

encompass

ANNUAL REPORT

2018-2019

*"...a year of steady
and sure progress."*

**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 2018/2019 **Annette Scobie – CHAIR**

This has been a year of steady and sure progress. I would like to thank both staff and Board members for their hard work and dedication to ensuring Encompass continues to provide a quality service. Our Evaluation in June 2018, shows that 99% of clients who responded, felt the service was good, very good or excellent.



Board

We have continued to review our business practices in order to keep up to date with new legislation affecting our organisation. The Board held an Away Day in October 2018 to focus on our governance, including the risk plan, policies and procedures. We have also been involved in job appraisal, up-dating job descriptions and the recruitment of new members of staff.

We are in need of additional Board members as we are down to five members when the ideal would be to have at least eight members on the board. We also require a new Treasurer to replace Anita Withers who intends to step down at the AGM.

Manager Hazel Jack



Staff

There have been a number of changes to the staff team this year with Andrew Lawrie leaving for a new career in the Navy. Sally Bell was appointed in July 2018, as the new office administrative Assistant. Diane Wilson was appointed as an Employment Support Advisor in March 2019 following the departure of Rosie Fawcett and Jacqueline Aitken from the Employment Support Team. Further recruitment has now taken place.

Staff changes are always a difficult process in a small team and we rely on our Manager, Hazel Jack, to train up new members of staff and provide on-going support to everyone in the team. We realise it is a challenging role and that we benefit from Hazel's experience and that of other long-serving members of staff.

Our Organisation

We continue to work in close partnership with social work, providers and carers to tackle the difficulties which face everyone working in the care sector. The shortage of carers continues to stretch resources but our local knowledge and close contacts on the ground go a long way to alleviate this situation.

We have been successful in gaining 'Support in the Right Direction' SIRD 2021 Funding (Scot Gov) over 3 years for pre-assessment work, continuing to work with the SDS Forum and with Individual Service Funds. Donald Hunter and Janice McNeill have been appointed to take this work forward and we are grateful to Elspeth Critchley and Niccy Kershaw for their continued

support to the project and in their successful funding bid.



'Support in the Right Direction' staff, Janice McNeill and Donald Hunter



The Board

John Reid our Health and Safety representative passed away on 12/08/2018. John was a valued member of our board for 10 years and his positive outlook was an inspiration to us all, he is sadly missed.

Pippa Dickson resigned from the board 26/09/2018

Details of our existing Board Members can be found on our website at **www.encompassborders.com**

*Once again, 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.

Evaluation

- We carried out an evaluation of our services in June 2018. The object was to find out if we are providing the right support to help people to manage their direct payment.
- We sent out 358 questionnaires and received 143 responses – a return of 40%.
- Thank you to all of you who took the time to complete the questions and comments.

We asked people how they rated our service:

Excellent	Very Good	Good	Average	Poor	Total responses
81	48	13	1	0	143

Here are some comments from clients:

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

“Having advice and support to manage the legalities and finances associated with direct payments is hugely beneficial. Means I am confident that employees are being fairly treated and my budget well managed. Norma’s advice has been invaluable when I have been contemplating changes (hours, pay etc.) and I know I can bounce ideas around and get sound advice in line with current good practice”.

“We have received help and advice regarding carers and many aspects of how the system works for us”.

“You are there at the end of a phone – Thank-you!”



You also said...



We also asked how people felt about the audit process we complete on behalf of Scottish Borders Council ...

“I feel that this service is necessary but the frequency of submission should be twice yearly, as banks do not supply statements monthly or every 2 months – lucky if receive them every 3 months”.

“An important aspect of the service considering the money comes from SBC’s overstretched budgets and therefore people have a right to know the DPs have been used appropriately. I find it reassuring to know the account is monitored. I sometimes struggle to send off the statements every month I will confess, so hope my 2/3 month routine is acceptable”.

You said... We responded

“A monthly note of annual leave hours accrued by carers would be of great help. I am in the dark when asked “how many hours annual leave can I take?”

■ *Encompass’ response is that employers can phone or e.mail at any time to find out annual leave for their staff. We would find it almost impossible to provide this information at payroll time due to the amount of timesheets which have to be processed in a short timescale (nearly 1000).*

“One area I have found tricky is the move to SDS package post school in knowing what exactly I can use the DP for. I know it must deliver the outcomes in the care plan, but I’ve struggled at times to know how creative and flexible I can be!”

■ *The Scottish Borders Council Learning Disability Transitions Steering Group which Encompass was involved in, through the Scottish Government SDS funding, has produced an information pack for parents and young people going through transition. This is available on the Scottish Borders Council website www.scotborders.gov.uk.*

“It would be useful if carers listed with Encompass had a facility to express an interest in working more hours. Better for parents to be aware of approved Encompass listed carers looking for more work”.

■ *Encompass’ response is that we set up a PA database several years ago but it was very underused. We do not operate an approved list of carers but we try our best to put people in touch with one another as we speak to employers and employees on a regular basis.*



Self-directed Support (SDS) Project - Case Study

“Having my own space and freedom – it’s been good; I’ve enjoyed it.”

Robert’s own words sum up beautifully the first eight months of his new support package, designed to enable him to develop the process of living more independently from his parents.

He moved into a small self-contained ground floor house late last year – close to but not connected to his parents’ and brother’s family houses. Robert’s own vision was to employ a small team of individuals, known to him, to support him in the activities of daily living, as well as enabling him to access his volunteering work and his social activities. He, along with the family made the approaches to the potential support team to ensure we all understood the nature of the brief. Over the first months of the contract, we have all worked together not only to develop his growing independence but to



ensure that his lifestyle choices are sound and sustainable and ensure that Robert can enjoy a full and interesting life.

There’s a good structure to the week which Robert enjoys and feels comfortable with. It starts with menu planning and shopping, using local shops as far as possible, on a Monday with careful food preparation, batch cooking and healthy portion-controlled eating – on one day eating together to encourage socialisation. To assist with this, Robert has engaged in ‘Cooking on a Budget’ training, which adds value to the appropriate paid and voluntary work he undertakes at

a local hotel and at the Lunch Club in Lauder. Team members assist him with domestic chores and getting to appointments and activities around his interests of motorsport, film, music and animals. Robert cannot read or write so this is taken into account in all communications and information-sharing. We’ve all got pretty good at drawing and interpreting home-cooked food labels for the freezer!!

Part of the new team is Tess the cockerpoo, who has given a new dimension of responsibility to Robert’s routine and is encouraging him to be more active, although he still regularly helps his Dad with his outdoor maintenance work and cycles to Thirlestane Castle to volunteer there as an estate worker.

“It’s worked out good” says Robert. He is a delight to support and it has been a privilege to work with him in this exciting time in his life.

Direct Payments - Case Study

This September I will have been on Direct Payments for twenty years. Where has the time gone? I have progressive Multiple Sclerosis and in that twenty years, I have become wheelchair-bound and slowly lost my eyesight. As my MS progressed, my needs changed, and the Direct Payment system was able to adapt to my changing needs. Direct Payments was breaking new ground at that time and there is no doubt in my mind that it has enabled me to live as independently as possible and helped increase the quality of my life.

Until I went on to the Direct Payment system, I was reliant on help from Council carers. They were, in the main, good, conscientious people, but were under constant pressures of time and carried a demanding workload. Often, the times they were able to come, did not fit in with my needs and lateness, and occasionally they did not turn up at all. This was not due to any lack of care on the part of individuals or their management, but simply due to lack of resources and pressures of demand. There was also a difference between my need to lead a more independent life and what the council was able to offer. I needed help in cooking, but the carer sent by the council, excellent in other areas, but she was totally deficient in cooking skills. Similarly, safety regulations meant that two carers had to be present when I transferred to my bed or toilet

***Twenty
years using
a direct
payment!***



using my stand-aid. This, of course, presented additional organisational challenges for the council.

Transferring to Direct payments brought immediate benefits. I could employ staff I felt comfortable with and could negotiate hours that suited both myself and my carer. The inbuilt flexibility of the system allowed both carer and me to adjust to my different needs. With Direct Payments, I was able to be more independent and have greater freedom to follow my own interests. As well as being a grandmother I got involved with disability issues. I became chair of the Borders Disability Forum and negotiated with Scottish Borders Council over a whole range of disability and access problems. I was only able to do this with the help of carers, who, as my eyesight deteriorated, helped me with the computer and with correspondence. They also accompanied me to meetings and allowed me to be actively involved with many people and organisations.

contd. on next page

Case Study *continued from page 6*

They also helped me with the research and typing up of several booklets of guidance on access issues.

Perhaps one of the greatest benefits I have got from Direct Payments, has been continuity of care. I have been lucky with the people who have worked with me and who have stayed for many years. One has been with me for the whole twenty years another for eight years. Moira, my main carer for ten years has decided to retire to spend more time with her grandson. I will miss her but wish her well. They were not just staff but became friends. With their help, I was able to attend my son's graduation ceremony in London, when he became a qualified barrister and went back when he celebrated his wedding anniversary. Throughout all this period, what is now Encompass, but who I remember as the Borders Direct Payment Agency, provided administrative back-up as well as help and guidance. They took over the chore of wage payments and advised me on changes in regulations and of good practice. They also helped in recruitment of staff. These are all crucially important administrative tasks that would have been a major burden for me.

To say that Direct Payments has been a life-changer for me, would be an under-statement.



And there was this...

We did a large piece of work to get ready for GDPR which came into

place on 25th May 2018. We had to complete a readiness questionnaire for Scottish Borders Council. We ensured GDPR was in place for Encompass the organisation, our clients and our clients' employees.

GDPR ensures that personal data is shared and obtained appropriately. Everyone must have a legal reason for processing personal data.

Personal data is any information relating to an identified person. It seeks to protect the rights of individuals and enable them to control how their data is gathered, processed and shared.

Encompass policies and procedures were updated to take GDPR into account.



Training

- Community Hubs were introduced by Scottish Borders Council. Encompass staff attended “What Matters” training provided by SBC relating to having good meaningful conversations with people.
- Adult Protection Training – Attended by all relevant staff
- Free Training - Encompass signpost clients and Personal Assistants to Border Care Learning Network

Info exchange...

Encompass Newsletters – We send out regular newsletters to our clients, keeping them up to date with any changes that might have an impact on them. Newsletters can also be viewed on our website.

We are represented on a number of groups and forums:

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

Self-directed Support (SDS) Project Year 7

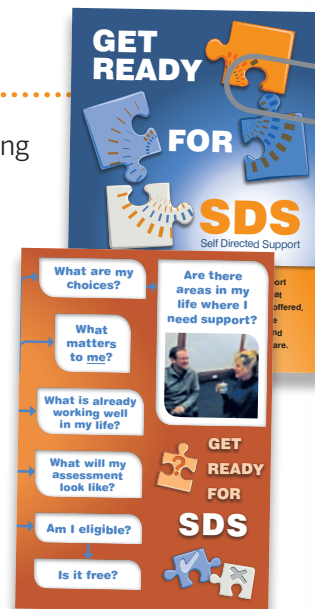
We were successful in a bid to the Scottish Government for 2.5 years of SIRD (Support in the Right Direction) funding to progress pre-assessment work, promote SDS and to continue supporting the SDS Forum.

The new project is called Get Ready for SDS.

We have additional 2 part-time members of staff for this project. Donald Hunter, who used to work at Encompass as an Employment Support Advisor and Janice McNeill, who used to work on an SDS project at Momentum. They will be supporting people to prepare for a Social Work

Assessment and promoting SDS – the four options.

They have been working on the project design, developing forms and leaflets, developing referral routes and networking with the local authority and third sector organisations in the Borders over the first 6 months.



SDS Forum

The SDS Forum has continued to meet regularly. The Forum is now a fully constituted group and a member of SDS Scotland. The Forum has been well attended by members, averaging 14 attendees at each meeting. The work done by the Forum on Scottish Borders Council information leaflets – including the introduction of a Preparing for your Assessment leaflet - has come to fruition and the leaflets are now printed and available on the SBC website and at the Community Hubs.

Members of the Forum attended the SDS Scotland national event in March 2019 and a member of the Forum attended SDS Scotland training on Participation Requests and fed this back to the Forum.

The Forum has supported the SDS Scotland/ Alliance research on people's experience of SDS through discussions in the SDS Working Group and with local authority SDS Lead and members of Forum offering to participate in one to one interviews.

The Forum has discussed a wide variety of issues of interest and concern over the last year. They have representatives on the SBC SDS Working Group. The Get Ready for SDS Project Workers have attended meetings of the SDS Forum to link in with the project and provided regular updates to



Some of the SDS Forum Members at one of their regular meetings

them on its progress. The Forum had completed a large amount of work around Pre-assessment and we were able to incorporate this in the creation of our 'Information Gathering' forms and as a basis for providing the tools that individuals require to help them prepare for a Social Work assessment. We were able to use the knowledge and experience of the SDS Forum members to conduct a pilot of the forms and processes devised for project use and address any points that had been omitted or needed improvement. This also helped produce a more informal language style when conducting individual interviews.

We would like to record our thanks to the Forum members for their continued input and support and thanks to Elspeth Critchley, Secretary of the Forum, Janice McNeil, Chair and Jeanette Jolly, Treasurer.

We are always looking for people to join the Forum, so if anyone is interested in joining, please contact Encompass.

Encompass by Numbers – 2018/19

253

We have had a busy year with
253 new referrals.

**NEW
REFERRALS**

11,419

The payroll department processed
11,419 payslips.

PAYSLIPS

7,500

We answered over **7,500 telephone calls** and
received over **20,000 separate emails.**

20,000

406

Employer Support Advisors made a total of
406 client visits and also a total of **198** clients
used our **third party banking service.**

198

271

There were **271 individual recruitments
advertised** through our website.

**RECRUITMENT
ADVERTS**

18,288

There were **18,288 visitors**
to the **Encompass website.**

**WEBSITE
VISITORS**

The Services Encompass Provide

- 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.

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?

“

“Thank you for your handling of the whole situation – it gets quite complicated at times.”



“I’d be lost without you all at Encompass – you do an amazing job!”

“Thanks for all your help. It makes life a lot easier.”

“Many thanks again, Judith, for all your help.”

“I just wanted to personally thank you for all the hard work, compassion and personal attention you displayed.”

”



KEEP IN TOUCH...

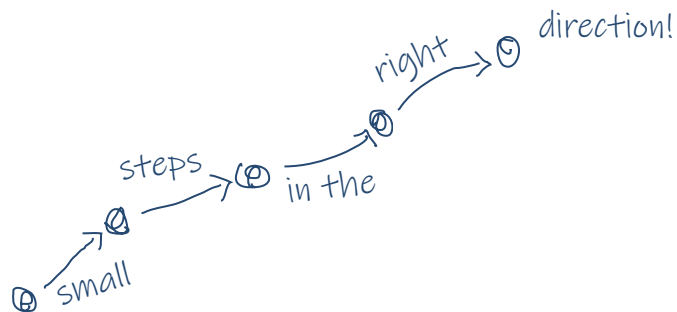
To ensure we continue to understand our clients' specific needs, we need to hear from you! Your feedback is important to us. It helps us develop our services.

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Support that's right for you



encompass

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