



# Penderels User Group (PUGs)

Do you want to get involved with the development of the policies and procedures that Penderels Trust put in place?

## **Come and join PUGs!**

We are a group of service users who meet regularly to discuss Penderels Trust services and direct payments in general.

**PUGs** - helping us to help ourselves to:

- get it right
- be involved
- have fun
- share information

# Membership

The PUGs group includes:

- service users
- service users' representatives or carers
- a Penderels Trust representative.

**Membership is free**



# Meetings

We hold meetings once every three months and we expect every member to attend at least once a year.

Most meetings are held at a suitable venue in Coventry and Penderels Trust will pay reasonable travel expenses to enable people from other areas to join in. Most meetings start at 11 am and include lunch.

We will have a number of agenda items to discuss at each meeting but it is also a great opportunity to talk to other people and to share ideas about making the most of your direct payment.

The group recognises that everyone has a valuable contribution to make to the group. All service users should have the opportunity to express their views.

*Join us.*

*Have your say.*

*Help us to improve Penderels*

*Trust's services*

***for your benefit.***



# Penderels User Group (PUGs) Terms of Reference

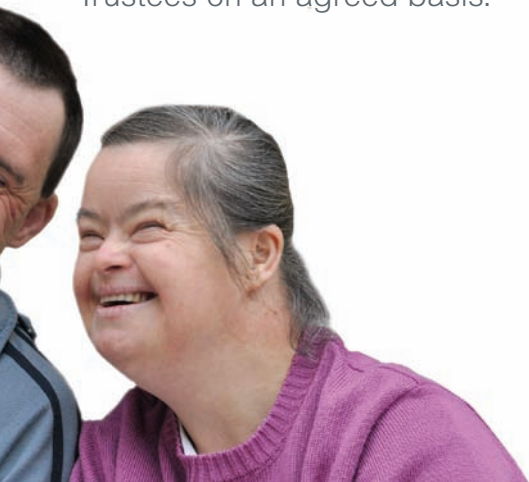
**PUGs** aims to empower Direct Payment users to take part in the policies and practices of future developments of Direct Payment services.

**PUG's** purpose is to provide feedback on the work of the support agency Penderels Trust, and to ensure that they continue to address the principles of Direct Payments.

**PUGs** will represent the views of the service users, rather than an individual viewpoint.

**PUGs** will also receive, consider and comment on reports and procedures from Penderels Trust.

**PUGs** will liaise closely with Penderels Trustees on an agreed basis.



# Independent Living

“Changes your life completely.  
It’s so easy”.

“The user group is so helpful it  
enables you in all areas of your life,  
not just personal care”.

“Independent Living does away with  
long waits for help with the little things,  
and it opens up the world again.  
It gives you freedom of choice”.

“I can now do what I want,  
when I want”.





## For more information contact

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**Penderels Trust**  
Opening the Door to Independent Living

*Direct Payments makes it all possible*