



Welcome

to Penderels Trust's latest newsletter!

Welcome all to our Autumn newsletter, I hope you have had a great summer.

This edition begins on a reflective note, as we share the sad news of the passing of Richard Harris, who was better known to everyone at Penderels Trust as Dick. Dick was a hugely important figure in the history of the Trust. His journey with the organisation began as the caretaker at Penderels House, which was later sold to help fund the creation of the Trust as we know it today.

Over the years, Dick served with dedication as trustee and Vice-Chair. On a personal level, he was a trusted mentor to me from when I joined the Trust in 2013. You'll find a special tribute to Dick later in this newsletter.

In addition, we have a range of updates and resources to share. PA employers will find some particularly useful information in this issue, and we're excited to announce the launch of this year's **Beecham Awards**. These awards continue to make a meaningful impact, and we've included stories from some of last year's recipients to highlight the difference they've made. If you're considering applying, please note that the closing date for submissions is **7th November 2025**.

Thank you for taking the time to read through this newsletter. I hope you find it informative and inspiring. I look forward to connecting with you all again soon.

Warm regards,
Gary Jones

Spotlight on Milly: Flexible Support That Makes a Difference

Milly, a Lincolnshire resident with learning disabilities and other health conditions, has been supported by Penderels Trust since 2016. She first had a Direct Payment for after-school support while her mum worked.

After leaving school, Milly attended The Pheasantry day centre, where increased funding gave her a safe place to socialise. As her needs changed, the family employed personal assistants (PAs). Finding the right people took time, but they now have one permanent PA and another offering flexible help, this support has made a real difference—especially with Milly's Dad working away.

The extra help allows Milly to enjoy trips out and gives her mum time to manage daily tasks and focus on her own wellbeing. As her family says, "It gives Milly a break from Mum!"

Milly has always used a managed account, easing the admin tasks. Her Independent Living Coordinator, Tammy, is quick to respond to changing needs.

Milly's story shows how tailored support can improve life for the whole family.

Below are some photos of Milly having fun out and about!



All Things PA – Supporting Personal Assistants and Employers

Penderels Trust
PA Community Centre

If you employ your own Personal Assistant (PA) or are thinking about it, this update is for you and your PAs!

Welcome to the PA Community Centre

This dedicated online space is just for PAs – the **PA Community Centre**. This website is packed with helpful resources, guidance, and local support. There are currently **205 active resources** available.

Visit: www.allaboutpas.org.uk

Monthly Newsletter

In January, we launched the **PA Community Centre Newsletter** to keep PAs updated on the new content added to the site each month. So far this year, **49 new resources** have been uploaded!



Scan me to find out more

Follow Us on Social Media

We've also launched two new social media accounts focused on PA recruitment and development. Follow us for the latest news, updates, and opportunities:

- **Facebook:** Penderels Trust – PA Recruitment and Development
www.facebook.com/PenderelsPARecruitment
- **X (formerly Twitter):** @PAs_Recruitment
https://x.com/PAs_Recruitment

We'll soon be helping direct payment employers by posting job ads on their behalf on these social media accounts – **watch this space!**

Improved Job Search Coming Soon

We're working on a better job search experience for PA applicants on the Penderels Trust website. In addition to filtering by region, you'll soon be able to search by:

- Experience level
- Gender and age requirements
- Training needs
- Contract type
- Days available

Trustees Update: A Warm Welcome to Mark and Victoria

At Penderels Trust, our work is guided by a passionate and experienced Board of Trustees, who help shape the direction of our services and ensure we continue to deliver high-quality support to our community.

We're delighted to welcome **Mark McGillicuddy** and **Victoria Davies** to the board!

Meet Mark

Mark is a qualified chartered accountant with a career spanning the **telecoms and energy sectors**. During his time at **National Grid**, he co-founded an employability programme with special schools, helping young people with additional learning needs prepare for adulthood.

Mark has continued to champion support programmes, including his role as **Treasurer Trustee** at the British Gas Energy Trust, where his team helped ease the impact of **fuel poverty and pandemic-related debt**.

Meet Victoria

Victoria is **Head of Risk** at **Experian UK & Ireland**, where she leads on strategic risk, regulatory compliance, and emerging areas such as **Artificial Intelligence (AI)** and **cyber security**. Her expertise brings a forward-thinking perspective to our board, helping us stay prepared for future challenges.

Both Mark and Victoria bring a wealth of knowledge and a strong commitment to making a difference. We're excited to have them on board and look forward to the positive impact they'll bring to Penderels Trust.

Interested in learning more about our Board of Trustees or exploring ways to get involved?

Please visit our Governance Page at www.penderelstrust.org.uk/governance.php



Mark
McGillicuddy



Victoria
Davies



Never Give Up! Wali's Story

Meet Wali - Wali lives in Essex and is supported by Penderels Trust. He is blind and receives a Direct Payment. This helps him live more independently and stay active in his community.

Before moving to the UK, Wali worked as an interpreter and cultural adviser for the British Army in Afghanistan. In 2009, an explosive device took his sight. He later relocated to Colchester and focused on rebuilding his life.

Wali chose running as his way forward. As a boy in Afghanistan, he loved to run. After the blast, he thought he would never run again. He trained steadily and took on bigger goals. With a guide runner, he completed the London Marathon in 2019. He then began preparing for the Invictus Games.

In 2023, Wali represented Team UK at the Invictus Games in Düsseldorf. He won four gold medals in athletics: the 100m, 200m, 400m and 1500m. Across all competitions, Wali has won 25 medals in total, 22 for running and 3 for swimming! His success inspired many people in Essex and across the UK.

Alongside sport, Wali is also an author and a motivational speaker. His book 'WALI NOORI: Running Blind' tells his story of resilience and determination. He visits schools to speak about his injuries and recovery. He shares a simple message about patience, hard work and never giving up.

In 2025, the University of Essex awarded Wali an honorary doctorate. This recognises his sporting achievements and the positive example he sets for others.

Today, Wali uses his Direct Payment to organise the support that helps him keep fit, travel to training and stay active in his community. Sport helps him stay focused and confident.

We are proud to support Wali as he works towards his next goals.

You can order Wali's book on Amazon by searching **WALI NOORI: Running Blind** and share his message of never giving up.

Beecham Family Award

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

"After I was fortunate enough to be successful in my application to the Beecham Family Award, I received my new wheels. These fat off-road wheelchair wheels have opened up new terrain for me to walk my dog - fields and parks, sand, gravel and muddy paths are no longer a barrier. I can go places effortlessly that were once impossible or a real struggle. Thank you again to the Beecham Family Award."

Ryan



Ryan with his 'fat wheels'.

Beecham Award Winners 2024

As in previous years, we were overwhelmed with the number of applications we had, with over 90 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.

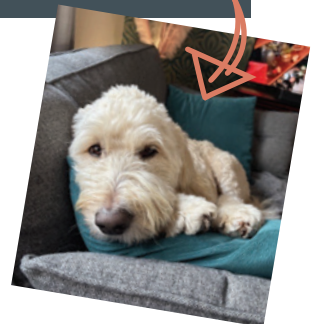
After much deliberation, the grants were awarded to the following amazing people:

- Archie from Middlesbrough (sensory equipment for bedroom)
- Jessica from Essex (replacement battery for wheelchair)
- Nico from Gloucestershire (safe space surround bed)
- Ryan from Barnsley (off-road wheelchair tyres)
- Yasmin from Birmingham (vibrating cane)
- Genendy from Salford (digital photo frame)
- Jordan from Coventry (activity centre holiday)
- Megan from Lincolnshire (video projector)



Ryan with Logan.

Logan is a Goldendoodle (retriever/standard poodle cross). Logan is a pet first and foremost but also a trained assistance dog. Ryan trained Logan with the assistance of Dog A.I.D.



Logan



Jordan having fun at Calvert Exmoor Activity Centre.

"I had a wonderful time. Thank you again for giving me the opportunity to go on my holiday."

Jordan



Applying for the Beecham Family Award 2025

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

This award is open to anyone who uses Penderel's Trust services including those who applied last year. The **closing date** for applications is **7th November 2025** with the winners announced at our Annual General Meeting on **26th 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



PAs eligible for flu jab

Flu can be a serious illness, especially for young children, older adults, and people with health conditions. That's why it's important to get protected.

If you're eligible for a free flu vaccine, we encourage you to book your appointment. This includes anyone who cares for someone vulnerable.

Personal Assistants (PAs) who work for people receiving direct payments or personal health budgets can get the flu jab for free.

To book an appointment, please visit the NHS website: www.nhs.uk/vaccinations/flu-vaccine

If your PA is asked to show proof of eligibility, a letter is available to download from our website: www.penderelstrust.org.uk/covid.php

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 Minimum and Living Wage Changes

From **1st April 2025**, the **National Living Wage** now applies to workers aged **21 and over** (previously 23+).

Here are the new hourly rates:

- **£12.21** – Age 21 and over
- **£10.00** – Age 18 to 20
- **£7.55** – Under 18 and apprentices

You can find full details on the GOV. UK website, www.gov.uk/national-minimum-wage-rates

Neonatal Care Leave and Pay

From **6th April 2025**, eligible parents whose baby needs neonatal care for **7 days or more** (within the first 28 days after birth) can take up to **12 weeks of paid leave**.

This is **in addition** to maternity, paternity, or shared parental leave.

This new right applies from **day one of employment** and is designed to support families during difficult times.

Immigration Rule Changes

From **22nd July 2025**, the UK government has:

- **Closed the Social Care Worker visa route** for overseas applicants.
- **Raised the skill level** for the Skilled Worker visa to degree-level roles.
- **Stopped dependants** from accompanying care workers on visas.
- **Increased salary thresholds** for visa eligibility.

We are working closely with job candidates to help them meet the new requirements.

Payroll – Starters and Leavers

To make sure your PA gets paid correctly:

- **New PA?** Please fill out a **New Employee Form**.
- **PA leaving?** Please complete an **Employee Leaving Form** so we can issue their P45.

You can download both forms from our Payroll Document Centre on the payroll page of our website:
www.penderelstrust.org.uk/payrollInfo.php

Keeping Employee Records

As an employer, you must keep records such as:

- Contracts and pay rates

- Accident or incident reports
- Sickness records (especially if Statutory Sick Pay was paid)
- Annual leave taken

It is your responsibility to keep a record of annual leave taken by your employees. It is not usually part of a payroll service to do this. Every employee has a statutory right to 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.

In Memory of Dick Harris

We are deeply saddened to share the news that **Richard Harris**, known to many as **Dick**, passed away on **5th August 2025** at the age of 71, following a short illness.

Dick was a long-standing and much-respected member of the **Penderels Trust family**. His journey with us began all the way back in **1987**, even before Penderels Trust officially became a charity. In fact, Dick spent ten weeks living in the house known as The Penderels in Meriden, near Coventry – the very place that inspired our name.

Over the years, Dick played a vital role on our **Board of Trustees**, serving with dedication and wisdom, including a long tenure as **Vice Chair** until his retirement in 2020. His contributions to Penderels Trust – and to many other organisations he supported throughout his life – were truly remarkable.

Dick was a source of thoughtful advice, encouragement, and support to everyone who had the privilege of working with him. His legacy lives on in the values and vision he helped shape, and he will be greatly missed by all of us.

We extend our heartfelt condolences to Dick's family and friends during this difficult time.



Dick and wife Angi attending the Penderels Trust 30th anniversary celebrations in June 2018.

Discover How Easy it is to use My View – Our Online Payroll Service

We're excited to share that **My View**, our secure online payroll service, is now used by over **4,000 payroll customers** (and their PAs) – and the number keeps growing!

Why Switch to My View?

- **Instant Access:** No more waiting for payslips in the post – view them online as soon as they're ready.
- **Convenient for PAs:** Your PAs can access their own payslips anytime, anywhere.
- **Submit Hours Easily:** Send timesheets directly through My View – quick, accurate, and secure.
- **Mobile Friendly:** Use it on your smartphone or computer.
- **Safe & Secure:** Your data is protected with top-level security.
- **Support When You Need It:** Our friendly team is here to help – just email myview@penderelstrust.org.uk.

Please note: 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.

Submitting Timesheets Made Simple

Standard payroll customers can now submit hours worked directly through My View.

- Employers and employees can enter hours of work for the pay period.
- Employee claims need employer approval.
- Submissions go straight into our payroll system.

Top Tips from Our My View Team

Here are some helpful tips:

- **Use the correct website:**
Go to the My View Home Page – it's branded with Penderels Trust – tinyurl.com/My-View-Home-Page
Avoid using search engines, which may take you to the wrong site.

• Read the User Guide:

Visit our website at www.penderelstrust.org.uk/myview.php and choose the guide that suits you – employer or PA, mobile app or website. They're step-by-step and easy to follow.

• Use your payroll number to log in:

Your username is your payroll number (found at the top of your timesheet) with ER at the start e.g. ER12345.

Do not use your email address to try and log in.

• Forgotten your password?

Please use the "forgotten password" link. After three failed attempts, your account will be locked for security.

• Using the app?

Turn your phone sideways when submitting timesheets – it's easier to view and enter information.

Ready to Sign Up?

Just send us:

- Your name
- Your CG number (found on your timesheet)
- Your PA's name and email (required for each PA you employ)

Email everything to myview@penderelstrust.org.uk and we'll get you set up. You'll receive an email with your start date. Until then, you'll continue to receive paper payslips.

We will continue to offer our paper-based service for those who prefer it.

