



Specialist Care | Creative Support

Care

# Progress Report

## 2023 - 2024





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# Foreword



**Welcome**



Welcome to our first ever Encompass Care Progress Report highlighting our journey through 2023-24, our key achievements and sharing plans for our future as we prepare for our new business strategy for 2025-2028; People, Relationships & Connections.



2022 – 2023 was a year of challenges as we emerged from Covid and the national staffing crisis, our costs were high, and our services were understaffed.



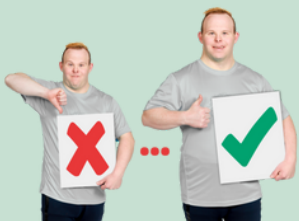
We had to make difficult decisions in 2023 so we could continue with our vision of providing pioneering support in an accessible and inclusive community and so could offer a fair employment package to our workforce.



Whilst we reduced the amount of support we offered; we built upon relationships so our workforce had consistent support from our trusted agencies and restructured the organisation to ensure we could maximise governance & keep people safe.



We also have introduced new systems that help us operate our charity and make informed decisions that contribute to our sustainability and the security of our future.



We hope you can see from this report that everyone's hard work has contributed to our growth and development & how we have improved. We want you to be a part of our future successes as we focus on People, Relationships & Connections

*Warm Regards,*



**Tracey Dennis-Andrews**  
CEO



**David Corbin**  
Chair of the board





# Meet Our Board Members



Stephen Edlmann

**My name is Stephen Edlmann, I am a retired lawyer, I have a son with learning disabilities and I have been a Board Member for Encompass since 2021**



Liz Morris

**My name is Liz Morris, I have experience of working with Charities, Mental Health Legislation and formulating funding applications. I also have two sons with learning disabilities. I have been an Encompass Board Member since 2023**



Grant Usmar

**My name is Grant Usmar, I am the CEO of a Hospice Charity with strengths in finance & fundraising. I have been a Board Member for Encompass since 2017.**





# Meet Our Executive Leadership Team



**Lisa Garside**  
●●●●●●●●  
Chief Operating Officer

**Lisa has been with Encompass for 3 years with 30 years experience in operations, quality, finance & HR in social care**



**Mark Cleaver**  
●●●●●●●●  
Company Accountant

**Mark has been with Encompass for over 20 years and is a skilled qualified Chartered Accountant**



**Marianne Anderson**  
●●●●●●●●  
Operations Director

**Marianne has been with Encompass for 20 years and is a registered learning disabilities nurse**



**Donna Rayner**  
●●●●●●●●  
Quality & Learning Director

**Donna has been with Encompass for over 20 years and is a registered learning disabilities nurse**



**Luke Stockley**  
●●●●●●●●  
Business Director

**Luke has been with Encompass for 6 years having worked in social care charities for over 15 years**

# 2023-24 in Numbers



**Encompass Care supported up to 19 people in our Residential Care Homes; Elsadene & Rawleigh House**



**Encompass Care supported up to 50 different people in our Residential Respite Care Home; Encombe**



**Encompass Care supported up to 73 people in Supported Living Services in North, Central and West Dorset**



**All Encompass Care Services are rated GOOD by the CQC and have all been inspected by Dorset Council with positive outcomes!**



**In 2022 - 23 we lost £550,000. In 2023 - 24 we made £130,000! We have used this surplus to invest in our services**



# 2023-24 Achievements



**Rolled out a new finance system to allow us to budget effectively**

**Made a surplus for the first time in 5 years!**

**24 month budget**



**Restructured to provide better governance and support new growth**

**Created a Co-Production department to hear everyone's voice**



**Offset agency rates by providing training**

**Successfully monitored under-performing areas**



**Resolved debt issues with where we hadn't been paid for services provided**

**Established positive working relationships with our Local Authority**



**Reduced Head Office and Management overheads**











# Our Core Values

These are more than simply words... they are the principles that guide everything we do.

**Honesty**



**Inclusivity**



**Dignity**



**Kindness**



**Integrity**



We will celebrate success, acknowledge limitations, and constantly strive to learn.



# Our Mission Statement



Encompass Care supports people with learning disabilities and those facing a period of mental ill health.



We exist to enable and empower people to live their best lives.



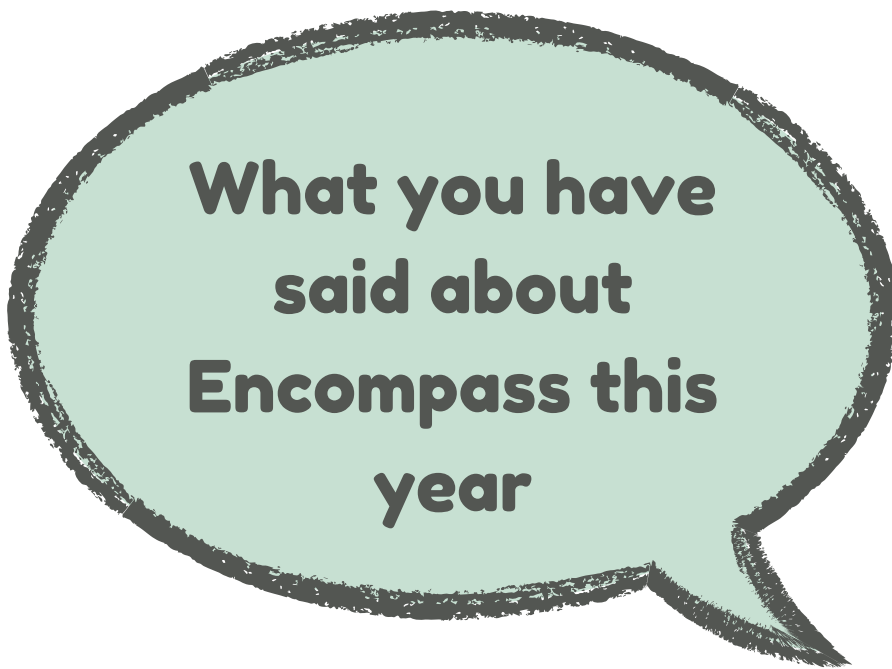
Through our work, people we support can achieve true independence, positive wellbeing and self-worth.



## Our Vision

Pioneering support in an accessible and inclusive community.





**“mood & morale amongst the team is good”**

**“I am always listened to and included”**

**“Culture is positive ”**

**“All levels of staff are approachable”**

**“Regular contact with senior management, e.g. meetings, visits to the services, etc”**

**“The staff make this the best place to live!”**

**“I really value the teams professionalism, patience & positive Impact they have made on my brothers life, during some very challenging times”**

**“I am amazed at the transformation in my brother since he moved in”**

**“I feel supported ”**

**“The company is going through a change which is well noticed”**

**“Our Team Leader is understanding & supportive”**

**“I am able to make suggestions”**

**“I can see that leadership are striving to improve the quality of care”**

**“Encompass has an environment that feels safe to raise any concerns. And I feel I would be supported in this process”**

**“Positive culture is encouraged”**

**“My brother is happy & relaxed, its lovely to see”**

**Encompass Care have supported me through tough times in my life. Even though I have come a long way since then, it's great to know that I still have that support if anything changes in my life. I love that I am helping the Co Production team when I can.**

**Anthony Jones**





# Plans for our Future:

## People. Relationships. Connections.



**Create a 2025-28 Business Strategy that focusses on People, Relationships & Connections**

**Develop the People & Culture Department**

**Embed Co-Production at every level**



**Create an accessible Engagement program that allows us to deliver what people want**



**Create a Wellbeing Strategy for all**

**Maximise relationships with funders & housing partners**

**Identify future areas of investment**



**Establish a team of trainers to provide bespoke courses across all services**



**Identify areas for growth; Respite & Mental Health provision**

**Maximise systems & platforms to create efficiencies**



**I really appreciate all the support that I have had over this past year and the time I have spent at Encombe.**

**The staff helped me put together a transition book which I have called Tia's Transition Train Journey. It has got the staff photos that have been supporting me and photos of before and after of my flat being prepared for me.**

**I'm never under the impression that the staff just come in and do their job. They genuinely do care and do their best to support me.**

**Tia -Jayne Cherrill**



Honesty  
Inclusivity  
Kindness  
Dignity  
Integrity

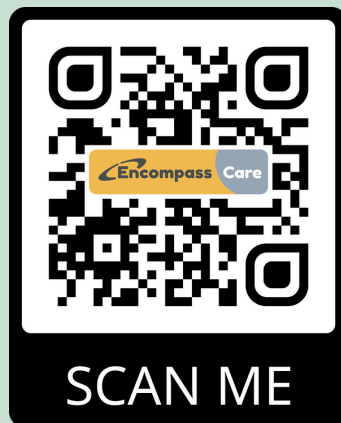


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