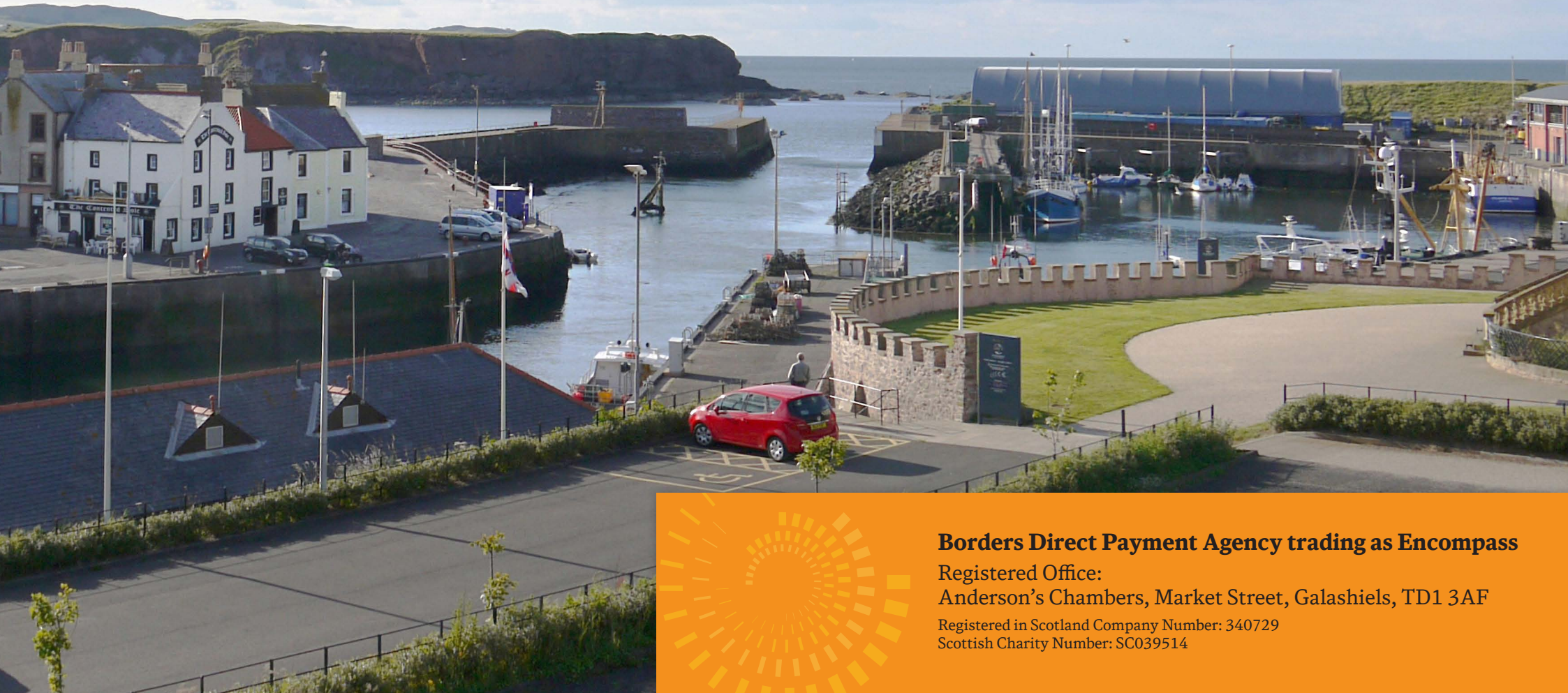




Annual Report 2013–2014



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

Mission Statement

OUR MISSION IS TO PROVIDE A SUPPORT SERVICE TO PEOPLE,
ENABLING THEM TO HAVE MORE CHOICE, FLEXIBILITY AND
CONTROL OF THEIR OWN CARE.

SERVICE STANDARDS:

- People are always treated with **respect**
- Those seeking advice receive **unbiased information** about the choices available to them
- Everyone is encouraged to **maximise their aspirations** and potential
- People are helped to discover **increased independence** and enablement
- We aim to enable people to be more assured about **participating freely** in all aspects of society
- People generally feel **more 'safe and secure'** in all aspects of life, including health and wellbeing

Introduction

WELCOME TO OUR ANNUAL REPORT FOR 2013-2014.

This has been another busy year for Encompass. We have been preparing for the Self Directed Support (Scotland) Act 2013 which came into force on 1st April 2014, working with the Scottish Government and Scottish Borders Council.

We welcomed a new director, Carole Andrew. Carole comes to the Board bringing hands on experience of using a direct payment for her daughter over the last 5 years.

We work in partnership with the local authority social work department from referral through to audit of direct payment accounts.

Some of our part-time staff have increased their working hours to accommodate the increase in workload and we have an IT expert in once a week to keep our computer network running smoothly.

We have successfully completed the first payroll year end of HM Revenue and Customs Real Time Information (RTI) and look forward(!) to the challenges of Pensions Auto Enrolment over the next 2 years.

Our main aim is to support people who choose to manage their own care, by providing a 'menu' of services to help them in their role as employers.

A big THANK YOU to:

- ▶ the staff team, without whom, this organisation would not be thriving
- ▶ the Board, made up of volunteers, who have met the challenges and steered us through the year
- ▶ our clients, who continue to use our services.



***Manager, Niccy Kershaw and
Fiona McCall, Chair of Encompass ▶***



Our oldest client using a direct payment is 103 years old and a parent is receiving a direct payment for their child who is only 3 years old.



SUPPORT THAT'S RIGHT FOR YOU

Self-directed Support (SDS)

WE HAVE HAD ANOTHER SUCCESSFUL YEAR PROMOTING AND EVALUATING SDS WITH FUNDING FROM THE SCOTTISH GOVERNMENT.



This funding has enabled us to be involved in several national projects and work with other organisations locally and throughout Scotland, for example:

- ▶ The Pilotlight project facilitated by the Institute for Research and Innovation in Social Services (IRISS) – to explore risk and capacity focusing on the interface between adult protection and self-directed support in the Borders.
- ▶ An evaluation project facilitated by Evaluation Support Scotland (ESS) called Support in the Right Direction. We are one of twelve support organisations in Scotland involved in demonstrating how to evaluate the work we do and share the learning experience with other organisations and the Scottish Government.
- ▶ We held a joint event with Borders Independent Advocacy Service (BIAS)

(contd.)

▼
**Attendees at the
Support in the
Right Direction
event held in
September 2013**



Self-directed Support (SDS)

(contd.)

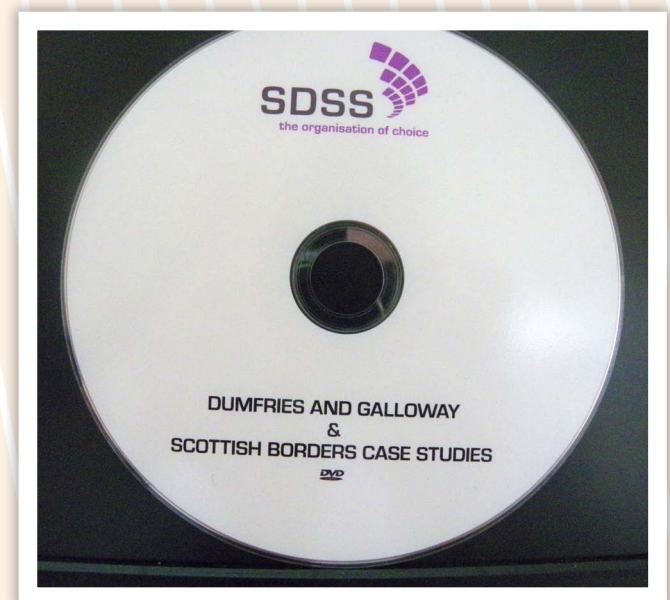
in September to share this piece of work with Social Work, Health and Care Providers.

- ▶ We are involved in a Scottish Government Personal Assistant Workforce Project to develop an understanding of the Personal Assistant (PA) workforce and the skills, learning and support needs of PAs and their employers.
- ▶ We share information with other organisations by contributing the knowledge and experience we have gained through our work with clients of all ages and disabilities.
- ▶ We carried out a survey to clients and one to professionals we work with. (see pages 8 and 9)
- ▶ We made a DVD jointly with Self-directed Support Scotland, our client and his wife, his social worker and his carer. This is available to view on our website:
www.encompassborders.com



▶
***Elaine Black
from the Scottish
Government was one
of the speakers at the
Support in the Right
Direction event***

▶
***An Encompass
client, his wife,
social worker and
carer featured as one
of the case studies on
this DVD outlining
the SDS approach***



SUPPORT THAT'S RIGHT FOR YOU



Use of our Payroll Service has increased by 47% over the year.



We now process nearly 600 timesheets through our payroll every month



The Third Party Banking Service has grown by 79% this year

SUPPORT THAT'S RIGHT FOR YOU

Our Services

OUR EXPANDING CLIENT BASE HAS RESULTED IN A BUSY YEAR FOR ENCOMPASS STAFF UNDERTAKING THE WORK BEHIND THE FOLLOWING SERVICES

- ▶ We provide a comprehensive payroll service to people using a direct payment.
- ▶ We provide an administration and employer support service including support with recruitment.
- ▶ We provide a third party banking service to people who choose not to hold their direct payment funds themselves.



▲ **James Paterson, Employer Support Advisor (Hawick and Jedburgh)**

▼ **Payroll and Accounts Administrator Judith Pate enjoys her role at Encompass and “being part of a friendly team”**



PA Database and Training

THE OFFICE FOR DISABILITY ISSUES OFFERED FUNDING TO DISABLED PERSONS USER LED ORGANISATIONS (DPULO) FOR PROJECTS THEY THOUGHT WOULD BE ADVANTAGEOUS TO DISABLED PEOPLE. WE APPLIED FOR FUNDING TO SET UP A PERSONAL ASSISTANT (PA) DATABASE.

We are in the process of setting up a separate website for this piece of work. We hope it will encourage PAs/Carers to put their details on the site when they are looking for work. Clients who buy our Employer and Admin support will be able to access the site, free of charge, to look for workers. Stakeholders are involved in each stage of the project.

Our plan is to launch the site in September 2014.

Training

WE WORK WITH THE BORDER CARE LEARNING NETWORK (BCLN) TO ENSURE OUR CLIENTS AND THEIR EMPLOYEES ARE AWARE OF THE FREE TRAINING ON OFFER.

We hold some funds to pay for carers to access SVQ qualifications in Social Care through Borders College.

This year we have dedicated some funding for clients if they have insufficient funds to pay for staff time to attend relevant training for the job they are doing. If a client has sufficient funds at some point in the future this funding will be reclaimed by Encompass. Reclaimed funds will be recycled back to the training fund.

►
Kerry and Ann: Kerry is working on her SVQ III in Social Care and Ann is working on her SVQ II in Social Care



SUPPORT THAT'S RIGHT FOR YOU

Working with our local authority

WE RECEIVED 159 REFERRALS FOR INITIAL HOME VISITS TO PROSPECTIVE CLIENTS TO EXPLAIN DIRECT PAYMENTS AND EXPLORE THE SDS OPTIONS AVAILABLE TO THEM. THIS IS UP BY 47% ON THE PREVIOUS YEAR.

Scottish Borders Council funding issued to people to manage their own care via a direct payment increased from £2.7 million to £3.25 million.

We visited all the social work locality teams and participated in the Social Work Self-directed Support Working Group throughout the year.

We sent out a survey (via SurveyMonkey®) to care managers in the local authority to find out if they are fully aware of the services we offer and if having an active support organisation has an impact on them.

We had a 40% return.

This confirmed that care managers found our input very helpful and gave them the confidence to offer a direct payment knowing there is an organisation which can support clients with payroll, recruitment, being a good employer and help with budgeting and third party banking.

COMMENTS

“This is a vital service to support us in our jobs”

“The success of DP service in the Borders is due to Encompass support and development”

“We NEED Encompass. An independent organisation offering a range of services is essential to the wellbeing of Scottish Borders people.”



SUPPORT THAT'S RIGHT FOR YOU

Client Evaluations

WE SENT OUT A QUESTIONNAIRE TO OUR CLIENTS TO FIND OUT IF THEY WERE SATISFIED WITH THE SERVICES WE OFFER AND HOW WE PERFORM.

We received a 46% response. The results were very positive about the use of direct payments and the role of Encompass.

All the information we collected from this evaluation and the survey to professionals was shared with the Scottish Government via our 6 monthly report to them through the SDS funding (see page 4).

Outside the Box and encompass met with individual clients using SDS direct payments on the pilot scheme to see how it was working for them. The information from this exercise was shared with the local authority and Outside the Box used the information to inform the website they are producing about SDS. Some of the people interviewed were then consulted about the design of the website **www.overthefence.org.uk**

Most people said the benefit of having a direct payment was the freedom, being in control and free to choose staff and times.

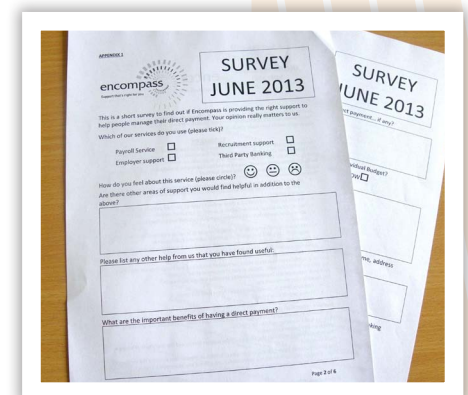
“Thank you (Encompass) for being so helpful and responsive to our requests. Your level of professionalism and knowledge gave us the confidence we needed to make this work. Also to know that you are always on hand to provide advice and information is very reassuring.”

“Set carers who know my disabilities – they are brilliant.”

“Rest of family can go away, knowing our son is happy at home with someone we trust. Can’t put a price on what that is worth.”

“Freedom to take part in things I might not otherwise be able to do.”

“Having a say in my life.”



SUPPORT THAT'S RIGHT FOR YOU

Client stories

SDS IS FREEDOM

"Having been diagnosed with Multiple Sclerosis in 2010 and having my life turned upside down. I found I was unable to continue with my 'normal' way of life. I was awarded SDS in December 2012 which has

allowed me to engage the person of my choosing and more importantly ensures that they are able to provide me with the help and support needed.



▲ **Shona and friend - and fizz!**

One very wet Saturday accompanied by my helper Duncan and his wife (who also has MS) we undertook a challenge close to my heart. With a little organising we started at the bottom of the hill opposite my house and started walking up the track on the side of hill to reach the top. We managed the 200 yard trek with a short rest and then decided to sit at the top and take in the view and revel in our achievement. Duncan surprised us with a bottle of fizz to celebrate. Its 4 years since the last time I was up there with my dog and the photograph of us both wet and smiling will be one of my happiest memories".

AN INVALUABLE SERVICE

"I am the main carer for my mother (92, dementia and physically very frail), as the need for support became more urgent, I was referred to Encompass for help arranging a care and support system for my mother. Encompass seemed to be able to move decisions forward quickly and effectively, give sound advice and, most importantly, support. This service is invaluable – not only for those who need care, but for those who are struggling to provide it."

Client stories

AN INDEPENDENT LIFE

I am a 21 year old woman who has a large team of support workers whom I employ to support me in my own house. Without the support from Encompass, I wouldn't have known how to start the employment process. With the help of Encompass I have found that it is possible for me to choose which support workers to employ and to be a good employer. This means that I can live independently, which was a big goal for me as I became an adult.

When any staff-related problems arise, I can also call upon my Encompass advisor to come out to visit me at



◀ Cori

home, as my house is the most suitable venue for my needs. She keeps me aware of my legal obligations. Without the support of Encompass, I couldn't manage to be an employer.

Nikki (Team Leader).

As an employee for Cori (and her team leader) through a Direct Payment, I have found that Encompass both support my employer and me as team leader.

The advisor at Encompass has been there when I have raised queries or concerns and has always given me advice and support that enables my employment as well as the team as a whole, to run smoothly.

BALANCE AND SUPPORT

"I use some of my SDS Direct Payment to support my riding. I have Huntingtons disease and riding helps me with my co-ordination and balance. Encompass manage my SDS funds and supports me with being an employer."



▶
Debi and her personal assistant, Jo

PQASSO

PQASSO IS A PRACTICAL QUALITY ASSURANCE SYSTEM FOR SMALL ORGANISATIONS. THERE ARE 3 LEVELS.

We started work on this last year and completed Level 1 during this year and have started working on Level 2.

PQASSO ensures we have a sharp focus on outcomes. We have to demonstrate that we have high standards firmly in place. It is a tool for continuous quality improvement.

At our event in September members of the stakeholder group asked people questions about Encompass, such as:

- ▶ Do you feel well informed about how Encompass can support you and the range of services they offer?

and

- ▶ Are you aware of Encompass's complaints procedure?

Overall the response was positive and showed a good level of user satisfaction. One client said "I would tell you if I wasn't pleased"

The work on attaining the PQASSO quality mark is taken forward by Fiona McCall, Chair of Encompass and Niccy Kershaw, Manager of Encompass.

◀ *The theory behind the practice*



SUPPORT THAT'S RIGHT FOR YOU

Staff news and website



▲ **Becca**

This year we were joined by Rebecca Macaulay who is on a nine month placement through the Community Jobs Fund under the umbrella of the Scottish Borders Social Enterprise Chamber. Becca works for us two days a week. Becca was also a Young Learner winner at the Adult Learners Awards this year.

Andrew ►



Our administration assistant, Andrew Lawrie, this year completed his Level 2 in Business and Administration through a Modern Apprenticeship.

We also buy in support from Lina Purves at Border Ledgers to work on our accounts, Donald Scott from Donald Scott Computers to keep our IT systems in good working order, Andrew Calder who has been very patient with us as we worked our way through creating the new website, Kathy Travers who has provided website training to staff, and Betty McClory (one of our directors) who volunteers a day each month during our busy payroll period.

Our new website **www.encompassborders.com** includes information about our organisation, job vacancies, news items, pictures of staff and Board members and links to other useful sites.

►
*The home page
of our new
website*



SUPPORT THAT'S RIGHT FOR YOU

AGM and Event

WE HELD A SOCIAL LUNCH PRIOR TO OUR AGM AT SELKIRK RUGBY CLUB IN SEPTEMBER.

Alex Wade from Mark Bates Ltd (Premier Care Insurance) came along to update us all on employment law. Alex has been travelling around the UK delivering this training.

We had a fun quiz and a lovely lunch provided by T-4-2.

We also took this opportunity to launch our new folders giving information on the services we offer and our revised fact sheets about employer responsibilities.

◀ **Bordersprint helped us produce our new literature and folders.**



◀ ▲
Attendees at our AGM and Social Lunch held in September



SUPPORT THAT'S RIGHT FOR YOU

New Short-term Projects

WE WERE INVOLVED IN ANOTHER EXCITING PROJECT THIS YEAR, FUNDED BY THE SCOTTISH CONSORTIUM FOR LEARNING DISABILITY (SCLD).

Their remit was to encourage partnership working between a user led organisation and local area co-ordinators (LACs) for people with a learning disability using SDS. We were to identify and develop community resources and opportunities. They offered the project £10,000 to be used in a variety of ways. Encompass dedicated time to manage this project with the LACs so all the funding could be used creatively and not be taken up in administration costs

As a result:

- ▶ There have been taster sessions for Art and Music and Dance in Galashiels
- ▶ An allotment is being developed in Kelso
- ▶ A new social club has been set up in Coldstream
- ▶ A Boccia set has been purchased for the Peebles area
- ▶ Boccia coaches training course will be organised for those interested across the Borders
- ▶ A new project called Hawick Acorn Project Initiative (HAPI) is being developed in Hawick – this is based on therapeutic gardening and healthy eating.



HAPI Trustees ▲

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.

Our email address is : **admin@encompassborders.com**

Our telephone number is : **01896 759700**

Our website is : **www.encompassborders.com**



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