Penderels Trust Guide to Services

Penderels Trust offers advice, guidance and practical solutions to enable people with disabilities or long term health conditions to live independently in their own homes, to achieve their goals in life and to help them play an active part in their community.

We are a not-for-profit organisation and have been a leading provider of advice and guidance to disabled people since 1988.

This brief guide covers some of the main services that we offer, all of which have been developed and improved through working with the people who use our services, local authorities and other organisations. We do not offer a ‘one size fits all’ approach; we work in partnership with you to enable you to make the most of your support package and to manage it effectively.

Employing staff
If you employ or are planning to employ your own personal assistant /carer, we can support you with:

- Understanding what becoming an employer involves
- Preparing and placing job advertisements for staff
- Short listing applicants, interviews and job offer letters
- References and DBS checks
- Preparing a Contract of Employment
- Advice on ongoing staff management (such as disciplinary procedures and maintaining a safe place of work)
- Your responsibilities as an employer (such as liability insurance)
- Keeping up to date with employment law and how any changes may affect you
- Attending joint meetings with you such as local authority reviews

Payroll Service
Our well established payroll service offers a specialist service for employers in the care sector, most of whom are employing their own personal assistant(s). We support over 9000 customers, helping employers to pay their staff accurately and on time.

Our payroll service includes:

- Processing of timesheets and provision of pay slips
- Direct debit (BACS) option to pay staff directly into their own bank account
- Liaison with HMRC (tax office) on your behalf
- Electronic end-of-year tax returns completed for you
- All the paperwork you need (timesheets, reference guide, payroll calendar)
• Calculation of statutory sick pay and maternity pay as required
• Keeping you up to date with any changes in the law (e.g. minimum wage rates, maternity pay) that may affect you
• Provision of auto enrolment into workplace pension scheme with NEST (Government pension scheme)

Using a care agency

If you are using, or are planning to use, personal assistants from a care agency rather than employing someone yourself, we can:
• Help you choose which agency is best for you
• Work out what type of care you need and at what times during the day
• Draw up a list of questions you may want to ask them
• Support you throughout the year with managing your care and help you if you have any problems
• Advise you on what records you need to keep
• Attend joint meetings with you such as local authority reviews

Managing your finances

If you would prefer not to manage your own care finances, we can do this for you through our Managed Account service.

The money from your care package (i.e. your direct payment and other funds, including your own contribution) is received by Penderels Trust. We will arrange to pay all the agreed bills for your care (such as your care agency bills or your staff wages) from the money we hold on your behalf. You will still have responsibility for your own personal money.

Training

We are able to provide training on direct payments and being an employer. Our courses include:
• Being a Good Employer
• Recruitment Tips
• General awareness sessions on direct payments

We can also help you find suitable training and access available funding for training of direct payment employers and personal assistants (PAs).

We also offer other services including appointeeships, money management, support planning & brokerage.

Our main services are indicated in this leaflet. If the service you require is not shown, please discuss your specific needs with one of our Independent Living Advisers.
Contact

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

Tel: 02476 511611
Email: enquiries@penderelstrust.org.uk

Penderels Trust has a number of offices across England and Wales. Please contact us or go to our website www.penderelstrust.org.uk to get the local contact details for your area.

If you would like this information in a different format, please contact our Head Office and we will do our best to meet your requirements.