dementia day centre and community groups. Michael's journey shows that living with dementia doesn't have to limit someone's potential. His story is a beacon of hope and resilience for many.

You can order Michael's book on Amazon and join him in spreading awareness and support for those affected by dementia.

You can visit Amazon via this link:
<https://tinyurl.com/bdc3e7n2>

Welcome to our PA Community Centre

If you employ a personal assistant (PA), please tell them 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

It's not just work related content, there are also resources in there that can support their personal health and wellbeing too.



Scan me to
find out more



Trustees Update: Welcome to Tanurag

At Penderels Trust, our activities are guided by a dedicated Board of Trustees, ensuring we deliver high-quality services to our community. We are excited to announce the addition of **Tanurag Nayyar** to our board!

Tanurag brings over **20 years of international experience** in business transformation through technology solutions, particularly within the financial services sector. His impressive background includes roles at renowned multinational organisations such as **Ernst and Young** and **Mastercard**.

Now, Tanurag is eager to use his expertise to enhance our customer and financial systems. His contributions will help us operate more efficiently, allowing our teams to dedicate more time to directly working with the individuals we support.

If you're interested in learning more about our Board of Trustees or would like to explore opportunities to get involved, please visit our governance page at www.penderelstrust.org.uk/governance.

We're thrilled to have Tanurag on board and look forward to the positive impact he will bring to Penderels Trust!

Feedback Matters: Your Voice at Penderels Trust

At Penderels Trust, we highly value the feedback from those who use our services. To ensure we capture your thoughts—whether they are compliments, comments, or complaints—we have an established Compliments, Comments, and Complaints procedure.

When we receive positive feedback about a staff member, we make it a priority to share that compliment with them and document it in their personal records. Whilst we strive for excellence, we recognise that there may be times when we fall short. We believe that everyone has the right to voice their concerns, and we encourage you to do so.

If you wish to provide feedback, there are several ways to reach us:

- **Complete our feedback form** (available on our website at www.penderelstrust.org.uk/comments.php) electronically and email it to us at enquiries@penderelstrust.org.uk.
- **Send a hard copy to:**
Penderels Trust,
Resource House,
1A Brandon Lane,
Coventry CV3 3GU.
- If you would like us to send you a blank form in the post, please call us on **02476 511611**.
- **Email us directly** without the form to share your comments.
- **Call us** and ask the person on the line to formally note your feedback.

For complaints, we follow our Complaints Procedure to ensure a prompt response from the appropriate team member. We will keep you informed about the outcome or provide progress updates if resolution takes longer than expected. All complaints are logged and reviewed by a senior manager to identify trends and necessary actions. Additionally, we report quarterly to our local authority partners on all feedback received regarding our services.

For more information, please visit our website at www.penderelstrust.org.uk/comments.php

Your feedback is essential in helping us improve our services to you.

Beecham Family Award

We are delighted to be able to offer the Beecham Family Award for a third year.

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.



Lisa enjoying an ice cream in Knaresborough.

"The new chair is light and sturdy and being lighter has made a huge difference to how we're able to use it. Getting it in and out of the car is easy and it's just so much more a smoother ride for Lisa than the old one. Previously we had to consider the pushing of it over uneven ground or on hilly areas and it was often difficult. Since the arrival of the new chair, more opportunities for Lisa to get out and about are available. She loves getting out with her PA."

David, Lisa's Dad

Beecham Award Winners 2023

Once again, we were overwhelmed with the number of applications we had last year, with over 130 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:

- Dereece from Salford (bicycle)
- Jallal-ud-Din from Middlesbrough (garden arbour)
- Lisa from Wakefield (light wheelchair)
- Jennifer from Essex (garden seat)
- Benjamin from Lincolnshire (scooter batteries)
- Matthew and Heather from Nottinghamshire (Woodland Activity Centre trip)
- Flynn from Essex (indoor gym set and swings)
- Quinn from Doncaster (slide)



Jennifer enjoying her garden love seat.

Jennifer was awarded a love seat for her garden. She enjoys sitting with Wendy who submitted the application. Wendy told us that the seat has been put to good use whenever the weather is good enough. The seat offers welcome shade from the heat of the sun and is positioned in front of Jennifer's garden house overlooking her sensory garden and water feature.

Applying for the Beecham Family Award 2024

Please read through the notes carefully before you make your application.

This award is open to anyone who uses Penderels Trust services including those who have applied before. The closing date for applications is **8th November 2024** with the winners announced at our Annual General Meeting on **27th November**. If you have not heard from us by this date, unfortunately you have been unsuccessful.

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

Understanding Employment Status for Personal Assistants

When hiring a Personal Assistant (PA), it's vital to confirm their employment status—either as directly employed (receiving wages) or self-employed (invoicing for services). This classification is determined by the agreement between you and the PA, not by personal choice. This also means that one individual may be employed in one role whilst providing services on a self-employed basis for another.

Misclassification can lead to penalties from HMRC, so it's crucial to verify their status.

To help, HMRC provides an Employment Status Indicator tool online which asks a series of questions (www.gov.uk/guidance/employment-status-indicator). If you can't access it, please ask your Independent Living Adviser (ILA) for assistance. Staying informed about employment status ensures compliance and a smooth working relationship with your PA. If you have questions or need help, please get in touch.



Sarah's Story: Embracing Independence

Meet **Sarah**, a vibrant woman from Lincoln who, despite her physical disabilities, lives independently and fully embraces life. Since 2013, **Tammy**, our dedicated Independent Living Adviser, has been working closely with Sarah and her mother, **Chris**, to support her with her direct payment.

Sarah uses a diverse direct payment to fund various activities outlined in her care and support plan. Her care is provided through a combination of an employed personal assistant (PA) and agency support. With a managed account held by Penderels Trust, Sarah's direct payment funds are securely managed, allowing Chris to focus on enjoying quality time with her daughter.

Sarah shares, *"Although I'm physically disabled, I love life. I enjoy going to groups to catch up with old friends and make new ones. I get very fed up if I can't go out, and I'm grateful that my direct payment makes it possible. The highlight of my week is swimming, and now my PA takes me for a swim every Tuesday. It's wonderful to be in the water and move about easily. My Mum has always taken me, but now I have someone else to help."*

Chris adds, *"As Sarah's Mum, routines can get tiring and difficult. It's fantastic that Sarah can do things independently. Her care plan has recently changed to provide her with more support for activities she enjoys."* This not only enhances Sarah's life but also gives Chris the much-needed break she deserves.

Tammy, our Independent Living Adviser, describes Sarah as *"such a smiley lady, always happy with an infectious giggle."* Her positivity is truly inspiring!

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



Mark Bates Ltd
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Premier Care (Mark Bates Ltd)

Tel: 01476 514 478

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Web: www.markbatesltd.com



Surewise.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

Following another change in the law on 1st January 2024, the 12.07% method for calculating annual leave was re-introduced. This is mainly used for casual workers rather than those on permanent hour contracts. There are set requirements for using the 12.07% method including whether a holiday year starts before or after 1st April 2024. We have produced guidance on this. Please contact your local team if you need further support.

Don't forget that it's very important that you keep a record of the annual leave taken by your employee(s). It is not usually part of a payroll service to do this. Every employee has a statutory right 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.

Flexible Working

Starting on April 6th 2024, the Employment Relations (Flexible Working) Act 2023 allows employees to make two statutory requests for flexible working within a 12-month period, typically for part-time hours, staggered hours, flexitime, or job sharing. If you've received a flexible working request from your PA and need guidance, please contact your ILA for support.

Visa Changes

If your PA has a Biometric Residence Permit (identity card confirming immigration status) expiring on December 31, 2024, they must

create a UK Visas and Immigration Account before that date. For more details, visit www.gov.uk/get-access-evisa. The government advises retaining the Biometric Residence Permit, even if expired, as it helps with future UK stay applications.

Predictable Work Patterns

The Workers (Predictable Terms and Conditions) Act 2023, intended to grant workers the right to request more predictable working patterns, has been postponed by the new government and may be included in a future Employment Rights Bill.

Sunderland Street Pastors: A Lifeline for Night Time Safety

In Sunderland, we provided bid writing support to the Sunderland Street Pastors, a local charity that works to keep people safe on Saturday nights. They provide a safe space for people who may be vulnerable due to injury or intoxication. We are thrilled to announce that our bid submission was successful, Sunderland Street Pastors have been awarded a grant from the National Lottery Community Fund, which will allow them to continue their important work.

The Street Pastors, a group of dedicated volunteers, have been working in Sunderland since 2010, patrolling the streets every Saturday night. They look out for individuals who are intoxicated, injured, or in need of first aid. By providing a safe place for people to rest and receive basic medical care, they reduce unnecessary trips to A&E and help ease the pressure on local NHS services. The premises they



rent, a small but vital space with kitchen facilities and toilets, gives people the opportunity to recover in a safe and warm environment. The pastors also work closely with the police, Sunderland City Council, and other partners to ensure that those in need get the right support.

This funding will allow Sunderland Street Pastors to continue renting their premises for another year, ensuring that this crucial service remains available. As one of the pastors shared:

"Gaining this funding has enabled us to have some relief for the coming year, as we secure our premises for another year. The premises is a vital resource to us, as we are able to offer individuals enjoying the Sunderland Night Time Economy a place of safety and somewhere to receive medical treatment, saving pressure on our NHS with unnecessary attendances to A&E where possible."

"We are delighted to receive these funds as it gives us the opportunity to continue our patrols within Sunderland City Centre on a Saturday night."

For more information on Sunderland Street Pastors, visit their Facebook page at www.facebook.com/SunderlandStreetPastorsUK/



Exciting Updates to Our Online Payroll Service!

We're really pleased to announce that over 2,500 payroll customers and their PAs are already enjoying the convenience of accessing payslips online.

Following a successful testing phase, we're launching two new features:

- **Mobile Phone App**
- **Submission of Timesheets**

My View is now available to all payroll customers. If you haven't received your invitation yet, don't worry, we're rolling it out gradually. Please note that some features are currently only available to standard payroll customers. If you have a managed account or use our direct debit (BACS) service, you can view payslips online but won't be able to submit timesheets just yet. We'll keep you updated!

Why Sign Up?

- **Immediate Access:** Get your payslips as soon as they're ready—no more waiting for the post.
- **PA Access:** Your PAs can also access their payslips right away.
- **Safe and Secure:** Our system prioritises your security.
- **Flexible Access:** Use the mobile app or website—your choice!
- **Timesheet Submission:** Easily submit your hours via My View, ensuring we receive your information directly.
- **Dedicated Support:** Our team is here to help! Email us at myview@penderelstrust.org.uk with any questions.

Mobile Phone App

All My View customers can now use our new mobile app. Download it on your smartphone for a quicker, easier experience. Check out our User Guide on the My View webpage (www.penderelstrust.org.uk/myview) or email us (myview@penderelstrust.org.uk) for a copy.

Submission of Timesheets

We're excited to now be able to accept timesheet submissions via My View for standard payroll customers. Whether you're an employer or employee, you can submit hours worked, with employee claims requiring employer authorisation. This efficient system saves time and allows our payroll team to focus on assisting new customers and answering queries.

Getting Signed Up

If you're not yet signed up, we need your email and your PAs' email addresses to set you up. Please send your name, CG number, and your PAs' details to myview@penderelstrust.org.uk. We'll email you once you're set up with a start date. Until then, you'll continue to receive your payslips as usual.

For those who may need assistance with the online service, we're providing plenty of support, including guides on setting up email and navigating the system. And rest assured, we will continue to offer our paper-based service for those who prefer it.

Thank you to all customers and their PAs who tested our new features and provided feedback on the system and User Guides, your help was invaluable and will make a big difference to all customers using the system.

