



encompass

ANNUAL REPORT 2017-2018

**Borders Direct Payment Agency
trading as Encompass**

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

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



Welcome to our Annual Report for 2017/2018

This has been a year of steady consolidation alongside many new challenges and changes.

Annette Scobie – CHAIR



The Board

We said goodbye to Fiona McCall as our longstanding chair and Board member with grateful thanks for all her hard work and dedication over many years. We welcome back Pippa Dickson, who previously served as Treasurer, who returns as a member of the Board. We are grateful to all the Board members who have taken on the additional work involved in reviewing our staff contracts, policies and procedures.

We are constantly reviewing our business practices and keeping up to date as required with new legislation affecting our organisation. We are volunteers but are dedicated to ensuring that the high quality of the Encompass service is maintained.

Details of our Board members are on our website www.encompassborders.com

Staff Team

We are delighted that Hazel Jack is now leading our Staff Team, having smoothly taken on the role of manager, building on her experience within the organisation. We are indebted to all the staff for their hard work and commitment over the past year. In particular, being able to take on additional hours as required during times of staff changes. Special thanks to everyone who kept everything going during this year's extreme winter weather, and continued to provide a service during a difficult time.

We are hopeful that the work of the Self-Directed Support Project will be extended until September 2018 and we thank Niccy Kershaw and Elspeth Critchley for their work on this project and with the SDS Forum.

Niccy will no longer be working on the SDS Project but will continue to work in the office on the finance side and we benefit from her years of experience.

OUR ORGANISATION

Encompass faces many challenges as an organisation working in the care sector and the biggest challenge of all is recruitment of personal assistants. We continue to work closely with social work, providers and carers to try to overcome these difficulties. Our local knowledge and experience on the ground helps to identify these issues.

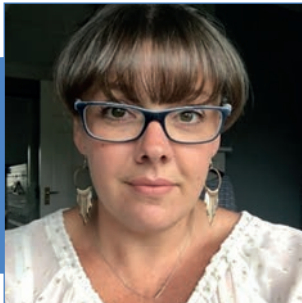
There are constantly new areas of work including auto-enrolment of pensions and most recently the new rules for Data Protection (GDPR) which will come into effect in May 2018.

We are looking for new board members so if anyone is interested in helping us to ensure that Encompass clients continue to receive an excellent service please get in touch with the office for more information.

Update on staffing

There has been a few changes to the Staff Team at Encompass.

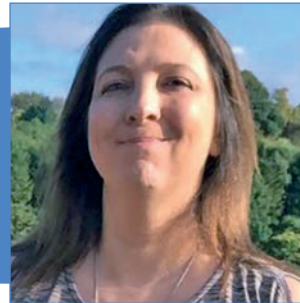
- Jacqueline Aikman joined us in August 2017 as a new Employment Support Worker (ESA) for the Central Area.
- Rosie Fawcett ESA for Peebles went off on maternity leave in September 2017 and shortly after, Rosie had a lovely wee boy.
- Two new members of staff joined us in November 2017, Lisa Kershaw ESA for Jedburgh and Kelso, and Elaine Eglon to assist with our Audit services.
- Donald Hunter ESA left us in December 2017 to pursue other interests.



Lisa Kershaw



Jacqueline Aikman



Elaine Eglon

Big thanks to all the existing staff team for working hard to cover gaps and support the new staff members.

What have we been doing over the last year?

CHANGE OF FEES

After long discussions a decision was made to change the structure of our fees to incorporate Pension Administration costs into our payroll fees. This took effect from the new financial year 2018/2019.

EXPANDING OFFICE SPACE

We had the opportunity to rent our old office on the ground floor so we can now use this accessible space for client visits, meetings and storage.

TRAINING

- Joint Social Work and Health training with the SDS Lead officer re DPs
- Visits to some localities to update them on what we do, what works etc. and have conversations about various issues
- Met with various local groups e.g. Borders Care Voice Café, Carers Centre, Alzheimer Scotland, Borders Additional Needs Group (BANG),
 - SDS Lead, Peace of Mind re pooling budgets and work of Local Area Co-ordinators

- Protecting Vulnerable Groups (PVG) consultation at Scottish Office and SDSS to put forward unfairness of PVG results for PA employers
- Staff have updated their Adult Support and Protection training
- Community Hub training i.e. 'What matters' conversations
- Took part in consultation on how the next round of Scottish Government funding should look (October 2018 – March 2021)
- Borders College Careers day
- Attended Independent Living Fund Scotland (ILFS) consultation meeting in Livingston re pensions and other issues.

REPRESENTATION

We are represented on a number of groups and forums:

- The Care at Home Providers Forum
- The Charging Forum
- SDS Working Group
- Borders Care Voice
- Borders Carers Centre
- Best Practice Network for Dementia



“Good Practice” Assessment

The following is an extract from the Care Inspectorate and Health Improvement Scotland’s Report of a joint inspection of adult health and social care services for older people in the Scottish Borders dated September 2017.

“Example of good practice” – Encompass

We met with Encompass which had originally been commissioned by the council to support people with direct payments, but more recently had become a user led charitable organisation. It provided a range of services including information and advice to people interested in self-directed support, the recruitment of paid carers and personal assistants, third party banking and a payroll service.

At the time of our inspection, Encompass was supporting a total of 467 people of whom 117 were older people. We met a number of these older people and their carers and they spoke very positively about the support and service they received from Encompass. A carer told us that **“Encompass have been brilliant. A real help in terms of sorting this out for me”**.



Self-directed Support (SDS) Project - Year 6

The Scottish Government's vision for Self-directed Support is of a flourishing, optimistic Scotland in which supported people have control of their lives, have equal opportunities and are empowered to make choices at home, in work and education and in their community.

Our project comes under 'Support in the Right Direction' (SIRD) banner. This connects us to the previous 3 years of funding to promote Self-directed Support (SDS).

We work closely with the local authority SDS Lead Officer to ensure the work we do is recognised and utilised by the local authority. The work completed this year by the SDS Forum is about to culminate in an information pack which can be used by anyone who is looking for help and support. The local authority will distribute this information to people making enquiries about support.

We were consulted by the Scottish Government about SIRD, how SDS is working and issues that arise.

Elsbeth and Niccy were also involved in the Wren and Greyhound workshops in Edinburgh on Involvement and Sustainability.

The SDS Forum decided to have a recruitment drive for members and work on a constitution with support from The Bridge and SDS Scotland. Encompass has distributed over 450 forum leaflets to existing clients and puts the Forum information out to all new clients. Unfortunately the take-up

remains slow although those already involved continue to support the Forum, for which we are very grateful.

The SDS Forum now has representatives on the local authority SDS Working Group. The local authority has agreed to support the Forum by printing leaflets and promoting the Forum within social work.

At the end of the funding in March, the Transitions Steering Group had almost completed an information pack for parents and young people going through transition. A number of parents were consulted, through the SDS funding, about the content of the pack and were asked for feedback on the draft pack.

We continue to raise awareness of the SDS options in the community, with social work, health and care providers.

We are pleased to report that funding for supporting the SDS Forum and promotion of Individual Service Funds will continue until the end of September 2018. Elsbeth Critchley will continue to progress this work.



Encompass by Numbers – 2017/18

223

We have had a record breaking year with **223 new referrals** being received.

**NEW
REFERRALS**

419

At the end of March 2018, there were **419 employers** employing **946 carers** (some carers work for more than one client).

946

10,640

The payroll department produced **10,640 payslips** over the year.

PAYSLIPS

9,000

We answered over **9,000 telephone calls** and received around **20,000 separate emails**.

20,000

309

Employer Support Advisors made a total of **309 home visits** to meet with clients and/or their families and also saw **183 clients in the office**. *This does not include meetings with care managers and 1:1 time with new SW staff.*

183

164

There were **164 individual recruitments advertised** with **203 application packs** being sent out.

203

157

By the end of the reporting period **157 clients** were using our **Third Party Banking Service**.

**THIRD PARTY
BANKING**

Our Chargeable Services

- Comprehensive payroll service including workplace pensions
- Admin and employer service including support with safe recruitment
- Third party banking service

Our payroll and administration services continue to grow and are appreciated by people who have a direct payment and clients who are self-funders.

Some clients only use our payroll service (54) but the majority use payroll and administration services.

Our third party banking service has grown by nearly 50% over the last year. Managing funding is one area which many clients find stressful and are very appreciative of Encompass and Scottish Borders Council that this service is recognised as valued support to having a direct payment.

Our regularly up-dated leaflets outlining each of our chargeable services in detail.

Helpful information about all our services and more is also available on our website at www.encompassborders.com



What do people say?

“

“I would like to say that I have found your help invaluable over the last four years. Without it, I would have found it very difficult”

“Having someone at the end of the phone who is able to answer any general question is invaluable”



“Thank you Encompass for your services and for finding Donna and Aylish, the ladies were wonderful and have made the last weeks of my mother’s life so much better, the one to one care she received was super and I can’t thank the ladies enough, Donna especially was so obliging and nothing was ever too much bother”

“Thank you for everything you have done in helping Ian stay at home”

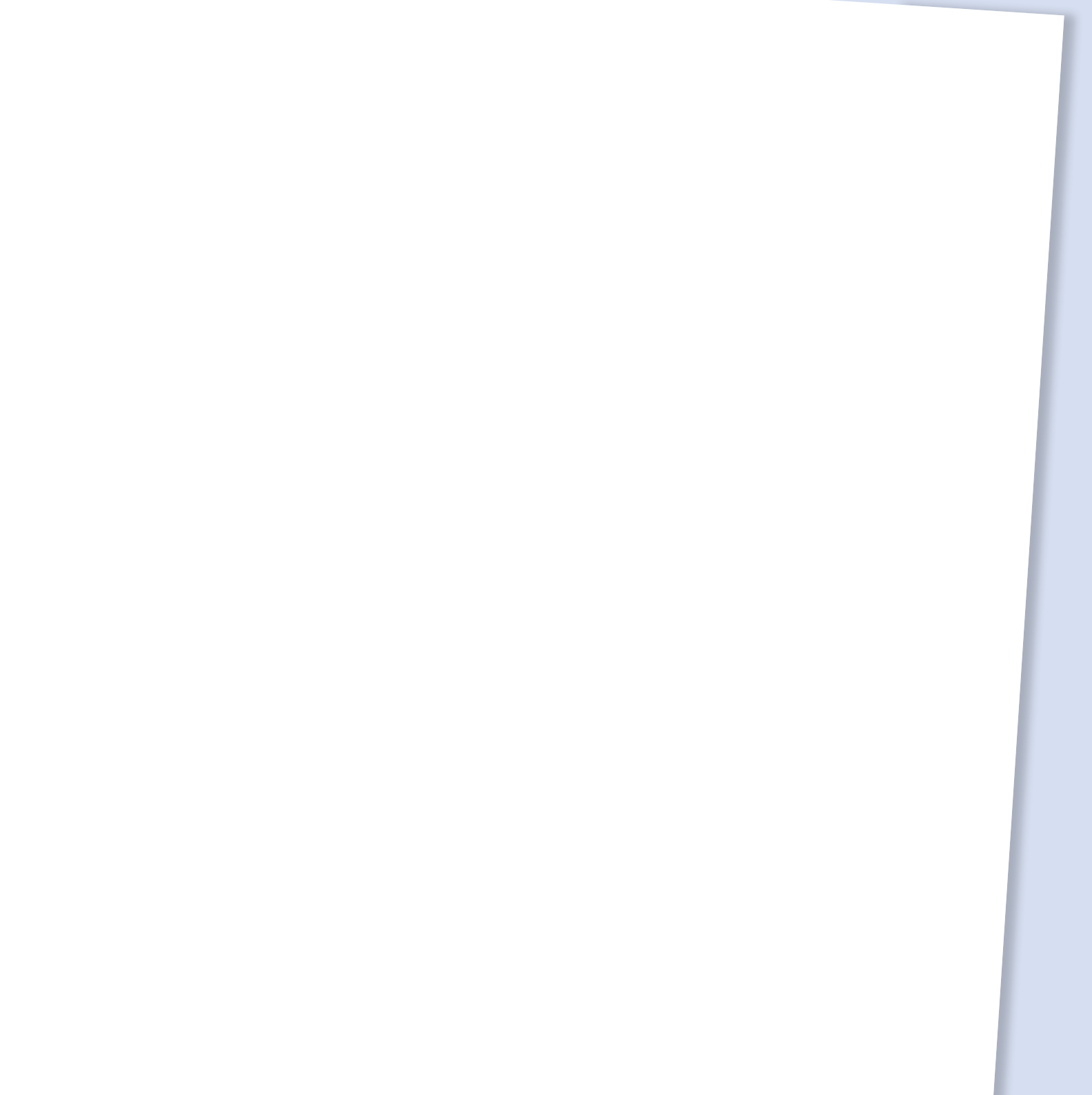
“Encompass staff are always approachable and prompt with their responses, your service takes a weight off my shoulders”

“Thank you for all you have done to help Mum – she wouldn’t be able to live independently without this support”

“Thank you for all your help – it makes life so much easier”

”





Keep in touch...

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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Support that's right for you

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Registered office as above

Registered in Scotland Company Number: 340729

Scottish Charity Number: SC039514

VAT Reg.No. 232994094

Design/Print: Bordersprint Ltd. Selkirk 01750 23200 www.bordersprint.co.uk

