Hello everyone and welcome to our latest newsletter.

It is fair to say that there is a lot of uncertainty in the world at the present time. What will happen in relation to Brexit, what sort of relationship will America and North Korea have and in relation to what Perthyn does, what will happen to how social care is funded and provided?

It is often the case that when there are difficult times some of the best solutions and ideas to change things are developed. We must hope that those who are looking at social care listen to what those receiving services as well as those working in the sector, are saying. It is important that whenever there is an opportunity for the those we support to contribute to the debate, that we ensure they are able to do so. It is also important that Perthyn as an organisation contributes and helps to inform the discussion and policy formulation. To this end senior staff within the organisation are involved at a number of levels on key working groups advising the policy makers. When these discussions are held, examples of the success stories that you as staff have been part of are shared. This helps to inform and demonstrate that people with a disability have a right to be part of their community and to enjoy a quality of life.

Over the festive period many of us will enjoy a night out or a Christmas meal with our work colleagues. As well as this, many of you will also be supporting the individuals you work with to enjoy this time of year. The Trustees and Senior Management Team hope that in whatever way you to choose to celebrate you have a great time.

Season's greetings to you all from all the Perthyn Senior Management Team

Contents:
(CSSIW) inspection in Wales 2017 - Auto Enrolment Update
UNISON – Membership and the Benefits available to Full Members
- Environment Award Update - Myth Busting – Apprenticeships -
Questions and Answers - Perthyn News Bulletin - Goodbye to Rubicon
Care and Social Services Inspectorate Wales (CSSIW) inspection in Wales 2017

The inspector visited eight people who used the service, conducted observations of practice and looked at their support plans. They gathered feedback from relatives, met Support Workers, the Responsible Individual and Registered Managers, as well as examining employee’s personnel and training records.

What did they say had improved since the last inspection?

- People are benefitting from inclusive technology, such as a talking watch and customised TV remote controls.
- Staff supervision is structured to reflect the person-centred training
- People benefit from active support documents that fully describe how they spend their days.
- People benefit from an increase in support worker recruitment.

What did they say needs to be done to improve the service?

There were no issues of noncompliance to report. It was recommended that Perthyn look to reduce the amount of duplication in peoples care records and produce a Welsh language version of the Service User Guide.

When looking at people’s Quality of Life they said -

- Workers demonstrated a commitment towards providing people with good quality support.
- The provider makes every effort to ensure the continued high standard of support offered.
- Wellbeing of people is promoted and protected at all times.
- A well-defined person-centred approach was firmly established in people’s support plans.
- Information was presented in colourful and imaginative ways to engage each person.
- Activity plans clearly described how each person spent their days and gaps that were likely to otherwise go unnoticed.
- Records showed the impact on the person’s life and how it related to their personal goals.

- People told us they liked the support workers who supported them.
- Relatives also spoke very highly of the organisation.
- People told us that their support workers were warm, humorous and respectful.

When looking at the Quality of Staffing they said -

- Staff were motivated to support people in ways they preferred.
- The provider had robust recruitment procedure in place.
- Workers were sufficiently trained and competent for their roles including substantial person-centred training.
- There was generally good staff retention.
- People were supported by familiar support workers who supported them well.

When looking at the Quality of Leadership and Management they said -

- The service is well managed. There is an effective management team with clearly defined roles and responsibilities.
- The Registered Managers are experienced and qualified social care managers.
- We saw a robust quality assurance system, regular monitoring and effective record keeping.
- The service had a system that identified and analysed risks. This ensured that learning from incidents took place and looked to make improvements where possible.
- People using the service are actively involved in defining and measuring the quality of the service and people told us they were happy to be asked.
- People can be confident that Perthyn will respond positively to feedback and critical incidents.

Once again we would like to say well done to the team in Carmarthenshire, Pembrokeshire and Powys and everyone across the organisation that supports them in delivering a service that we can all be proud of.
Auto Enrolment Update:

Under the Pensions Act 2008, every employer in the UK must put certain staff into a pension scheme and contribute towards it. This is called ‘automatic enrolment’.

In the past it was up to workers to decide whether they wanted to join their employer’s pension scheme.

But by 2018 all employers will have to automatically enrol their eligible workers into a workplace pension scheme unless the worker opts out.

As a result, many more people will be able to build up savings to help cover their retirement needs.

Whether you work full time or part time, your employer has to enrol you in a workplace pension scheme if you:

- Work in the UK.
- Are not already in a suitable workplace pension scheme.
- Are at least 22 years old, but under state pension age
- Earn more than £10,000 a year (tax year 2017-18).

You can opt out of your employer’s workplace pension scheme after you’ve been enrolled. But if you do, you’ll lose out on your employer’s contribution to your pension, as well as the government’s contribution in the form of tax relief.

You can re-join your employer’s workplace pension scheme at a later date if you want to.

By law your employer must re-enrol you back into the scheme approximately every three years, as long as you still meet the eligibility criteria.

There is a minimum total amount that has to be contributed by you, your employer, and the government in the form of tax relief.

From April 2018, it will increase as follows below:

<table>
<thead>
<tr>
<th>Period</th>
<th>Worker contribution*</th>
<th>Employer contribution</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Before April 2018</td>
<td>1%**</td>
<td>2%</td>
<td>3%</td>
</tr>
<tr>
<td>April 2018 – March 19</td>
<td>3%**</td>
<td>3%</td>
<td>6%</td>
</tr>
<tr>
<td>From April 2019</td>
<td>5%**</td>
<td>4%</td>
<td>9%</td>
</tr>
</tbody>
</table>

* Assuming the employer pays the minimum rate
** Including tax relief

If you require any further information please contact your Senior HR Advisor.
UNISON – Membership and the Benefits available to Full Members

UNISON provides a range of Members Benefits – details of which can be found in the UNISON Rule Book under the heading: Members Benefits. The Union provides three distinct areas of assistance to support members for full members.

2. UNISON WELFARE is the union’s own registered charity providing services that include advice, support and financial assistance to members and their dependants at times of special need covering a range of different circumstances...
3. Rule book benefits for
   a. Death Benefit
   b. Accident Benefit
   c. Fatal Accident Benefit

These benefits are available as an entitlement to all members who are not in arrears with their subscriptions and satisfy the qualifications for the benefit but are otherwise available at the absolute discretion of the National Executive Council. Members receiving benefit shall continue to pay subscriptions to the Union, unless otherwise decided by the National Executive Council.

DEATH BENEFIT
To qualify:
Membership for at least 4 weeks prior to death
(ii) No arrears of contribution.

Entitlement:

<table>
<thead>
<tr>
<th>Membership Duration</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 5 years of continued membership</td>
<td>£129.50</td>
</tr>
<tr>
<td>Over 5 and less than 15 years of continued membership</td>
<td>£259.00</td>
</tr>
<tr>
<td>Over 15 and less than 25 years of continued membership</td>
<td>£388.50</td>
</tr>
<tr>
<td>Over 25 years of continued membership</td>
<td>£518.00</td>
</tr>
</tbody>
</table>

Conditions:
(i) The death must occur whilst the member is in full membership.
(ii) The death benefit must be claimed within 12 months of the death by the personal representative of the deceased.
(iii) The benefit will be paid to the partner of the deceased; if no surviving partner, to any dependant or dependants of the deceased in equal shares; if none, to the estate of the deceased.
ACCIDENT BENEFIT
To qualify:
Membership for at least 4 weeks prior to suffering the accident on which the claim is based.

Entitlement:
£4.26 per day, £21.30 per week maximum during the whole period in which the member is unable to work by reason of the accident up to a maximum of 30 days or £127.80 in any calendar year.

Conditions:
The accident must happen in the course of the member's employment, or whilst travelling to or from work or upon Union business.

FATAL ACCIDENT BENEFIT
To qualify:
Membership for at least 4 weeks prior to suffering the accident on which the claim is based.

Entitlement:
£2268
£4536
£6804
£9072

Conditions:
(i) The fatal accident must happen in the course of the member's employment, or whilst travelling to or from work or upon Union business.
(ii) The member must be survived by a partner, or at least one dependant.
(iii) Only one sum shall be paid: if more than one person is entitled under the Rule, the sum shall be paid to the surviving partner; or if there is no surviving partner, to the dependant or dependants of the deceased in equal shares.

Only one rule book benefit will be paid in respect of any one accident, illness or death. This will be the rule book benefit with the highest monetary value.

For further information/advice and to receive a PDF copy of the UNISON Rule Book please contact:
Philip Warlow UNISON/Perthyn philip.warlow@perthyn.org.uk
Tel: 07813212210
Environment Award Update

Earlier this year we invited people to submit ideas for an environment project and we are pleased to provide you with an update on one of our winners.

Russell and Andrew who live in Nottinghamshire have set up a poly greenhouse and hope to develop a self-sufficient garden of vegetables and flowers. They have both really enjoyed the whole process of choosing what to grow, planting seeds and then cultivating them over the summer.

Potatoes will be ready for Christmas, chilli peppers and bell peppers are already being harvested and the rhubarb has taken off quickly being followed by all of the seeds which were planted very late as a bit of a trial.
This has been a great project that has not only fully involved Russell and Andrew but has given them the satisfaction and enjoyment of growing their own edible produce with the benefit of all the exercise too.
Myth Busting – Apprenticeships

Who do you picture when you think of an apprentice? Perhaps a 16-year-old who wants a fast track to the working world and can’t wait to be earning a wage. But apprenticeships aren’t just a valuable route for school leavers, they can also be the catalyst for personal growth and career development.

Apprenticeships can increase the number of young people working for Perthyn by opening up employment opportunities for young people but Apprenticeships can also provide opportunities for an older workforce and everyone in between. So, to show everyone how diverse Perthyn’s Apprenticeships are we are going bust the following myths about Apprenticeships;

**Myth 1. Apprenticeships are only for school leavers**

Not true!! Apprenticeships are available to people of all ages making them a great option for anyone looking to enhance their personal development, improve their skills to secure a new role or demonstrate occupational competence to external bodies as well as your employer.

**Myth 2. Apprenticeships are for people who don’t do well at school**

Absolutely not true!!! Apprenticeships are simply an alternative route to gaining qualifications. They are a fantastic way to earn while you learn, improve your practice or gain experience if you don’t have any and gain a recognised qualification for whatever sector and or area you are working in.

**Myth 2. Apprenticeships are only available in manual industries**

Nonsense!! Apprenticeships are now available in over 1,500 occupations across 170 industries, ranging from health and social care, nuclear power, fashion, law, banking and defence. In Perthyn we have Apprenticeships running in most Directorates not just in Health and Social Care they include IT, Business Administration, Team Leading and Leadership and Management Apprenticeships.

**Myth 3. Apprenticeships are low quality**

On the contrary – quality is at the heart of apprenticeships which is why the government is launching a new Institute for Apprenticeships this April to ensure all apprenticeships deliver the same high-quality training. New apprenticeship standards have been developed so that apprentices can be sure that they are learning the skills that employers need and want.

**Myth 4. Apprenticeships don’t lead to good qualifications**

Yes, they do! Apprenticeships offer a ladder of opportunity so learners can progress from traineeships and intermediate (Level 2) apprenticeships right up to higher and Degree apprenticeships. The qualifications available are all recognised and attainment demonstrates a level of occupational competence that employers want from their workforce.

More and more people are now choosing an apprenticeship as an alternative to university.

Apprenticeships bring many tangible benefits to Perthyn as an organisation. They can create skilled and motivated employees and can help to address skills shortages across the workforce. We have successfully supported and sponsored hundreds of staff through Apprenticeships and we committed to continuing to do so.

Apprenticeships benefit employers!

Apprenticeships benefit the workforce!

Apprenticeships make good business sense!
Meet some of our staff currently working towards Apprenticeships in Financial Services and Learning and Development Services. Length of service ranging from 6 months to 20 years and wide range of age’s and career points. These staff are working towards Apprenticeships at a variety of levels and in a variety of subjects all with a view of improving existing skills and acquiring new ones. And just in case you didn’t notice, understandably given how young they all look, there’s not a 16-year-old school leaver in sight.

Helen Gardner – Financial Services Manager had this to say about her Apprenticeship:

“It doesn’t matter what age you are or position held, it’s never too late to undertake an apprenticeship!

I personally found studying as a modern apprentice versatile and flexible, giving me the ability to balance a very demanding work schedule without the added demands of studying full-time

Gaining Level 5 ILM in Management & Leadership has further enhanced my management skills and practices within the workplace.”

If you work in Support Services or Transition Services and don’t already hold an NVQ or QCF in Health and Social Care for Adults please ask your Manager to nominate you as this is a requirement of the role you are in.

Wherever you are working within Perthyn if you would like to develop your skills further please speak to your Manager and discuss your opportunities or contact training@perthyn.org.uk (01792 311980 option 3) and we will be happy to discuss potential routes and courses which you can then also speak with your Manager about. We look forward to hearing from you and playing a supporting role in your development and growth.
The best thing about my job is…
I get a real buzz out of helping people get their problems sorted out so that they enjoy coming to work, instead of them festering, getting stressed and going off sick. If you enjoy coming in it shows in what you give back and in this line of work that is essential.

If you could learn to do anything, what would it be?
Play a musical instrument. Guitar or Saxophone. I learnt piano as a child but school work took precedent…

My favourite meal is…
“Squeaky Cheese Pasta” – my own recipe. Haloumi and chorizo cut into small chunks and fried, add a can of chopped tomatoes and a squirt of tomato puree; mix round and add to pasta. Its lush and so quick!!

If you could have two famous people to dinner, who would they be?
Terry Pratchett and Douglas Adams – Favourite authors - amazing imaginations…

If you could choose a super power, what would it be and why?
I would love to be able to stop time. Freeze a moment to either savour it or defuse something or just to work out the best course of action, make a change and then re-start time to work out differently.

What chores do you absolutely hate doing?
I utterly hate ironing. Pointless thing to do as it seems the moment I have done it its looks creased again. Also washing the car. Living in rural Wales and especially in winter it is instantly dirty again the moment you drive it again so why bother in the first place!!

Favourite song
“Live it up” – by Mental as Anything. Obscure 80’s classic but I just love it!

What is your ideal holiday location and why?
As long as it is with family I am happy. Ideally it would include a beach, with lovely warm water where we could snorkel and I could catch up on my reading too..

Favourite film
“Twister” – to be honest I love really naff; flawed; “that should really have killed them but look they are still going” disaster movies.

Top tips for doing the job well...
Listen. It’s hard to do! Don’t just assume you know what they mean or what they are going to say. Listen, get all the facts and ensure you understand before responding. Also take breaks – working through does not make for good quality work. Also lists……love my lists. Lots of list…
Favourite song
Solar Stone – “7 Cities” It’s not really a song, rather a melody that ignites memories and feelings of days long past.

What is your ideal holiday location and why?
Chiang Mai, Thailand. The heady mix of culture, lifestyle, mountainous rainforest and local street cuisine keeps me going back time after time.

Favourite film
Sister Act II. Do not judge me! Although, Pitch Perfect II gives it a run for it’s money!

Top tips for doing the job well...
1. Start everything you do with the end in sight. Have goals and outcomes both for career and personal.
2. Take time to organise your time. It’s your most precious commodity.
3. Keep your desk and your car clean and tidy. Clean and tidy surroundings make for a clean and tidy mind.
4. Follow through. When you make arrangements and agreements, stick to them.
5. Identify and use the amazing skills around you to support your goals. It’s not all about you making everything happen alone. You are part of a team that all want the same thing so understand the benefits of interdependence.

Manager

Josie Parker Training Administrator

The best thing about my job is...
Helping people to enhance their skills.

If you could learn to do anything, what would it be?
Fly a plane.

My favourite meal is...
My Nanna’s homemade Spaghetti Bolognese.

If you could have two famous people to dinner, who would they be?
Frank Sinatra & Walt Disney

If you could choose a super power, what would it be and why?
The ability to fly, no need to worry about traffic! Can travel wherever I want whenever I want.

What chores do you absolutely hate doing?
Ironing!

Favourite song
Don’t really have a favourite song, all depends on my mood.

What is your ideal holiday location and why?
Florida, there is always something to do whether it’s thrill seeking in the theme parks or chilling on the beaches catching some rays!

Favourite film
The Aristocats or anything Disney.

Top tips for doing the job well...
Teamwork, communication is key.
Perthyn News Bulletin

Richard Gibbs from Carmarthenshire has had 15 years' service for Perthyn and has completed his QCF Level 5 in Health and Social Care Adults Management Higher Apprenticeship.

Helen Gardner & Craig lacey from the Accounts Team have achieved their diploma in Leadership & Management.

Andrew Phillips who works at Penycoed has recently completed 20 years with Perthyn. Congratulations All!

Bank holiday rates for staff on Perthyn’s T&C’s only

- Sunday 24th December from 3pm to 7am
- Monday 25th December = double time
- Monday 25th December from 7am to 11pm = triple time
- Monday 25th December from 11pm to Tuesday 26th December 11pm = double time
- Sunday 31st December from 3pm to Monday 1st January 11pm = double time

Goodbye to Rubicon

In November the staff supporting people at Rubicon in Leicestershire transferred to a new provider. Perthyn has provided support there since 2009 and it was sad that due to the re-tendering processes in Leicestershire we are no longer able to continue to do this. We wish everyone the very best and hope that the change is a good experience for all concerned.

Useful Contact Details

Payroll Department
Email: payroll@perthyn.org.uk
Tel: 01792 311980 - Option 1

Accounts Department
Email: accounts@perthyn.org.uk
Tel: 01792 311980 – Option 2

Training Department
Email – training@perthyn.org.uk
Tel: 01792 311980 – Option 3

Regional Office Contact Numbers

- Swansea office – Head Office 01792 311980
- Shrewsbury Office 01743 296574
- Cardiff Office 02921 673787
- Northampton Office 01604 866234
- Nottingham office 01159 893307
- Newtown Office 01686 807150
- Llanelli Office 01554 702140
- Pembroke Office 01646 686307

If you have any comments, suggestions or articles please send them to the address (see right). If you are sending photos please send them as Jpegs.

Or by mail to: Keli Walters, Perthyn, Vivian Court, Llys Felin Newydd, Phoenix Way Swansea SA7 9FG

In the know: www.perthyn.org.uk