



ANNUAL REPORT 2022-2023

BORDERS DIRECT PAYMENT AGENCY trading as Encompass

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

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

“... the
highest
number of
clients on
record.”

Welcome to our Annual Report for 2022/2023

“The year 2022/2023 finally saw society returning to some kind of post-lockdown normality yet, at the same time, a sense remained that certain areas of our lives had changed forever.



Throughout the pandemic our staff continued to be office-based which contributed positively in maintaining a personalised and accessible approach to the delivery of our services. I would therefore like to thank all of our staff team, and our Board of Trustees, for their hard work and dedication to Encompass

throughout the year. Our shared values and commitment help us to maintain the high quality services we provide, and ensure the organisation remains on a sound footing as it looks forward.”

Steve Adamson – Trustee / Treasurer



The Organisation

The past year was again an extremely busy one for the organisation with an increased number of referrals and the highest number of clients on record. The care sector as a whole continues to face significant challenges, not least in the recruitment of carers, and our organisation and our clients are not immune from these challenges. It has been encouraging to see the commitment from our Manager and the staff in their attempts to overcome these pressures.

We continue to work closely with Scottish Borders Council's Social Work Dept, Finance Dept, and Contracts Section as well as the Lead Officer for Self-directed Support and the Locality SW Teams.

In March 2023 we began the process of reviewing our services with SBC and also negotiating for an increase to our Annual Grant in relation to the work we undertake on behalf of the Council.

The Board of Trustees

In October 2022 Annette Scobie (Chair) stepped down after many years of service on our Board. It is important to acknowledge here the vast experience which Annette (pictured right) brought to the role of Chairperson and the wise counsel and steady hand she always applied in guiding the organisation. We thank Annette for her hard work and dedication over many years, and wish her well in her retirement.



During the past year both Val Robertson and Frances Burke also retired from the Board of Trustees, and again we are grateful for their combined years of support and wish them both well for the future.



George Turnbull



Mark Wilson

George Turnbull was elected to the role of Chair in Oct 2022 and Steve Adamson to the vacant role of Treasurer (following the departure of Anita Withers the previous year), with Marion Wood continuing as Vice-Chair. Along with Mark Wilson the Board, although small in number, has continued to oversee the work of Encompass and remains committed to ensuring effective governance in all aspects of our work. As always, however, we are keen to recruit new members, particularly as one of our



stated aims is to be a user-led organisation, and so we would welcome the opportunity to speak to any Encompass members or clients who might be interested in joining the Board of Trustees.

A significant piece of work undertaken by the Board during 2022/2023 was a Salary Review. All Job Descriptions were revised to more accurately reflect the roles and responsibilities of our staff. A comparison was then undertaken with comparable roles elsewhere within the health and social care sector. From this the Board approved a 10% increase in salaries for all our staff from 1st Sept 2022 in the hope that this will help us with the recruitment and retention of staff going forward. In addition pay scales were also introduced for all posts from the 1st Sept 2022, with staff placing on the scales dependant on length of service and experience.

Jill
Earsman
Employer
Support
Advisor



Angie
Keay
Employer
Support
Advisor



Kirsty
Robson
Employer
Support
Advisor



Heather
Smith
Employer
Support
Advisor



Kirsty
Bradshaw-
McLeish
Employer
Support
Advisor



The Staff Team

During 2022/2023 we were pleased to welcome a number of new staff members to our team.

In August 2022 Angela Keay took up the position of ESA for the Teviot area, closely followed in October 2022 by Heather Smith who took up the ESA role in Cheviot. Filling the ESA position for Berwickshire proved more problematic due to a lack of applicants for this area. Although this position was still vacant at the end of March 2023, we were pleased that Kirsty Bradshaw-McLeish was subsequently appointed to the post in May 2023 meaning that we now have a strong team of Employment Support Advisers operating across the organisation.

Our newly created Finance Manager position was filled in 2022 but sadly the new postholder had to leave the organisation after only a few months for health reasons. This post also proved problematic

to fill and, despite interviewing a number of candidates over a period of months, none were considered suitable for the position and it remained vacant at the end of March 2023. This prompted the Board to review the salary on offer and, following a further re-advertisement, Kevin Poulton was successfully appointed to the position of Finance Manager in June 2023.

The above appointments, taken in conjunction with our other ESA's (Kirsty Robson, Jill Earsman), Finance (Sally Bell), Payroll (Sheila Cochrane, Sharon Onley), and Admin staff (Jemma Paterson, Brandon Brown) gives us confidence that we have a strong, reliable, and knowledgeable team working on the organisation's behalf. The team continues to be ably led by our Manager, Hazel Jack, who works tirelessly at supporting the team, ensuring best practice in relation to the valuable services we provide, and promoting the organisation with partner agencies.

We should also acknowledge the ongoing work undertaken by the those staff involved with the SIRD (Support in the Right Direction) project at both a local and national level in ensuring the views of those involved with Self-directed Support are fully represented, and we were pleased when the Scottish Govt extended their Grant to allow this work to continue for another year to March 2024.



Hazel Jack
Office
Manager

Conclusion

In conclusion I am confident the organisation continues to be in a very healthy position as it moves into 2023/2024, and ready to face any new challenges and opportunities which might come our way.

Steve Adamson – Trustee / Treasurer



Encompass by Numbers – 2022/23



Together Everyone Achieves More



Support in the Right Direction, known as the SIRD Project, is funded by the Scottish Government.

The SIRD project work is in two parts, pre-assessment support for people in the community who would like information about Self-directed Support (SDS) and the Scottish Borders SDS Forum. We also engage with the third sector, SDS Scotland and Social Work Scotland to keep abreast of work going on and to feed in views of the Forum. We work collaboratively with Scottish Border Council.

Jackie is busy with referrals from a variety of sources enabling her to have a conversation with people about the four SDS options, eligibility criteria, financial assessments and signposting to other supports where appropriate. She visits the Community Hubs and talks to other groups. She also did a six month pre-assessment pathway with Social Work based at the Borders General Hospital.



▲ Staff member Niccy Kershaw (left) and Elspeth Critchley, Secretary of the SDS Forum
◀ Jackie Philips, Self-Directed Support Worker

Elspeth is secretary of the SDS Forum and Niccy is chairperson. The Forum has been meeting monthly via Zoom. We have been working on a number of subjects this last year including:

- Putting together Direct Payment guidance to show the flexibility of using a direct payment and what it can and cannot be used for. This work will be carried forward into next year.
- Pre-payment cards – after a participation request the use of pre-payment cards is a choice (not mandatory).

(continued overleaf)

Together Everyone Achieves More (continued)



- Putting together a paper for discussion with the LA on DP rates, terms and conditions of personal assistants, mileage, redundancy, SSP and recoupment etc. This work will be continued into next year.
- Suggesting an Appeals Process which could be used prior to making a complaint.

The project has also been busy attending Inspiring Scotland meetings, Social Work Scotland workstreams, sharing the route we took for successful participation requests, doing a workshop about co-production at the National Voice Conference, regular meetings with SBC SDS Lead, participating in setting



up SW Training and ensuring we have representation on the Council SDS Working Group.

The project has been given one more year of funding to continue our work. We would like to thank members of the Forum for all their input ensuring their voices are heard.

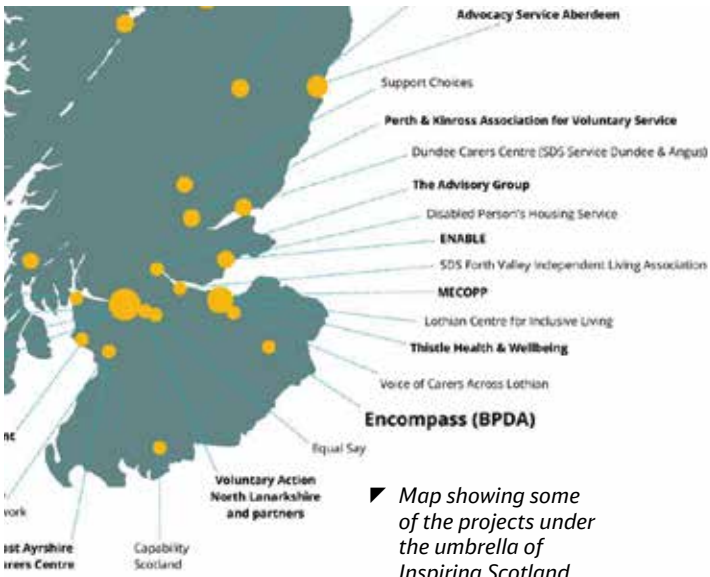


The Support in the Right Direction (SIRD) Project is funded by the Scottish Government and monitored by Inspiring Scotland. The project is funded until March 2024.

Did you know...?

- ★ We are always looking for new Encompass 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.
- ★ The Borders SDS Forum are always looking for people to join them, so if anyone is interested please contact Encompass





Thank-you notes...



“ Dear Jill, we would like to thank you and all your team very much for all the help you have given us over the last year. It was a godsend to have you dealing with all the financial side for us, it took so much stress off our hands. Thank you all so much, I don't know what I would have done without you.

“ I can't thank you all enough, you have been brilliant and made my life so much easier. I am a complete technophobe and would have really struggled with the paperwork. I would highly recommend your services and I will make sure everyone knows how good you all are.

“ Dear Jill, I would like to record my sincere gratitude for all the consideration and help you gave me at this morning's meeting – your positive response to the situation in which I find myself was more than appreciated and I can't thank you enough.

“ Thank you Hazel for making things so straight forward in finalising the Direct Payment now my husband has passed away. We were apprehensive at the start of the DP but Encompass made things run smoothly and I am so happy we went down this route the carers were good and my husband received the best of care. Thank you

“ Thank you Kirsty for always being a friendly, efficient and supportive head of the Peebles section of Encompass, we are very fortunate to have you seeing to our needs, be they big or small.

“ Dear Hazel and all at Encompass, all I can say is thank you to you all for your kindness, support, advice, help, patience and encouragement. Many, many thanks.



The Services Encompass Provide

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

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



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

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
address:
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Selkirk TD7 5EB

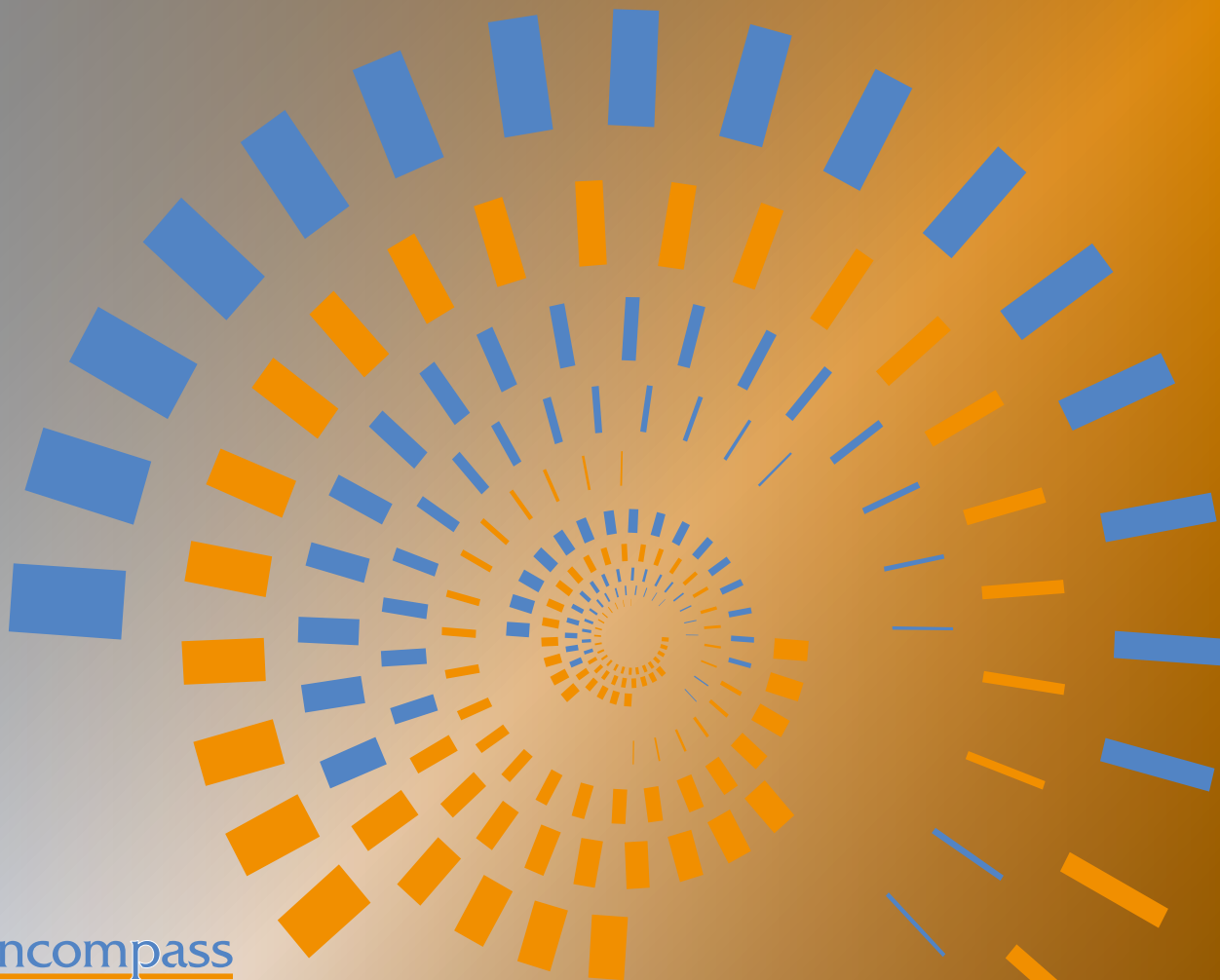


★ PLEASE NOTE ★

We have now moved premises!
 Our new address is here on the left,
 but our telephone number and email
 address remain the same.
 Our working hours have also changed,
 they are now 9am - 4.30pm,
 Monday - Friday.



Support that's right for you



encompass

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E admin@encompassborders.com

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Borders Direct Payment Agency trading as Encompass

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