

September

October

November

December

January

February

March

April

May

June

July

August

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17
18 19 20 21 22 23 24 25 26 27 28 29 30

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17
18 19 20 21 22 23 24 25 26 27 28 29 30 31

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17
18 19 20 21 22 23 24 25 26 27 28 29 30 31

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17
18 19 20 21 22 23 24 25 26 27 28 29 30 31

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17
18 19 20 21 22 23 24 25 26 27 28 29 30 31

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17
18 19 20 21 22 23 24 25 26 27 28 29

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17
18 19 20 21 22 23 24 25 26 27 28 29 30 31

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17
18 19 20 21 22 23 24 25 26 27 28 29 30

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17
18 19 20 21 22 23 24 25 26 27 28 29 30 31

12345678910111213141516171819202122232425262728293031

12345678910111213141516171819202122232425262728293031

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17
17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

*“...on a sound footing to weather
the challenges ahead.”*

encompass

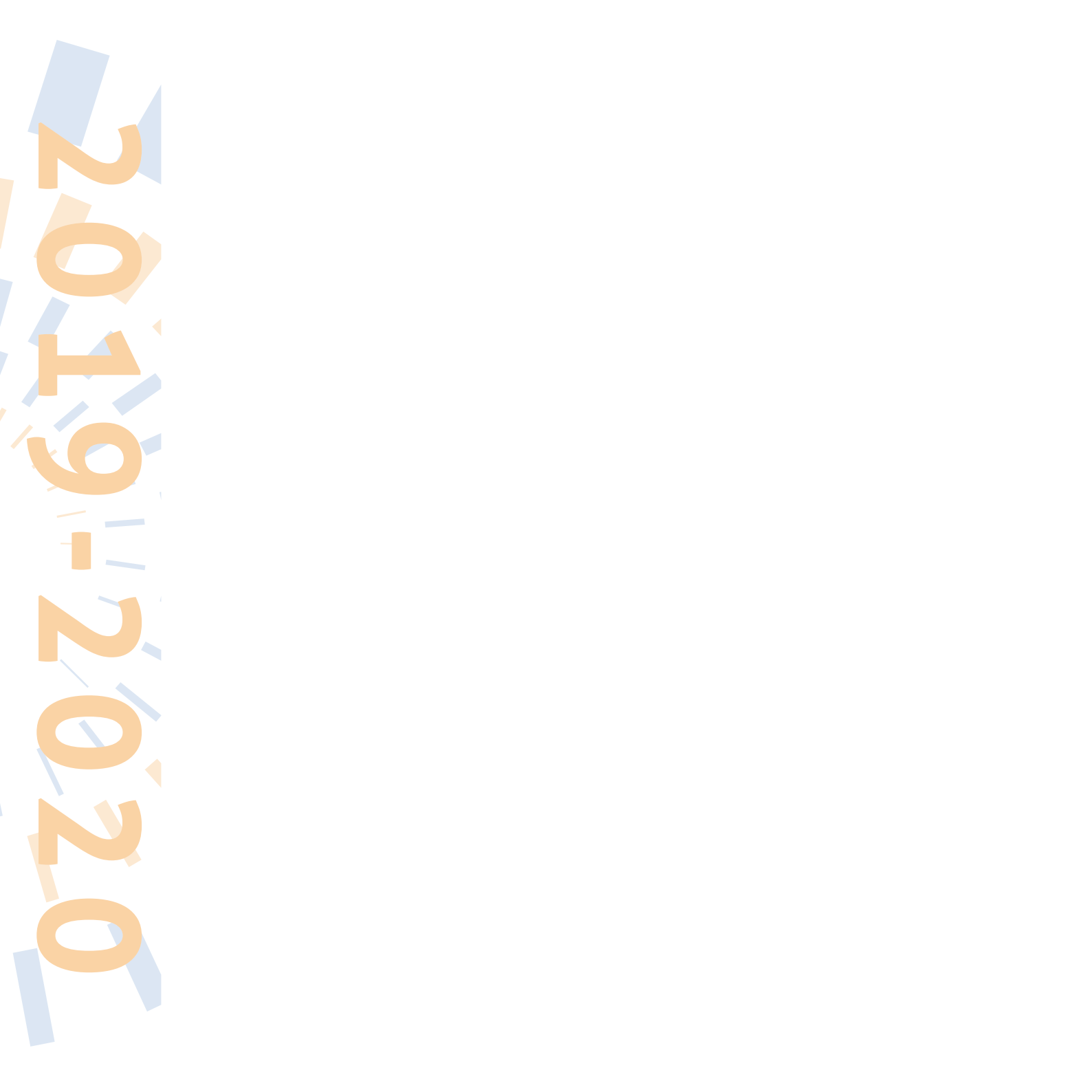
ANNUAL REPORT 2019-2020



**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



2019-2020

Welcome to our Annual Report for 2019/2020

Annette Scobie – CHAIR



I would like to thank members of the staff team and the Board for all their hard work and dedication to Encompass over the past year. Our shared commitment to consolidating the good quality services we provide, has put the organisation on a sound footing to weather the challenges ahead.

Board

With steady governance and careful financial management, the Board has undertaken a continual review of our policies and procedures. When the threat of coronavirus started to emerge, priority was given to introducing measures to ensure the safety of staff and carers working in the community.

We are pleased to have increased our membership, from which we have been able to recruit new members to the Board. We welcome Meg Roper, Craig McDonald and Frances Burke and at the same time say a thankful farewell to Marjory Campbell. We are still searching for a new treasurer and have drafted a job description for the work involved. We would be pleased to hear from anyone who may be interested.

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

We are always 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.

Staff

A number of changes to the staff team were made towards the end of last year and the beginning of this year and we are pleased that new members of staff have settled in well. In a small staff team, we rely on staff being flexible and the experience of senior members of staff, in particular, our Manager, Hazel Jack, who provides on-going support to everyone in the team.

Kirsty Duncan joined the Team 15/04/19 as the ESA for Peeblesshire (Kirsty went off on maternity leave 20/12/20)

Margaret Hart joined the Team 29/10/19 to help with payroll prep, annual leave up-dates and general admin. support.

Our Organisation

As part of our Scottish Borders Council contract review, we were asked to carry out an impact assessment on our budget focussing on the contract we have for audit, training and initial visits. This has given us the opportunity to provide an overall picture of all our services and the added benefits to SBC.

Recently, the Council has undertaken an option appraisal concerning the introduction of pre-payment cards. This could potentially have an impact on third party banking which is currently one of the services we provide.

As an organisation working in the care sector, we face many challenges including the on-going recruitment of carers/P.A's. Most recently, we have also had to face the unforeseen challenge of the coronavirus pandemic.

Ensuring staff can continue to provide our services in a safe environment and enable personal assistants/carers to access the personal protective equipment they need, are some of the difficulties we have had to address.

We are very grateful to the staff team for continuing to work through these difficult circumstances to maintain the valuable service and support we provide to our clients and carers.

Encompass 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**



Here are some comments from clients:

"Quentin, I'd like to take this opportunity to thank you for your assistance during the course of our Direct Payment"

"Dear Judith, grateful thanks for all the advice and help you have given us in caring for our mum"

"Hazel, you have been my guiding light"

Support in the Right Direction

‘Support in the Right Direction’ is the Self-Directed Support Project funded by the Scottish Government to March 2021 for pre-assessment work, individual service funds and the SDS Forum.

Staff continue to support and work closely with the SDS Forum. The SDS Forum has been instrumental in the seeking further consultation on the introduction of pre-payment cards. We are grateful to staff for their continued support of this project.

We have seen an improvement in the number of referrals in the last six months. This is mainly due to the hard work of Donald and Janice networking with Social Work and other Agencies. They met with 43 individuals to work on pre-assessments.

Seeing and hearing that people have benefitted from our pre-assessment visits makes it all worthwhile. Nothing else compares to having face to face conversations. Face to face and having time to listen to people is so important.

“Mrs D has asked that her thanks be passed on to you – she thinks you are tremendous and you have changed her life. She did not realise that there were choices available to her. She is also going to tell all her friends about you.”



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



The number of people we have had light-touch or one-off contact with this year is 293.



SDS Forum

The Scottish Borders SDS Forum has continued to meet regularly. The meetings continue to be well attended, usually about 14 people attend.

The work of the SDS Forum continues to be at a strategic level and more difficult to define in terms of specific outcomes but we have clearly had an impact in several areas.

- We highlighted to the HSCP the need for continuing training for Social Work and NHS staff on SDS and had worked in partnership with the LA to achieve agreement to planned training.
- We raised concerns about discrepancies in Charging policy which unfortunately have not been resolved but hopefully will in the future.
- We contributed to the Care Inspectorate Progress Review and ensured inspectors were aware of the continuing issues around consultation.
- We have contributed to the work of the SW Scotland SDS Project team.
- The Participation Request and Outcome improvement Plan in relation to prepayment cards has ensured that prepayment cards have not so far been introduced without people having a choice which has potentially made a difference to 444 people using Option 1.



A challenge for the SDS Forum is recruiting new members and it was for this reason that we set up a Publicity Subcommittee to work on ways of trying to extend our membership. The Publicity Subcommittee decided to make a short locally based video to be used to promote SDS and the work of the SDS Forum. Plans for the video were well advanced and funding was in place from Encompass. Filming was planned for late March but unfortunately we have, of course, not been able to progress this at present due to Covid 19. (See report on the video story so far).

The SDS Forum has continued to have a positive relationship with the local HSCP and to work in partnership. Issues raised by the Forum have been regularly taken to the HSCP through the SDS Lead and the SDS Working Group to which we have always made a major contribution to the agenda. The views of the Forum are always treated with respect. We continue to be rigorous and consistent in following up on issues we have raised.

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 and Janice McNeil, Chair.



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



It was generally agreed by the SDS Forum that we should publicise our work, and in particular raise public awareness that there are four care options of SDS that they could consider. A better informed public would be able to select the most advantageous care package to suit their needs and we thought a short film would go some way to do this here in the Scottish Borders and beyond.

A sub-committee of 4 members of the SDS Forum was formed to undertake this task. Firstly, we drew up an initial plan and identified activities required to reach our goal. We then allocated people to perform these activities and discussed the resources that would be required. I was allocated the task of looking into making a film. While initially a bit unsure about this, I realised that I knew people who could help, and in fact they were all the top people in the business.

I approached Jimmy Spankie to be the Commentator, and he willingly agreed and would not accept a fee. Jimmy was a newsreader and commentator with Grampian Television and for many years. Myself and Janice, the Chair of the SDS Forum, and our little subgroup met up with him in Edinburgh to discuss what was involved.

The next step was to write an outline of what we wanted to put in the film. So next I approached my son, Malcolm, who was the

SDS Forum: The Film



Asian Editor and then the Middle East Editor for the BBC so lots of experience to guide us. Again myself and Janice met up with him, and based on what we thought we wanted, he drew up a professional specification dealing with the length of film, how many people should be involved in explaining the four options, the length of time that everyone should speak, the backgrounds, the number of days to shoot the film and the number of days for editing plus other important details. He then put the specification out to tender to three professional film companies. When the replies came back, the group including Malcolm discussed the tenders and selected a company based in Stirling.

The next meeting was with the film company's Managing Director. The director really impressed us and excelled himself with enthusiasm and good ideas. We had definitely got all the top people involved.

The next meeting involved finance, Niccy thought it would be a good idea to approach Encompass who may be able to support the project to some degree. The group were delighted when Encompass agreed to finance the film, but the sub-committee had to raise further funds to promote the film and bring it to a wider audience.

We then approached Scottish Borders Council, who oversee a Community grant scheme. After discussing the project at length we were told the community grant may be able to supply funds to publicise our film.

Janice has been in discussion with folks in receipt of SDS with a view to them being the cast and telling a bit of their experience of SDS options. The factual information given in the film must be accurate, this will be scrutinised carefully. Venues of film making and background photography will be a joint decision. The group are very happy to include Malcolm as things progress. His advice will be invaluable and he has agreed to cast his eye over our work before filming starts. The film crew had made a date to start filming, but alas the Covid 19 lockdown prevented this.

Some literature and posters, appropriate to the film, will need to be produced. A video clip, that can be sent by e-mail, is part of the film crew's remit, we also propose to use social media to promote the film.

So all the top people are waiting in the wings, ready to come on to the stage.

This will be one of the SDS Forums big successes!

Henry Borthwick

SDS Forum member

Encompass by Numbers – 2019/20

240

We have had a busy year with **240 new referrals.**

**NEW
REFERRALS**

11,922

The payroll department processed **11,922 payslips.**

PAYSLIPS

7,600

We answered over **7,600 telephone calls** and received over **22,000 separate emails.**

22,000

425

Employer Support Advisors made a total of **425 client visits** and also a total of **256** clients used our **third party banking service.**

256

236

There were **236 individual recruitments advertised** through our website.

**RECRUITMENT
ADVERTS**

23,654

There were **23,654 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?

“

“It’s so nice to talk to someone who understands our situation”

“Lisa, thank you for all you have done, you have been very helpful at this difficult time”

“Thank you for your assistance during the course of the direct payment.”



“Encompass has been a real lifeline for us”

“You run a great payroll service”

*From a
Personal
Assistant:*

“I’d like to say a big thank-you to all at Encompass involved with my employment over the last 3 + years, you have made everything so smooth and seamless”

”

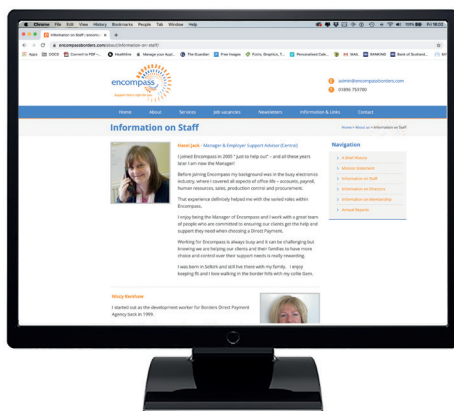
Keep in Touch...



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.

Contact us by

**email: admin@encompassborders.com
or telephone: 01896 759700**



For information and news visit our

website:
www.encompassborders.com



or write to:

**Encompass
Anderson's Chambers
Market Street
Galashiels
TD1 3AF**

encompass

Support that's right for you

Anderson's Chambers, Market Street, Galashiels TD1 3AF

T 01896 759700 F 01896 757893

E admin@encompassborders.com

Email SIRD Project at: sird@encompassborders.com

www.encompassborders.com

Office open: Monday-Friday, 9.30am-5pm

Borders Direct Payment Agency trading as Encompass

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

September

October

November

December

January

February

March

April

May

June

July

August