



**Penderels Trust**

Resource House, 1A Brandon Lane,  
Coventry, CV3 3GU

Tel: 02476 511611

Email: [enquiries@penderelstrust.org.uk](mailto:enquiries@penderelstrust.org.uk)

**Penderels Trust Payroll Bureau**

Tel: 02476 511375

Email: [payroll@penderelstrust.org.uk](mailto:payroll@penderelstrust.org.uk)

[www.penderelstrust.org.uk](http://www.penderelstrust.org.uk)



2018  
**Annual Report**



“ Yes, my everyday life is a bit better and manageable.

Very easy and saves time

I used to be helpless some days.  
I now have strength.

Help from Penderels Trust has been amazing and supportive.

Given me more independence, choice and control. We know who is coming to our home and can choose the right carers.

It has given my aunt the carers she is extremely happy with and trusts.

Given me independence and have a social life that I would not have had.

My son has more independence and is happier and I am able to keep my job.

”

## Contents

	Page
Chairman's Foreword	5
Governance	6
Chief Executive's Report	7 - 15
Auditors' Report	16 - 18
Balance Sheet	19
Areas of Support	21 - 22
Penderels Trust celebrates 30 years	23 - 24

If you would like this report in larger print, please contact us.

## A word from the Chair

**I am pleased to report on a successful year for the Trust in which a number of developments have been undertaken with the aim of providing a stable, long-term future for the organisation.**

It has certainly been a busy first year in my tenure as Chair of the Trustee Board, but one in which we have continued to provide the highest quality support to users of our services.

It is not possible to remark upon the development of the Trust without mentioning the ongoing pressures that many of our customers face. At Local Authority and Clinical Commissioning Group level, budgets remain constrained by the effects of austerity, which inevitably has a knock-on effect to the lives of the users of our services.

As an organisation, we have seen some of these affect commissioning decisions, and the Chief Executive's report will go on to outline how these have impacted upon the Trust, and perhaps more importantly, the risks that these decisions pose to Direct Payment and Personal Health Budget users.

What is clear, however, is that Penderels Trust continues to offer high quality and responsive services, and we remain confident that we are the best placed organisation in the sector to assist in managing the issues being faced.

Financially this has been a successful year for the Trust, and with the move to new Head Office premises, we are in a good position to launch our new Business Plan and Strategy in early 2019.

Our new payroll solution for Direct Payment users will finally be launched in April 2019, and will hopefully mark the beginning of a new era of digital engagement for our services.

I would like to offer my thanks to Jackie Wakelin who retired this year as Chief Executive of Penderels Trust. Under Jackie's leadership, the Trust has grown from small beginnings into the organisation we see today. We are excited to continue our development under new leadership whilst striving to maintain the spirit of our history and achievements to date.

Finally, I want to thank my fellow Trustees, the management team and all of our staff for the contribution all have made towards the ongoing success of the Trust.

The 30 year anniversary which we celebrated in June 2018 has highlighted just how remarkable a journey Penderels Trust has been on - from working with a handful of individuals in Coventry through to being the largest provider of Direct Payment support services across England. I am proud to be part of an organisation with such a rich history, and look forward to all of our achievements in the years to come.

**Monica Macheng** | Chair



**“I can continue to live in my flat and do not have to go into a care home.”**

## Governance – April 17 to March 18

Throughout this period, the Trust was governed by a total of ten Trustees, all of whom were also Directors of the Company.

We wish to thank all Trustees for their valuable contribution during the year.

**Monica Macheng**

(Chair from 1st November 2017)

**Ian Besant**

(resigned as Chair on 1st November 2017)

**Dick Harris**

(Vice Chair)

**John Finnie**

(joined November 2017)

**Yvonne Barnes**

(joined May 2018)

**Veronica Cotterill**

(resigned June 2017)

**Kenneth Barrett MBE**

(resigned January 2018)

**Andy Berry**

(resigned February 2018)

**Malcolm Cook**

(resigned March 2018)

**Sarah Henson**



# Chief Executive's Report

Gary Jones  
Chief Executive

2017-18 has been an incredibly busy year for Penderels Trust with 2018 marking 30 years since the official birth of the organisation. It is remarkable to reflect upon our growth in the 30 years and 2018 has marked a watershed for the Trust in a number of ways.

I am incredibly pleased and fortunate to be able to contribute to this report which is my first as the Chief Executive Officer following the retirement of Jackie Wakelin in March 2018.

Jackie Wakelin has been involved with Penderels Trust since prior to our official inception in 1988.

From our earliest days working with a handful of individuals moving into Independent Living, through to the current day where we are a national organisation supporting tens of thousands of Direct Payment users and their Personal Assistants, Penderels Trust is a reflection of Jackie's drive and vision.

At a time when there are clearly great pressures on services and funding, the contribution of individuals like Jackie cannot be underestimated in having a positive impact on the lives of disabled people across the

country. Penderels Trust is fortunate to have had Jackie to lead the organisation throughout this period, and we all wish her a long and happy retirement.

## Some facts and figures

This year has been another successful one for the Trust as we continue to build on our successes, whilst adapting to the ever-changing landscape.

We have been able to generate a surplus of £263,350.00 on a turnover of £5,018,830.00, with significant growth particularly in our payroll and Appointeeship services. In 2017-18, we delivered services in 44 Local Authority areas and also work with 20 NHS Clinical



“ I’m happy to see my daughter enjoying time with her PA. ”

Commissioning Groups (CCGs). The picture across Direct Payment services is slightly more mixed, with some Local Authorities making the decision to either merge these with other services or increasingly, to take some elements in-house.

As I will outline later in this report, we feel this is an incredibly risky strategy for any local authority and we are committed to raising our profile as the nationally recognised expert voice of Direct Payments. Our services involve complex relationships with a range of bodies, which we are able to successfully negotiate as this is our sole focus.

It is our firm conviction that without this focus, Direct Payment users are at risk of receiving inappropriate or incorrect advice

that will put their independence at risk, as well as exposing local authorities and other partners to legal and financial challenges.

### A year of change

As well as our 30th anniversary and the retirement of Jackie Wakelin, 2017-18 saw a number of other significant achievements and milestones. In November 2017, we were nominated in the Coventry Business Awards for the first time in our history. Following this, in 2018 we made the move to our new Head Office at Resource House.

This had been a long-term aim for the Trust, as we had outgrown our previous accommodation some time ago and it was becoming increasingly difficult to support the

growth of the organisation across the two sites we occupied at Wheler Road.

Since the move, we have been able to bring all of our staff together under one roof, with space to both accommodate future expansion and to provide excellent training and meeting facilities. As we move into the next phase of our development, it is vitally important to have the facilities and infrastructure in place to enable us to continue our growth in a sustainable way.

### 30th anniversary

Our 30th anniversary was celebrated in June 2018. Whilst this report covers the financial year up until April 2018, I would like to refer to the celebrations as they

were part of our ongoing plans to raise the profile of the organisation. We were able to tie in the official opening of Resources House with our celebrations on June 15th, with the Deputy Lord Mayor of Coventry visiting to cut the ribbon, along with invites for our customers, Local Authority and CCG partners as well as lots of current and former staff members and other individuals who have contributed to our history.

A key part of the celebrations was the unveiling of the ‘Our Journey’ mural, which is mounted in the reception area of Resource House as well as available to view on our website ([www.penderelstrust.org.uk/aboutus](http://www.penderelstrust.org.uk/aboutus)).

It was a great pleasure for me to speak with lots of people integral to our history in putting together



“ It has made a huge difference. Without my support I would have not been able to make change and go forward in my life. ”

this piece of work, and I would encourage everyone to look and read through it when they have the chance. It provides a wonderful background to our work and how the people of Coventry have been supporting individuals with disabilities to live independent, fulfilling lives for over 70 years. It is something we should all be rightly proud of.

**Governance**

Further changes have taken place in the management of the organisation over the course of 2017-18. As well as saying goodbye to Jackie Wakelin, Ian Besant retired as our Chair of Trustees in 2017 to be replaced by Monica Macheng.

Monica joined the Board in early 2017 and has a wealth of

experience gained in the charitable and Third Sectors as a partner in a law firm.

Joining Monica on the board this year has been Yvonne Barnes and Veronica Cotterill – both bring significant experience having worked in charitable organisations, commissioning environments and the wider commercial sphere.

In 2018-19 we are seeking to add to the Board, and are undertaking a recruitment drive that will focus on attracting individuals with specific experience that will complement our current leadership team and strengthen organisational governance.

In early 2018, our Finance Manager Shuna Crawley left the organisation and has been replaced by Asitha

Hingulage. Asitha is an experienced charity finance manager, having worked in senior positions in International Development charities and has already made a significant positive impact on the day to day work of the Trust.

Finally, in June 2018 we also appointed Liz Alvey as our new Director of Operations. Liz’s experience in the Social Care and Housing sectors is already having a positive impact on the Trust, particularly as we develop our services to include work obtained via non-commissioned routes through our Appointeeship and Bills Management services.

**Business plan**

With our new management team in place, and many of the

organisational challenges having been successfully met in 2017-18, we are now in the process of developing our new Business Plan and Organisational strategies, which will be fully launched in early 2019. A key driver for our Business Plan will be the stated aim of becoming the nationally recognised, expert voice of Direct Payment and Personal Health Budget Users.

We are steadfast in our belief that DPs and PHBs offer individuals with disabilities and long-term health conditions the best opportunity to live independent lives in ways that give them complete choice and control. The processes that need to go into enabling this, however, are complex and are impacted by a wide range of stakeholders.

Our expertise that has been



developed over our 30 year history means that we have more knowledge, experience and horizon scanning ability than anyone else in ensuring that this is done correctly.

We work closely with a range of external organisations, including HMRC and the Department for Work and Pensions – this is not something that can be achieved by other organisations whose focus may lie elsewhere or indeed with Local Authorities or CCGs who have to concentrate on a range of other priorities.

Further to this, we also believe completely in individuals having the ability to make decisions autonomously regarding their care and support, something we think will be eroded by in-house provision.

Further to last year's Annual Report, we also note that there is still the outstanding matter of VAT

registration. HMRC have delayed the tribunal that was due to take place in early 2018 for another organisation similar to ourselves, and we have had no further information regarding the current position – it is a situation that we continue to monitor.

2018-19 will be another big year for Penderels Trust with the implementation of our new Business Plan and embedding of our new Vision, Mission and Values statements.

The success we have achieved this year is, of course, down to the hard work and dedication of all of our staff across the country. We recognise and thank all of them for their commitment to improving the lives of all of our customers and we look forward to meeting any new challenges as they present themselves.



“ It has helped me tremendously and changed my life to feel more normal. Have freedom to do what I want, when and where, independently from my family. ”



## Report of the independent auditors to the members of The Penderels Trust Limited

We have audited the financial statements of The Penderels Trust Limited for the year ended 31st March 2018 which comprises of the Statement of Financial Activities, the Balance Sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and the Financial Reporting Standard for Smaller Entities (effective April 2008) (United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities).

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.

### **Respective responsibilities of trustees and auditors**

As explained more fully in the Statement of Trustees' Responsibilities, 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.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland).

Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.



### Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error.

This includes an assessment of whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the trustees; and the overall presentation of the financial statements.

In addition, we read all the financial and non-financial information in the Report of the Trustees' to identify material inconsistencies with the

audited financial statements. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

### Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31<sup>st</sup> March 2018 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.

### Opinion on other matter prescribed by the Companies Act 2006

In our opinion the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements.

### Matters on which we are required to report by exception

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; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption in preparing the Report of the Trustees.

**Muhammed Shabbir** ACA FCCA  
Senior Statutory-Auditor

For and on behalf of Armstrongs Accountancy Limited, Chartered Accounts and Statutory Auditor.  
1 & 2 Mercia Village,  
Torwood Close, Westwood Business Park, Coventry,  
West Midlands CV4 8HX

Date: 01/11/2018

# The Penderels Trust Ltd

Balance Sheet as 31<sup>st</sup> March 2018

Notes	£	2018 £	2017
<b>FIXED ASSETS</b>			
Tangible assets	13	55,032	37,921
<b>CURRENT ASSETS</b>			
Debtors	14	995,514	1,070,392
Investment	15	1	1
Cash at bank and in hand		907,309	530,461
		<u>1,902,824</u>	<u>1,600,854</u>
<b>CREDITORS</b>			
Amount falling due within one year	16	(248,339)	(192,608)
		<u>1,654,485</u>	<u>1,408,246</u>
<b>NET CURRENT ASSETS</b>			
		<u>1,709,517</u>	<u>1,446,167</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>			
		<u>1,709,517</u>	<u>1,446,167</u>
<b>NET ASSETS</b>			
		<u>1,709,517</u>	<u>1,446,167</u>
<b>FUNDS</b>			
Unrestricted funds:	18		
General fund		1,670,363	1,409,174
Restricted funds:		39,154	36,993
		<u>1,709,517</u>	<u>1,446,167</u>
<b>TOTAL FUNDS</b>			
		<u>1,709,517</u>	<u>1,446,167</u>

“ It’s enabled me to be independent and given me the right to choose how I live. ”



## Areas of Support



## Local Authorities

As of 2018

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

## Clinical Commissioning Groups

(Personal Health Budgets support)

- Bolton
- Bristol
- Cambridgeshire & Peterborough
- Central Midlands
- Gloucestershire
- Greater East Midlands
- London Wandsworth & Merton
- Manchester
- Midlands & Lancashire
- Nene & Corby
- Nottinghamshire
- Northamptonshire
- North Tees
- Salford
- Sandwell
- Sheffield
- South London
- South Tees
- Wakefield
- Wolverhampton



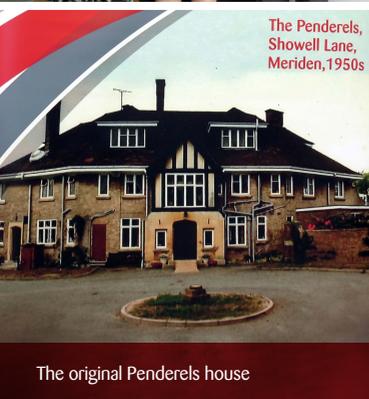
# Penderels Trust celebrates 30 years



Unveiling the 'Our Journey' mural

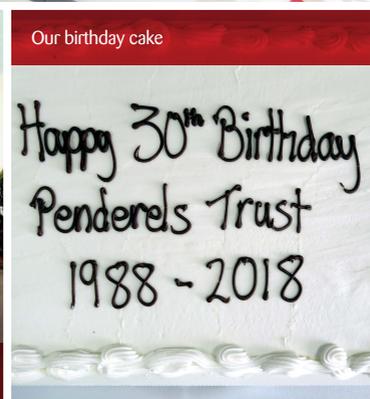


Coventry and Warwickshire staff teams enjoying the day



The Penderels, Showell Lane, Meriden, 1950s

The original Penderels house



Our birthday cake



Deputy Lord Mayor officially opens the building



Getting ready for the official opening



Cake!



Opening the door to independent living

