



The before group

Snowdon trip

This year some of the staff at Perthyn, wives and partners got together and decided to walk up Snowdon, just for fun.

The walk was a steady climb up the Pyg track, which is a popular path leading from the car park at Pen-y-Pass and skirts along the lower slopes of Crib Goch before zig-zagging above the smaller lake Glaslyn to the summit of Snowdon.

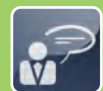
We reached the summit in good time, though the wind had picked up and it got colder at the top.

All in all a good time was had by everyone and it was hopefully the first trip of many more. What next, the Lake District, the three peaks, who knows, maybe next time we'll do it for a charity, any suggestions, watch this space.



The view

If you have any comments, suggestions or articles please send them to the address below. If you are sending photo's please send them as Jpegs.



keli.walters@perthyn.org.uk



Or by mail to:
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Design John Garland

In the Know

Issue 9 Autumn 2011

Perthyn Belonging

Chief Executive Update



Hello all

Welcome to our latest newsletter which I hope you find of interest.

Since our last newsletter we have held a number of "Staff Engagement" days across the organisation.

These sessions have been very well attended and feedback on them has been very positive and constructive. People have said that they have welcomed the opportunity to listen to presentations about the issues facing the company as well as being able to put across over ideas for things we can improve. We will publish the feedback summary in the next newsletter.

The comments about the newsletter were generally positive though people did say they wanted to hear more about things happening in each region and so you will see a slightly

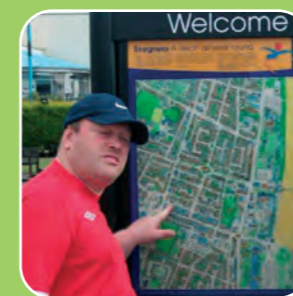
different content in this edition which we hope goes some way towards this.

Another article I hope you will find of interest relates to a new initiative, Perthyn's "ride to work" scheme. I am sure many of you will have heard of cycle to work schemes in other organisations and we are pleased that we are now able to offer such a facility to Perthyn staff. So why not think about doing your bit for the environment as well as getting fitter at the same time.

Finally on behalf of the Trustees and the Senior Managers, I would just like to thank everyone for their continued hard work and commitment to the people we support, it really is appreciated.

Regards,

Chris Bennett (on behalf of the Trustees and Executive Management Team)



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East Midlands Update

Staff in the East Midlands tell us why they love their job



Alex Berry (Support Worker) - I have been working for Perthyn for 8 months and I am a Support Worker for SB. I enjoy my job and look forward to going in just because every day is different. SB enjoys activities that I also like to do so this makes my job special. We go to discos, pubs, parks, play and watch football and have the odd swimming session.

Me and my colleagues are in the process of arranging a holiday for SB who prefers to go somewhere with plenty to do. With the help of our manager this is going to be possible shortly.

This was a new career choice for me and I am glad that I'm involved in this type of work as it's so rewarding.

Lynn Berry (mother of Alex) Support Worker –

I was a Healthcare assistant for nearly 18 years and have recently TUPE'd over to Perthyn. I am still supporting a lady who I have worked with for 14 years.



Lynn Berry

After living in an institutionalised setting for many years it gives me and my colleague's pleasure to see EJ now enjoying a better way of life, at last choosing how she wants to live. EJ now chooses what time she gets out of bed and is no longer in a hurry to use the bathroom to make way for others. She has a relaxing bath every morning, decides what she would like to do and chooses her meals. I am very happy to go to work now to see EJ enjoying her life at last.

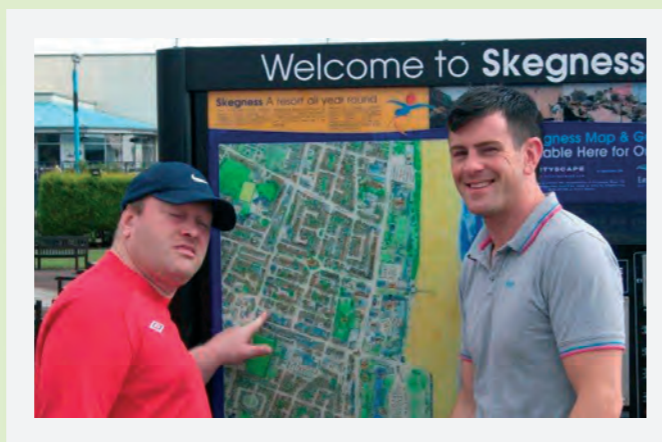
On 2nd September myself and another colleague will be supporting EJ to Bournemouth for a 3 night stay in a luxury lodge. This is a holiday that EJ hasn't experienced for many years and all 3 of us are looking forward to it. It took a lot of work for this holiday to happen and we have welcomed the support of our CSM, Liz Greer, who has helped make the perfect holiday happen for EJ. My experience of working with Perthyn has been very rewarding.

Eamon McGarry (Support Worker) - In my previous job all the effort was aimed at success in the "big picture". Achieving the corporate goal was measured in purely financial terms, where "customers" were merely a means to generate revenue. That revenue had to be protected as it became profit. This made the organisation a soulless beast to its employees and the very people the business was created to serve. What a difference there is being part of the Perthyn experience. A company driven by a more compassionate ethos, that genuinely believes in encouraging the aspirations of the people it supports,

however challenging that may become. It's not the "big picture" that's important; it's often the snapshot of a smile on the face of the person you support when they have achieved their goal, however small. That's why I love my job!

Nigel's first holiday

Nigel recently embarked on his first holiday to Skegness with support from Perthyn and it was a resounding success. Nigel went from strength to strength while away and really embraced the experience and showed what can be achieved with good guidance and support. While away Nigel enjoyed trips to the seaside, funfair, railway and sea life centre. All in all Nigel's holiday was a great opportunity brought to reality by the determination of Nigel and the hard work and dedication of Nigel's committed support team.



Congratulations!

Matt Sullivan and Sarah Nelson will be tying the knot on 1st of October in a small village called Sherington on the outskirts of Milton Keynes. Matt would like to thank all fellow colleagues for their support in the run up to his and Sarah's big day.

Also, we offer belated congratulations to Liz Stone who married Mark Greer on June 11th this year.

Joint Consultative Committee

The JCC is a forum in which representatives and senior managers consider issues that affect Perthyn and its employees. It is recognised that you have the right to join a trade union of your choice or not join a trade union. However, Perthyn would like to develop a structure in the East Midlands which ensures that staff have adequate representation from the trade union and that employees within the East Midlands are properly represented in relation to formal collective consultation through the Joint Consultative Committee. If you are currently or would like to volunteer as a trade union representative and potentially form part of the JCC, please contact Sandra Larder, Unison Organising Assistant on 0845 3550845 or by e-mailing s.larder@unison.co.uk, or contact your trade union regional office.

Perthyn in Powys

Perthyn has worked across Powys for over 13 years and now supports 43 individuals in their own homes.

The majority of our work is based in the South, stretching from Llangynidr near Abergavenny, across to Ystradgynlais in the Swansea Valley and up through Brecon to Builth Wells. We also support people in five homes across the North of the county between Caersws and Llanbrynmair. The region is managed by: Nicola Richards and Ian Morris and we have a small office based in Rhayader.

Over the last two years we have worked hard in establishing Service User Forums which enable people to come along and discuss how we as a company can improve the services we deliver. One of the hot topics has been how they can make complaints and how we can make it easier for them to do this. Following one of these Forums some of our paperwork was changed to incorporate their suggestions.

Another area where we have made changes to the way we do things is our recruitment process, and the level of involvement each individual wants to have in employing staff for their service. For some interviews, people have had support from their Community Support Manager and other times parents or families take part and this has worked extremely well to-date. Others who don't want to interview have been happy to give us questions to ask.

This year Powys Local Authority has decided to retender all services previously commissioned in the county. We

have started to put all of our company information together for the pre-qualification questionnaire. It will be a real challenge for us but gives us an opportunity to support other people across Powys in a way that we believe can improve their quality of life.



(above)
Nicola Richards
40th Birthday



(left)
Ian Morris

Perthyn in Shropshire

Since 2001, Perthyn have supported people to live independently in their own homes across the county of Shropshire.

We work across the county from Church Stretton, through Shrewsbury and over as far as Oswestry, delivering services to 19 people in supported living and 3 individuals who need minimal support to live in their own homes.

The region is managed by Operational Service Manager Nicola Richards who is based at our office in Shrewsbury.

One of our recent achievements has been the way the Tenant Forum events have grown. As well as giving us some good feedback from people and ideas about how we can make improvements to the services we offer, they have also proved to be a valuable way for some of the people we support to keep in touch with each other. Shropshire Local Authority, like other Authorities, are placing a great deal of emphasis on efficiency savings, yet still wanting to keep the provision of a quality service.



The Commissioners in Shropshire are hopeful that they can do this without the need to re-tender services.

Whilst we recognise that this will be a big challenge for us all, we remain optimistic that by working in partnership we can achieve this with our colleagues in Shropshire, and remain as one of the providers of choice across the region.

Emergency Evacuation Plan

As Perthyn's health & safety advisor one of the roles of the post is to audit our units, offices and service users dwellings, basically to ensure that we as a service provider are in line with current legislation.

On a recent Health & safety audit, one of the issues that were picked up was the emergency evacuation plan, some were very good while others needed more work done. Here are some things to consider;

An emergency evacuation plan (EEP) is a written document which includes the action to be taken by all staff in the event of evacuation and the arrangements for calling the emergency services.

In certain cases you should nominate persons to implement the evacuation action plan. The following items should be considered where appropriate;

- Fire evacuation strategy
- Action on discovering a fire
- Action on hearing the fire alarm
- Calling the emergency services
- Power isolation
- Fire marshals
- Identification of escape routes
- Places of assembly and roll call
- Training required
- Personal Emergency Evacuation Plan
- Liaison with emergency services

Fire evacuation strategy

In most premises, the evacuation in case of fire will simply be by means of everyone reacting to the warning signal given when a fire is discovered, then making their way, by the means of escape, to a place of safety away from the premises.

Action on discovering a fire

On discovering a fire, it is the duty of every person to sound the nearest fire alarm immediately. The plan should include the method of raising the alarm in the case of fire.

Action on hearing the fire alarm

The plan should instruct all personnel upon hearing the fire alarm to act in accordance with the agreed EEP strategy and if a fire warden's scheme is in force they, on hearing the alarm, should proceed to pre-determined positions to assist service users and staff to leave the building by the nearest safe route.

Personnel should not re-enter the building with the possible exception of the Fire Team.

Calling the emergency services

The Fire Service should also be informed immediately, either by the person discovering the fire, the Office Manager or the senior on duty at the time.

The kind of information you might need to give them would be;

- Nature of the emergency
- Address including the post code and where in the building.
- Your name and contact number (especially if you intend using a mobile phone after leaving the building)
- Is everyone out of the building, (for this you will need to make sure your signing in and out book is up to date and take it with you)

If there are people still in the building;

- Where are they
- How many
- Any special conditions



Power isolation

Shut off the electrics, Gas or oil valves from the tank. You will need to make sure everyone is aware where these valves are and how to operate them, the access is clear and unhindered.

Fire marshals (residential and offices)

The need for fire marshals depends on the size and complexity of the premises. You may require one on each floor, on the other hand in a house the senior would take over this role. They also require special training above the needs of the normal employee, this training could be in house or by an external fire training organisation. They should be competent in the use of fire extinguishers and be capable of extinguishing small fires. They should have some knowledge of fire prevention and be able to identify possible fire hazards to prevent fire from occurring. Finally they should have an in depth knowledge of the EEP and their role in implementing it.

Fire Marshals should be responsible for:

- Fire routine and evacuation drill procedure
- Ensuring personnel know location of fire alarm points.
- Ensuring regular use of primary and secondary escape routes.
- The close down procedure
- Procedure for nominated staff to assist employees and members of the public to nearest exits.

Identification of escape routes (residential and offices)

In premises where members of the public or persons unfamiliar with the layout are present, there should be means available to identify the escape routes. They could include schematic drawings supplemented with emergency escape signs. This may not be necessary in domestic houses, however everyone should know how to evacuate the building and where to go.

Places of assembly and roll call

Personnel should assemble at a pre-determined assembly point.

1. Pre-determined assembly points should be arranged and a roll call of service users and staff to be taken. The person who is in charge of the assembly point should report to the person who has been nominated as the fire service liaison person indicating all persons accounted for or whose missing and where they were last seen.
2. It is also very important to be familiar with the surrounding topography.
3. The assembly point should be far enough away from the building not to put service users or staff in danger of radiated heat and falling debris. Give ample room so you do not interfere with fire fighting operations and do not jeopardise the actions of the fire service.

4. Inclement weather needs to be considered and some form of weather protection may be necessary as service users and staff are most likely to have evacuated without collecting their outdoor clothing.

Training required

The emergency evacuation plan should be the subject of frequent training so all employees are familiar with its contents and there should be regular evacuation drills. You are required to carry out this fire training and it is recommended that you keep a record of the results of that training.

The fire emergency evacuation plan must be included in the instruction and training you need to give your employees. Regular drills should be carried out using varying escape routes assuming the normal evacuation route is not available. It may be possible to give some responsibility to a service user during fire drill training.

Fire drills should consider the following points:

- Regular intervals
- Records kept
- There should be drills completed at least once a year, from sounding of alarm to roll call procedure
- Fire Alarms and Fire Fighting Equipment should be tested at weekly intervals and records kept
- Fire equipment regularly serviced

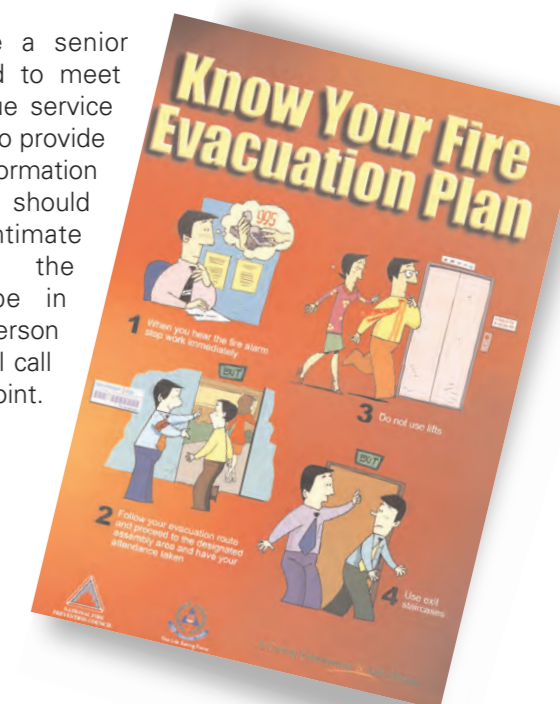
Personal Emergency Evacuation Plan

In order to assist service users to escape from fire it may be necessary for staff to be trained in the correct procedures to cope with this eventuality. A pen picture of service users, the risks involved will assist in the evacuation plan.

Liaison with emergency services

There should be a senior person nominated to meet the fire and rescue service when they arrive to provide them with any information they require. S/he should have an intimate knowledge of the premises and be in contact with the person conducting the roll call at the assembly point.

Andy Evans
Health and Safety
Manager



Perthyn Announces Ride to Work Scheme for staff:



As part of our work on addressing our impact on the environment as well as looking for ways to give different forms of staff benefits, we have enrolled with Evans Cycles to offer staff

the opportunity to use a bike as an alternative means of getting to and from work.



With petrol prices as high as they are many staff have asked if Perthyn could provide a Ride to Work Scheme and we can now announce that this facility is now available.

What is a Ride to Work Scheme?

It's a government initiative aimed at making cycling a more attractive way of commuting to work. The scheme is facilitated through employers who purchase bikes and accessories, and hire them to employees through a simple salary sacrifice process. Employers recover their costs and employees benefit from some unique tax savings.

For Employees the benefits are:

- Huge savings on the cost of a new bike and cycling equipment
- Massive choice of quality products
- Spread the cost over 12 months through your salary
- Reduce the stress and cost of the daily commute
- Get fitter on your journey to work
- Do your bit for the environment

How does it work?

The Ride to Work scheme is a form of salary sacrifice which means that by reducing your Gross salary in exchange for a non-cash benefit, in this case hiring a new bike and cycling accessories, you can take advantage of significant savings and spread the cost over 12 months. These savings are achieved by reducing the amount of income tax and national insurance you pay.

What happens at the end of the 12 months?

To take ownership of the bike you will be required to pay a final fee based upon its fair market value. It may also be possible to extend the hire period (more details are in the Ride to Work Policy AD05)

Who does the bike belong to?

It belongs to the company for the 12-month period of the salary sacrifice. At the end of this period, the company may transfer title of the goods or extend the hire agreement for a longer period.

Can I use the bike for leisure riding as well as commuting?

Yes, as long as the primary use is to get to work.

Can I use my certificate to buy a bike for somebody else?

No. The certificate is not transferable to friends, family, other employees or anybody else.

When do I start paying?

Your monthly salary sacrifice will normally begin your next pay packet after you have collected your bike or had it delivered.

What happens if I leave the company?

If you leave the company or retire, your bike becomes a taxable benefit. The balance remaining on the price of your bike will be deducted from your final net salary. As these will no longer be part of the salary sacrifice you will not save the income tax or National Insurance on the remaining balance.

Is there a minimum and maximum amount that I can spend?

The minimum certificate amount is £250, the maximum certificate amount is £1000.

To find out more you can check our Ride to Work Policy (RefAD05) where there are details about how to apply.

Steve Cox (Deputy Chief Executive)

How much energy are you using?

Energy Efficiency Rating Guide

There are two energy efficiency rating labels you are likely see in your daily routine. The most common being those that look at the energy consumed by white goods such as fridges and freezers.

Domestic Appliance Energy Rating Label Guide

These are more common and you will see these on the front of any electrical "white goods" appliances you see for sale in electrical stores.

Although most appliances such as washing machines, dishwashers and tumble dryers are mainly rated A some are not so it's good to see how much electricity they use (or how little is consumed) by glancing at the label on the appliance in the store.

This shows a lot of information for the entire cycle of the machine as well as the noise levels if applicable. The average cost of running the appliance can be found by calculating the length of time the appliance is in use multiplied by the kWh consumption then multiplying all of that by 7p which is the assumed cost per kWh.

Energy		Fridge-Freezer
Manufacturer Model		
More efficient	A	A
	B	
	C	
	D	
	E	
	F	
Less efficient	G	
Energy consumption kWh/year		325
Fresh food volume l		190
Frozen food volume l		126
Noise (dB(A) re 1 µW)		42

Christmas Office Closures
Please be aware the all regional offices will be **closed** on the **26th, 27th and 30th of December** they will also be closed on the **2nd January** and will **re-open** on the **3rd January**.

Important Payroll Notices
Bank Charges
As most of you are already aware, Alliance and Leicester bank accounts have now been changed to Santander. If you are a customer of this bank, you should have received a new sort code for your account.
Please can any staff members with the new bank sort codes please forward the details in writing to Payroll department immediately as this may affect payment of your salary.

Polite Notice
For your information, pay slips are sent from head office 2-3 days before your salary is due. We currently experience a high volume of calls in the lead up to pay day from staff enquiring as to the amount of their pay. Please can all staff be aware that payroll department are extremely busy during this period, therefore, unless your query is urgent, Payroll department would be grateful if you could refrain from calling during this time.
Thank you.