



# encompass

## ANNUAL REPORT 2015-2016

**Borders Direct Payment Agency  
trading as Encompass**

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Registered Office:  
Anderson's Chambers,  
Market Street,  
Galashiels TD1 3AF

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Registered in Scotland Company Number: 340729  
Scottish Charity Number: SC039514

# INTRODUCTION

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## **FIONA McCALL – CHAIR: Welcome to our Annual Report for 2015/16**

Due to our restricted spend this year we have decided to put together a condensed annual report. We hope you find the content just as interesting!

This has been a busy and at times difficult year for staff and Board members. I'd like to thank them all for their dedication to Encompass and determination that ensures Encompass clients continue to receive an excellent service from us.

## **BOARD**

We were sad to say goodbye to Pippa Dickson who had been our treasurer for seven years and we welcome Anita Withers as our new treasurer. Pippa stayed on as treasurer longer than she had intended, mainly due to the VAT issue not being settled (see page 4). This took longer than anticipated so Anita has inherited a difficult period for the organisation. We would like to say a special 'thank you' to Anita for taking up the challenge as the new treasurer!

We also said goodbye to Betty McClory who had

been on the Board since its inception in 2008 and Louise Salvesen who had been on the Board for five years.

We would like to welcome Valerie Robertson who joined the Board in October 2015.

We currently have seven board members and therefore have some vacancies. If anyone is interested please contact the Encompass office for more information.

The Board held an Away Day in January to discuss a range of topics and met up with staff for lunch.

## **STAFF TEAM**

Our manager, Niccy Kershaw retired this year and her post was filled by Fiona Hughes and Scott Shields. Niccy has however remained a member of Encompass staff as she is the SDS Project worker. This post is short-term and is funded by the Scottish Government.

Norma Paterson joined the team in September 2015 as an Employment Support Advisor and Rebecca Macaulay moved on to pastures new.

We also rely on several freelance workers to help keep the wheels turning smoothly.



# WHAT HAVE WE BEEN DOING 2015/16?

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## LOOKING BACK ON ANOTHER BUSY YEAR

### Staff have been involved in a number of groups and meetings over the year:

- meeting with SBC several times over the year to discuss a variety of issues ranging from our VAT situation and the implications for clients arising from the new pension auto enrolment and changes to Statutory Sick Pay (SSP). We provided information to SBC to assist them in making decisions on new rates for 2016;
- participating in the Scottish Borders Council SDS Working Group. They meet every 6 – 8 weeks. This gives us an opportunity to discuss a wide range of issues which arise for clients and practitioners from the effects of the charging policy to cost implications of changes to employment law;
- attending the Learning Disability Provider Forum as Individual Service Funds require promotion as a SDS option;
- attending some of the Independent Living Fund Scotland (ILFS) meetings to ensure we have a presence on behalf of clients. We attended the ILF Scotland Launch in Livingston to ask a number of questions about the new fund. Niccy took the (ILFS) Operations Manager, Harvey Tilley, to meet some ILF Users in the Berwickshire area;
- we are members of the Scottish Borders Social Enterprise Chamber and attend their business meetings and some of the training events they organise;
- participating in the Health and Social Care integration workshops in Galashiels and Duns;
- attending presentations on the Mental Health Needs Assessment Project;
- meeting with Susan Henderson from SBC and Les Watson, the Learning and Development Worker from the Workers Educational Association to start a piece of joint work promoting work as a Personal Assistant (PA) and what training and support is available to PAs;
- participating in the new SBC Charging Forum to enable us to feed in issues and anomalies we are aware of which affect clients;
- involvement in discussions with Adult Protection and SDS practice;
- we are represented on the Borders Care Learning Network (BCLN) Steering group. This gives us an opportunity to comment on training for PAs;

*(continued overleaf)*

# WHAT HAVE WE BEEN DOING 2015/16?

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▲ Above: Information sharing event at Selkirk Rugby Football Club

▼ Below and right: Pensions event at Ednam Village Hall



- sitting on the Learning Disability Transitions Steering Group. Part of this group's remit is to improve the transitions process for young people and their families. We are keen to see changes made and have been involved in interviewing family carers who have been through the transitions process. Case studies have been shared with the group;
- we had a stall at several High School Employment Fairs to inform and encourage young people to consider caring as a career. We liaise with Borders College to ensure people are aware of the Health and Social Care courses available;

...and of course we have been working hard on providing our usual services i.e. payroll, admin and employer support and third party banking services throughout the year.



## WHAT DO PEOPLE SAY?

*"You surely are all the epitome of efficiency."* Personal Assistant

Family member: *"Kerry's help (Personal Assistant) and your help was a godsend to us at a time when we were reaching our limit. I cannot thank you enough for everything."*

*"Thanks for all your help and advice, when it (Direct Payment) did finally get into practice the independent support package for my father worked really well, meeting his needs far better."* Son of gentleman with vascular dementia

*"We have named the carers for my Mum 'Joan's Angels'. I cannot speak highly enough about them all. They, without exception, went up to and beyond their duties."* Family of lady who passed away

Family of person with dementia: *"Thanks again for all your support – it really makes a difference to all of us to feel in safe hands"*

*"You're such a great resource, thank-you."* Social Worker

## ENCOMPASS BY NUMBERS – 2015/16



## SIGNIFICANT STEPS...

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### V.A.T.

HMRC instructed us to register for VAT in January 2016 and indicated that we would be required to pay VAT on all our income since 2010/11.

We have spent a lot of time and money on legal advice to argue that our services come under welfare support to disabled people, to no avail.

As a result we have had to increase our charges by 20% from April 2016 and withstand the loss on previous years. Scottish Borders Council (SBC) has been very supportive and as all our clients will now be aware, SBC agreed to increase Individual Budgets to accommodate the VAT charge.

### EVENTS

In June 2015, a well-attended event on Pension Auto Enrolment – a complex subject affecting all employers – was held at Ednam Village Hall. Lunch was provided by T-4-2 and was deemed delicious as usual. Workplace pensions will have a greater impact over the next two years

We held an Information Sharing Event on the 2<sup>nd</sup> March 2016 at Selkirk Rugby Club reminding people about Workplace Pensions, and updating them about HM Revenue and Customs instructing us to charge VAT on our services. Susan Henderson came to tell people that Scottish

Borders Council were considering increasing the Direct Payment rate to cover increased costs.

We also told people about forming a new SDS Forum – see more on this later in the report (page 5).

### SELF-DIRECTED SUPPORT (SDS) PROJECT

The Scottish Government has awarded funding to Encompass to continue the work of promoting SDS in the Scottish Borders.

This time we have different priorities which will continue into 2016/17. We are:

- visiting groups, clubs, Health Centres etc throughout the Borders to tell them about the 4 SDS options and the support services that Encompass can provide for people who choose Option 1 – a Direct Payment. Networking is also an important part of the work we are doing so we have been present at a number of events throughout the Borders
- promoting paid work and volunteering opportunities
- working with the local authority and Borders Independent Advocacy Service to develop a SDS Forum for users and carers to enable people to be involved in future decision making
- represented on a Learning Disability Transitions Steering Group to ensure parents and carers have a voice to improve the transition process for children moving on to Adult Services. We

are collecting case studies from families to enable us to help the process of change

- working with providers and the local authority to increase the take up of Option 2 – an Individual Service Fund
- we did joint training with SBC to practitioners to inform them about the SDS options and specifically about Direct Payments and the support provided by Encompass. Forty five practitioners attended over 5 sessions. A number of issues were raised, noted and shared with SBC. Comments regarding the information given were very positive.

*“To the point – no waffling! Very good.”*

*“Very helpful – thank you.”*

*“Encompass are a great resource and always very helpful.”*

*“Well paced and very informative.”*

*“A worthwhile session.”*

*“Very well presented.”*

We managed to speak to 281 people about SDS and the 4 options. We are continually evaluating the effectiveness of this work and the feedback has been excellent.

▶ *“All of the presentation was very clear. A very difficult subject was summed up very well – all the options explained clearly and concisely”*

WRI MEMBER

▶ *“Overview of Encompass and SDS was very well presented and the opportunity to discuss*

*case scenarios was very helpful. Niccy was able to answer all our questions and gave us leaflets and information to share with patients and colleagues.”*

DISTRICT NURSE

▶ *“All content new to me – very informative.”*

DISTRICT NURSE

## SELF-DIRECTED SUPPORT (SDS) FORUM

We are working in partnership with SBC and Borders Independent Advocacy Service (BIAS) to develop a SDS Forum.

There were various issues raised by people who responded to a SDS survey sent out by Scottish Borders Council last year and as a result of this we are setting up a SDS Forum in the Scottish Borders in collaboration with individuals interested in SDS, Encompass and BIAS.

In line with the principles in the SDS legislation of Involvement, Collaboration and Participation it is hoped that a SDS Forum would ensure that people are well informed about SDS and would have an opportunity to contribute their views on policies and strategies. It would also offer an opportunity for people to share their experiences, learn from and support each other.

*We are always keen for people to become involved and it is not too late to register your interest by e.mailing [Elspeth Critchley](mailto:Elspeth.Critchley@icloud.com) on [ercritchley@icloud.com](mailto:ercritchley@icloud.com) or telephone Encompass on 01896 759700.*

## KEEP IN TOUCH...

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To ensure we continue to understand our clients' specific needs, we need to hear from you! Your feedback is important to us. It helps us develop our services.

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# encompass

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