



Welcome to our Winter 2016 Newsletter

Welcome to the final newsletter of 2016, a year that will probably be noted as an important one in world history for many reasons!

We would like to welcome everyone who started using our services during 2016. We look forward to continuing to support you next year.

Despite the ongoing pressure on local authorities to cut costs, Penderels Trust has had

a successful year. We have achieved our targets and many of our services are growing, including our managed accounts and appointeeship service.

I would like to take this opportunity to thank all the staff at Penderels Trust who have worked very hard this year during what have often been challenging times.

There are a number of ways

that you can get involved with Penderels Trust and help us shape our organisation as we go into 2017. Please see our 'Get Involved' article inside for more details.

From all at Penderels Trust, we hope you have a very Merry Christmas and a Happy New Year.

Jackie Wakelin,
Chief Executive

Max's Story

Max is a young man aged 15 who has a diagnosis of autism, communication disorder and sensory processing difficulties.

Max's family receive a direct payment and are supported by the team in our Wakefield office. Max's mum, Tracey, said they were very apprehensive and unsure of the procedure but with the support and guidance of the independent living adviser, the family have employed a personal assistant (PA) which has helped Max to achieve his goals and aspirations on his way to a more independent life. This is Max's story.

'When I was a toddler I had no speech, life was very confusing for me, I could not communicate with anyone. I was completely isolated from the world. It was frightening.

Following my diagnosis of Autism and Communication Disorder, my family and I embarked on a difficult and challenging journey into the world of disability. I attended mainstream school in primary with lots of services involved. It was a particularly lonely time for me as I was different to everyone else at school. I just did not click with anyone or fit anywhere. I was misunderstood by teachers and my peers. Because of this I was bullied. I became very withdrawn and shut down. I was very unhappy.

At high school it was very clear that this was not the place for me, this was when I transferred to a specialist school. It was here that people really understood me and I could relax and be myself with all my quirks and not fear ridicule. I grew in confidence and was exposed to a new way of learning, doing practical things that made sense to me. I was given strategies to cope and this aided my learning. Whilst growing up I was in denial about my autism because I hated it - that was the reason I was so unhappy. I did not understand it. As I have got older

and have a better understanding, my parents have explained to me what autism actually is and how it affects my life. They pointed out all my strengths and good qualities and said that I need to build on these to help me move forward and gain more independence.

We did lots of family sessions at home, which included my siblings, where we looked at my strengths and confidence building. The outcome was that I have many skills I did not know that I had. This made me feel empowered and brought me and my siblings closer together.

Over a period of time, we built on these to broaden my skills. I have a good memory and love films and acting so I joined a drama class to use my skills in a positive way. I was able to retain information and study lines and monologues which helped with my drama. This motivated me to meet a new circle of friends - I was able to contribute to the group whilst doing something I loved. I have since performed at Wakefield Theatre and performed in the Wakefield Mysteries.

I love acting and doing drama and finally I belong. Since working out what I am good at and embracing my autism and using my skills to my advantage, I have a completely different outlook on life. My autism no longer holds me back but has actually set me free



to be who I am. I can do things I love - I can be who I want to be. I have realised with the right support around me I can learn in my own way and I am looking forward to my transition into college next year.

This is a life I never thought I could achieve but through embracing my disability and challenges, I have a happy fulfilled life.'

Max Craven, age 15.



Investors in People

Following an assessment with a random selection of employees from across the organisation, we are pleased to confirm that we continue to exceed the Investors in People criteria.

The employees were asked about the Trust's approach on a number of topics including learning and development, people management, continuous improvement and recognition and reward for staff. We are now accredited for a further three years.



Getting Involved

There are a number of ways you can get involved with Penderels Trust.

At a local level, you may wish to join your Peer Support Group (or set one up if there isn't one!). If you wish to get involved at a more strategic level and influence the future development of Penderels Trust, you may consider joining our Penderels User Group (PUGs for short) or becoming a trustee.

Penderels User Group (PUGs)

PUGs is a group of people who use our services or support someone who does. The group meet every three months, usually in Coventry. The purpose of the group is to help Penderels Trust improve our existing services and develop new ones. We ask PUGs for their opinions on the information we produce to make sure it is presented appropriately and to get their input on how we should share information. We may also use the PUGs group to 'test' ideas such as new training sessions.

As a PUGs member, you act as a representative of our customer base. This may sound daunting but the group is very friendly and meetings are fairly informal although they do follow

an agenda. The meetings are supported by a Penderels Trust member of staff but chaired by a PUGs member.

Penderels Trust provides lunch and will cover reasonable travel expenses.

Nationwide Networking

People who are considering taking a direct payment often say it would be useful to speak to someone who already has one to find out what it's really like. The Nationwide Networking group is made up of people who use our services and are happy to provide advice, information and share the benefit of their own experience with others who may be considering a direct payment. Members' contact details (telephone and/or email) are listed on our website. We are always

keen to invite new members to our group.

Trustees

Are you interested in shaping the future of Penderels Trust? We are currently seeking expressions of interest from individuals to join our Board of Trustees. If you can bring business skills and commercial acumen to our board and have an understanding and interest in the social care or voluntary sector, then this may be something to consider. The role of trustee is a legal one and you will need to take responsibility for advising and working with senior managers, making decisions on policy and procedures and new developments. You will be supported by the senior management team and reimbursed for all reasonable expenses.

If you are interested in becoming involved in any of these groups, please email us at enquiries@penderelstrust.org.uk.

Animal Magic

Janet Rhodes, who is supported by our team in Wolverhampton and is an active member of the Penderels User Group (PUGs), is a keen animal lover.

Janet has told us how interacting with animals, and she includes farm animals and insects in this list, not just your usual cats and

dogs, has had a huge positive influence on her mental health. The benefits of having animals around us are well known but for many people having a pet of their own is not possible. Janet is one of these but regularly attends her local church's pet service where people can bring their animals (including a tarantula spider!).



She says this service brings her great peace and relief from the stress she has been under and has met a number of like-minded people who have become friends.

Comments, Compliments and Complaints Procedure

Like most organisations, Penderels Trust has a formal Comments, Compliments and Complaints Procedure that you can use if you have something you wish to tell us about our services. The procedure states how quickly we need to respond to the comments you have

made, even if it is just to say 'thank you' for a compliment.

You should have been given a copy of the procedure and form when you received your initial visit or welcome pack (*please ask us for another copy if you need one*).

You can send your comments electronically via our website www.penderelstrust.org.uk (*click on 'User Involvement' then 'Comments and Complaints'*).

You can also telephone us and we will complete the form on your behalf.

Employer's Liability Insurance

Employer's liability insurance is a legal requirement for anyone employing staff. As an employer of personal assistants (PAs), it is your responsibility to ensure you have insurance in place when you first employ and that it is renewed each year.

If you are supported by an independent living adviser (ILA), they can give you advice on this, although the insurance provider you choose is up to you.



Do you know someone with a long term health condition?

Cold weather can be seriously bad for our health, especially for people with a long term health condition and those aged 65 or over.

Public Health England have this advice:

Get your flu jab: Free of charge if you are aged 65 or over, have a long term health condition or are a carer.

Keep warm: This may prevent colds, flu and more serious health conditions.

Feeling unwell? See your pharmacist: If you feel unwell, act quickly. Your pharmacist is fully qualified to advise you on the best course of action.

Is your medicine cabinet ready for winter?: Ask your pharmacist what you should have in your cabinet and make sure you get any prescription medicines before the Christmas holidays start.

Look out for others: Bad weather means people are stuck indoors – ask loved ones and neighbours if they need any practical help (and don't forget to ask for help yourself if you need it).



Staying on Target with Independence

by Richard Davies (supported by our Worcestershire team)

My name is Richard Davies and I am married with three children. I have been a tetraplegic since my accident 26 years ago.

I have played Wheelchair Rugby for Great Britain for 14 years. Since 2008, I have been shooting for the Great Britain Paralympic team. I have been British Champion 5 times and ranked at number 1 in the world in my discipline of sh2 R4 Mixed Air Rifle. This has enabled me to travel all over the world competing in some of the top competitions. Just as an example, these are some of

the countries I have travelled to in 2016 alone: Dubai, Poland, France, USA, Germany and Brazil.

Having already taken part in the Paralympic Games in London 2012, I was thrilled to be selected as one of the 10 shooters to make up the British Paralympic Association (BPA) team and head out to Rio in 2016 which was a fantastic experience.

The sport I compete in takes 100% dedication and focus. Without the help of Penderels Trust, I would struggle to organise my care.



The support I get from my independent living adviser at Penderels Trust gives me the peace of mind that all my paperwork is in order.

You might be sat down but you don't have to be sat out!!

Tax Rebate Email WARNING

We have been asked by a few of our customers about tax rebate emails they have received that appear to be from HM Revenue and Customs (HMRC). **These are not genuine** and should

be deleted without opening or forwarded to phishing@hmrc.gsi.gov.uk who will investigate further. HMRC never send notifications of a tax rebate or ask you to disclose personal or

payment information by email or text message. Please be vigilant. These emails can be very convincing. If you are unsure, telephone the appropriate department and check.

Ringing the Changes

Penderels Trust in Coventry receives nearly 2000 calls every day. We recently updated our telephone system to offer a better service to our customers, making it easier for you to reach the right department quickly.

When you call the main number (02476 511611), you have a number of options depending on who you wish to speak to. When you have chosen the right department, your call will automatically transfer over. If the call is not answered within a few rings, it will move to another



extension number so that anyone in the team can answer your call, rather than putting you through to voicemail.

The system also allows our Business Support Manager to monitor calls and how long people are holding for so that we can review the way calls are being answered.

Contingency Plans

Your PA calls in sick, who will provide your care and support that day?

You should have a contingency plan in place so you (or a person who represents you) can make arrangements for someone else to support you.

This might be a care agency which will provide ad hoc care or someone in the family you can call upon. We have a contingency plan template you can use. Please ask your ILA if you want support with this.

Payroll and Employer UPDATE

Payroll Bureau Service

Over the past few months, we have been making some changes to the software that runs our service. This change is essential to ensure we are able to move towards a more flexible and efficient service and to manage the auto enrolment requirements for all our customers.

We are aware, however, that there has been some disruption to our service for a few of our customers. We apologise for this and are working hard to ensure this disruption is minimised.

Payroll Telephone Service

We receive many telephone calls in our payroll department every day. To help you get the service you need more quickly, we have introduced a new option system that directs your call to the appropriate department or tells you what alternative action you can take so you don't have to wait for a payroll officer to answer the call. When you call, you will be asked to choose an option.

The options are:

- 1 Pay slips or amendments to personal details
- 2 Timesheets
- 3 Pensions or auto enrolment
- 4 Disputes or to find out annual leave entitlement
- 5 Tax codes
- 6 Service fees
- 7 Hold for a member of the payroll team.

You can press * to repeat the menu or 1 to return to the main menu.

For some options, we ask you to email information to us. If you are able to send information, such as time sheets, by email, this makes it quicker for both you and us to process your information. We will send an automatic reply so you know we have received your information. We will not share your email address with anyone else and will only use it to send you any other information if you want us to.

Auto Enrolment

Many of our payroll customers have now reached their staging date for auto enrolling eligible staff into a workplace pension. Eligible staff are being enrolled on a pension scheme provided by NEST, the Government pension provider. We will keep you informed of what you need to do when your staging date arrives, so please do not worry if you have not heard from us yet. For those of you who are now in the auto enrolment process, it is important that you take action as directed as it is a legal requirement.

Important things to remember:

- It is really important that you complete and send us your Employer's Bank Details form and NEST Pension Agreement as soon as possible after you have received them. We cannot set up your account without this information.
- We will tell you what contribution you need to pay to NEST and by when. This payment must be paid by direct debit which must be set up when you reach your staging date.

We may have to suspend your payroll account if we are unable to set up your pension agreement or you do not pay your contributions to NEST as required. Please contact us if you need help with auto enrolment.

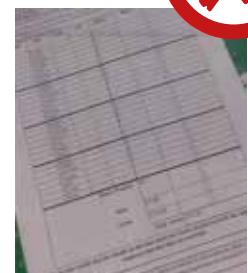
Timesheets

Many of you are now submitting timesheets by photographing them and sending them electronically. Whilst we do prefer electronically submitted timesheets, it's really important that the photo is clear and we can read it all. If we can't read it, we won't be able to process it. Please see below for some good and bad examples! We are working on providing the option of electronically completing and submitting timesheets which will make the process easier and quicker. We will keep you posted!

Camera held at an angle



Paper isn't straight



Paper is straight and photo taken directly over it



Useful Facts and Figures

Tax Year 2016/2017

Statutory Maternity/Paternity Pay: £139.58

Statutory Sick Pay: £88.45

Personal Allowance: £11,000

Minimum and Living Wage Rates (up to April 2017):

Age of Worker

25 years and over	£7.20
21-24 years	£6.95
18 -20 years	£5.55
16-17 years	£4.00

Payroll Bureau

Penderels Trust, Fairfield Court,
Wheler Road, Whitley, Coventry CV3 4LJ
(no public access)

Tel: 024 76 511375

Fax: 024 76 511166

General emails to:

payroll@penderelstrust.org.uk

Timesheets to:

timesheets@penderelstrust.org.uk

The Payroll Team

Your payroll manager is: Sue McDonald

Your deputy payroll managers are: Jo Grady
Michele Riley

Your payroll officers are:

Auto Enrolment Claire Ward
Dawn Nowosad

Managed Accounts Natalie Byrne
Dan O'Kane

BACs Donna Smith
Louise Gould

Groups B, H, L, P, Q & N Frances Phillips

Groups E, G3, F, S & G1 Sunny Hayer

Groups K, R & T Abbi McLaughlin

Groups D, G2 & G4 Natasha Townsend

Groups C, J & M Becki Rae

Your administration officers are:

Elaine Graham
Adam Morris
Shazia Akhtar
Corey Braithwaite
Vandana Kumar

Christmas Opening Times

During our festive season, our offices are open as follows:

Head Office and Payroll Office

Offices are open as normal except on the following days:

Friday 23rd December 2016 (closes at 1.30pm)

Monday 26th Dec 2016 closed

Tuesday 27th Dec 2016 closed

Friday 30th December 2016 (closes at 3.30pm)

Monday 2nd Jan 2017 closed

All our local offices will close on Friday 23rd December at 1.30pm and re-open on Tuesday 3rd January 2017 with the following exceptions:

Birmingham – limited service between Wednesday 28th and Friday 30th December (3.30pm finish).

Hartlepool, Lincolnshire, Sunderland – open Wednesday 28th to Friday 30th December (3.30pm finish).

South Yorkshire – open on Friday 30th December only.

Warwickshire – open on Thursday 29th and Friday 30th December.

When the office is closed, out of hours numbers for local social services emergency teams will be listed on each local office answering service. There will be a duty manager at Head Office (02476 511 611) during opening hours who can be contacted if your local office is closed.





The Silver Line Helpline 0800 4 70 80 90

More than half of all 75 year-olds in the UK live alone and one-in-10 suffers “intense” loneliness but is reluctant to ask for help.

That’s why Dame Esther Rantzen founded The Silver Line (0800 4 70 80 90), the only free, national, confidential helpline open every day and night, offering information, friendship and advice to older people.

Dame Esther said: “Since the death of my husband Desmond Wilcox, I know what it’s like to feel lonely – and so I also know what a difference it makes to be able to speak to a friendly voice.”

“There is still a stigma to admitting you’re lonely, but I believe we should all be honest about our loneliness, so that others can help.”

And since the helpline was launched nationally in November 2013, many thousands of lonely and isolated older people across the UK have responded to Dame Esther’s comments.

The helpline has already received more than one million calls and volumes continue to rise. Over two-thirds of calls are made overnight or at weekends when no other helpline is available for older people who may be lonely, isolated or confused. Some 67% of callers contact the helpline because they are lonely or isolated, 88% live alone, and 54% say they have no one else to speak to.

As a charity, The Silver Line relies entirely on donations to run its services, which are free for the older people and volunteers.



These include:

- Silver Line Friends: a weekly chat on the phone between an older person and a volunteer Silver Line Friend;
- Silver Letters: an exchange of regular letters and correspondence between an older person and a volunteer Silver Line Friend;
- Silver Circles: a regular group call on a range of subjects that interest the callers; and
- Silver Line Connects: help with informing and connecting an older person with national and local services.

The Silver Line facilitates around 2,500 weekly phone calls and letters between volunteer Silver Line Friends and lonely older people, and also makes a further 1,500 ‘keeping in touch’ calls every week to isolated older people.

And the results? As one caller said:

“When I get off the phone I feel like I’ve joined the human race”, and another commented: “It’s not just a phone line, it’s a life line. You know somebody cares about you.”

If you would like to support The Silver Line with a donation or by becoming a Silver Line Friend telephone volunteer, you can find out more on the website: www.thesilverline.org.uk