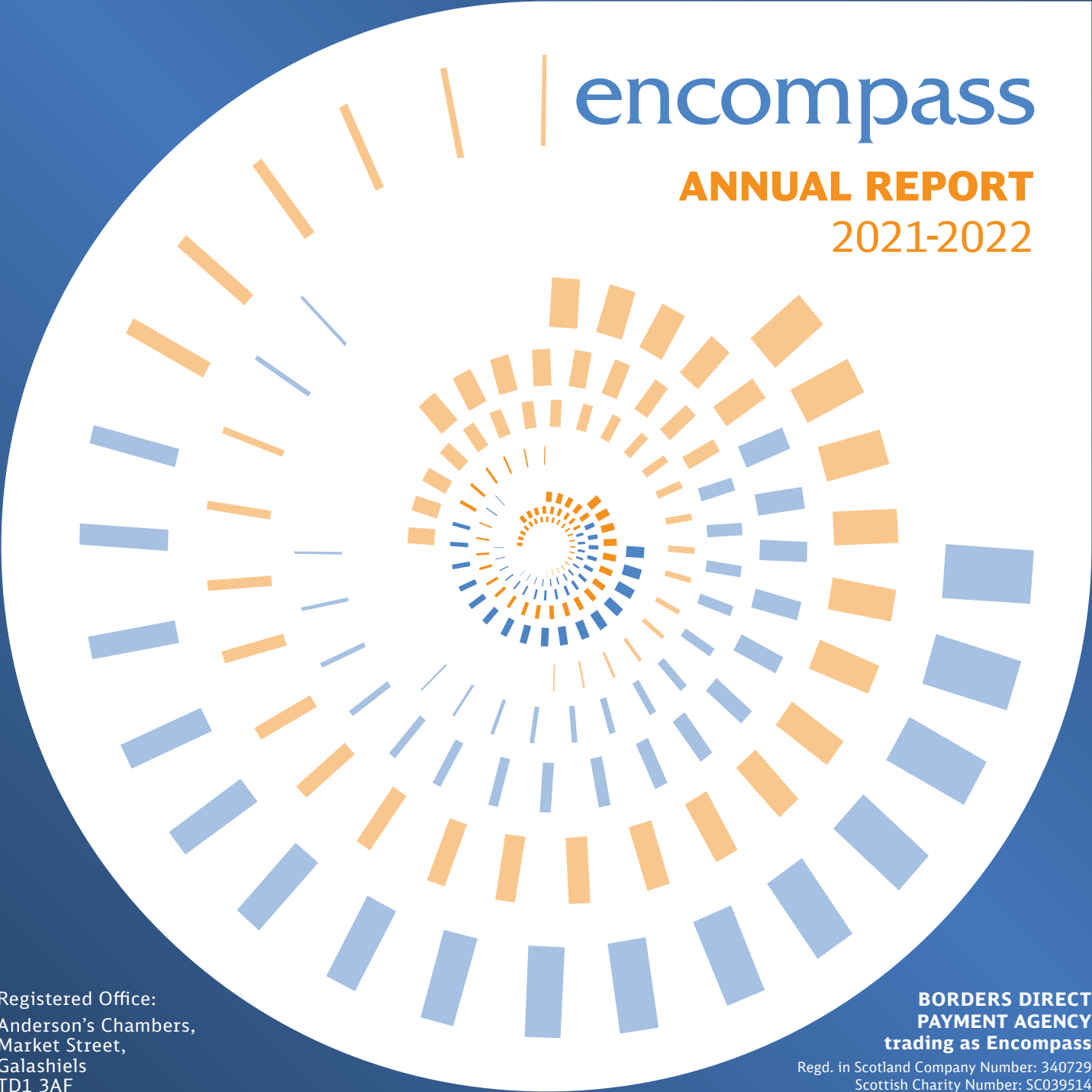




encompass

ANNUAL REPORT 2021-2022

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

**BORDERS DIRECT
PAYMENT AGENCY
trading as Encompass**

Regd. in Scotland Company Number: 340729
Scottish Charity Number: SC039514



*“... a very
challenging
year.”*

Welcome to our Annual Report for 2021/2022

‘With the continued impact of coronavirus and the enormous pressure on social care, this has been a very challenging year’

Over the past year, we have continued with special measures to ensure the safety of clients, carers and the staff team.

As the vaccination programme rolled out, the numbers of people suffering serious illness has declined. It was still necessary for staff and carers testing positive to self-isolate taking sick leave and time off for recovery. With the shortage of personal assistants, the task of constantly finding sick-leave cover has been very difficult.

The number of referrals has steadily grown and the nature of referrals has continued to change towards clients with higher levels of need. Encompass is increasingly providing an essential service at the front-line of social care. We have

Annette Scobie – CHAIR

met with senior SBC Social Work staff to discuss these changes and will undertake a full review of our services next year. We continue to work in close partnership with Social Work headquarters and with the local area teams.

SBC’s proposed introduction of Pre-Payment Cards has now been agreed with the important proviso that it will be the client’s choice as to whether they wish to have a pre-payment card. This year, the Scottish Government announced a £500 bonus for carers and two uplifts in pay for Adult Social Care. The administration of these payments involving complex pieces of work have now been completed.



 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.

Board

At an Extraordinary General Meeting, the Board proposed and the membership agreed to change our constitution to enable the organisation to continue to hold its meetings by video link.

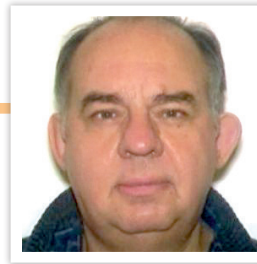
Encompass can now offer members of the Board the option of attending meetings in person or by video link. The Board continues to review its policies and procedures and is currently reviewing its Complaints Procedures and Anti-Fraud Policy.



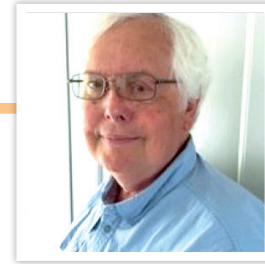
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Board *contd.*

Over the past year, we are pleased to have increased our membership and are keen to recruit new members to the Board. We welcome Steve Adams and Mark Wilson as new directors who both have a background in Social Work. At the same time, we say a thankful farewell to Meg Roper and Craig Macdonald for their contribution to the Board. We are still looking for a new treasurer and would be pleased to hear from anyone who may be interested.



Steve Adams



Mark Wilson

Our long serving Treasurer, Anita Withers is stepping down after many years of service. We thank her for all her hard work and dedication to Encompass. Her careful management of our financial affairs has helped to strengthen the organisation and put it on a sound footing.

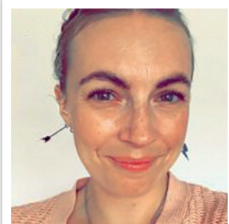
*Jill
Earsman
Employer
Support
Advisor*



*Angie
Keay
Employer
Support
Advisor*



*Kirsty
Robson
Employer
Support
Advisor*



The Staff Team

A number of changes to the staff team have been made

in administration, finance and the employment support team. We wish those moving on all the best and thank them for their service to the organisation. We have been able to strengthen the staff team this year by appointing a Senior Employment Support Advisor and have established a new post of Finance Manager. We rely on flexible team working and the experience of senior members of staff, in particular, our Manager, Hazel Jack, who provides on-going support to everyone in the team.

As an organisation working in the care sector, we face many challenges including the on-going recruitment of carers. Maintaining close personal contact with clients and carers and local knowledge helps us to withstand this very real pressure. We are grateful to the staff team for working through difficult circumstances to maintain the valuable service and support we provide to our clients and carers.

We are also grateful to the staff involved in the SIRD project (Support in the Right Direction) for all their hard work and support they give to the Self-directed Support (SDS) Forum. They continue to work on partnership at both a national and local level to ensure the views of all those involved in Self-directed Support are represented.

I would also like to thank members of the Board for all their commitment and support to



Encompass over the past year. As Chair of the Board for the past five years, it is time for me to hand over the baton to a fresh pair of legs.

I have enjoyed being involved in Encompass and playing a very small part in supporting such a valuable organisation. I wish the Board, the staff team and Encompass, all the very best for the future.

*Annette Scobie
Chair of the Board*

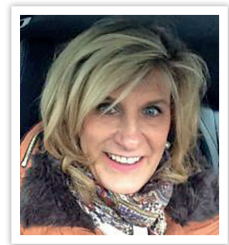
Our Year 2021-2022

It has been an interesting and sometimes challenging year for the SIRD Project.

● The SIRD project was able to apply for further Scottish Government funding for another year taking the project up to March 2023.

● Our small team of three part-timers continued to meet weekly via zoom and attend the SDS Collective meetings, Inspiring Scotland meetings and the Scottish Borders Self-directed Support Working Group. Elspeth Critchley is also the Forum Secretary and Janice McNeil chairs the SDS Forum, Niccy Kershaw manages the funding etc. Janice

retired at the end of March 2022 so we have been busy recruiting a new member of staff to replace Janice, who will continue to Chair the Forum.



Janice McNeil



Staff member Niccy Kershaw (left) and Elspeth Critchley, Secretary of the SDS Forum, are pictured at a Jubilee Volunteer Fair in Duns on 7 June. The event was organised by Bavs, as part of Volunteers Week and to mark the Queen's Platinum Jubilee. It was an opportunity for local organisations to showcase their work. We were able to talk to visitors about Encompass, including the SIRD Project and the SDS Forum.

Our Year 2021-2022 *(continued)*



- We developed a pre-assessment pilot with two of the Social Work (SW) teams and have continued to work with SW and third sector organisations.

- The training power points we put together last year are still being considered by SW for training.

- The Scottish Government SW Standards have developed further and another Standard has been added. Elspeth is a member of the National Self Directed Support Collaboration Group.

- We still have many topics to work on in the future to try to make a difference for people who are eligible for Self-directed Support (SDS).



The Scottish Borders SDS Forum

has continued to meet monthly via Zoom. We usually invite a guest speaker to our meetings.

- We were successful in our Participation Request and worked with SBC to develop the use of Pre-payment Cards (PPC) for Direct Payment users. The final outcome was that the use of PPCs will be optional and not mandatory. This decision would not have happened without the Forum being involved.

- The Forum was consulted regarding the SBC Charging Policy with Borders Care Voice and there is now a version which is easier to read and understand.

- The SDS lead at SBC retired in the Summer and a new SDS Lead was appointed in December. Elspeth was invited to be involved in the recruitment process. The Forum work closely with him and he attends most of the SDS Forum meetings.



The My Support My Choice research continues and the Forum are taking the recommendations forward and developing an SDS Strategy with SBC SDS Lead.

- The Forum has developed a paper on the flexible use of Direct Payments, we are now waiting for SBC to adopt this for future use.

We have welcomed a few new members to the Forum but are always looking for more people to become involved.

Encompass by Numbers – 2021/22

340

We have had a busy year with **340 new referrals.**

**NEW
REFERRALS**

953

The average number of Personal Assistants employed in any one month is **953.**

PA's

10,230

We answered **10,230 telephone calls** and received **22,765 emails.**

22,765

39

Employer Support Advisors made a total of **39 client visits** (still restricted due to Covid) and also a total of **374** clients used our **third party banking service.**

374

236

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

**RECRUITMENT
ADVERTS**

16,351

There were **16,351 visitors** to the **Encompass website.**

**WEBSITE
VISITORS**

A Few Kind Words...

"Thank you to everyone at Encompass for all you do, I would not have been able to support my wife at home without your help we have had lovely carers who have been great. Not having to worry about paperwork and being able to focus on the care for my wife has meant so much to me."

T₁

H₄

A₁

N₁

K₅

Y₄

O₁

U₁

*"Dear Hazel
and Callum,
Thankyou for the
care you provided it
was invaluable
and so appreciated"*

*"Thank you Hazel, I appreciate
all the help you and your team
have given us over the years,
you have been a pleasure to
deal with"*



"To everyone at Encompass a big thankyou for all the help and support you have given me, I wouldn't have been able to keep my husband at home without your help and wonderful carers we have had, who have always gone above beyond."

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



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

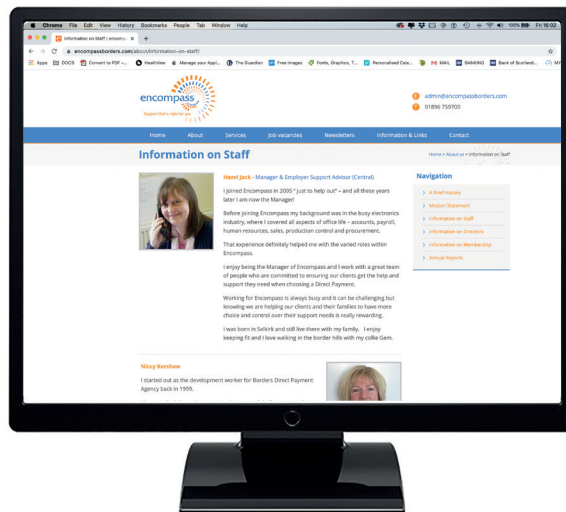
website:

www.encompassborders.com

or write and post to our

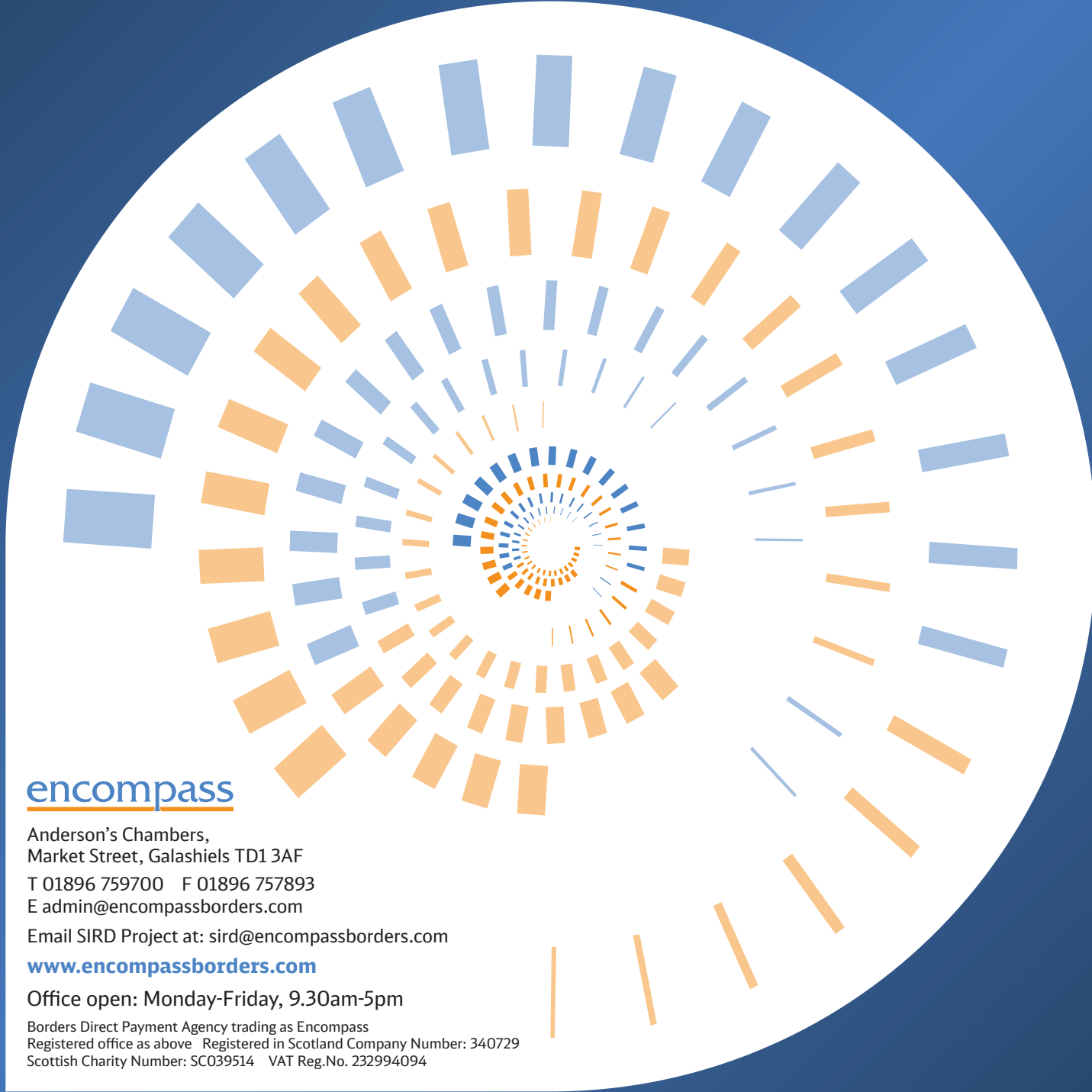
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“ Encompass is increasingly providing an essential service at the front-line of social care ”



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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