ENCOMPASS CARE ORGANISATION UK

England & Wales · Charity number 1003779

Details

Other names	DORSET RESIDENTIAL HOMES, ENCOMPASS (DORSET), DRH
Status	Registered
Legal form	Charitable company
Company number	02526640
Registered	1991-08-08
Register	View on the Charity Commission register

Contact

Address	200 Bridport Road Poundbury Dorchester Dorset DT1 3BN
Phone	01305267483
Email	info@encompasscare.org.uk
Website	www.encompasscare.org.uk

Activities

Objects: 2.1 The Charity's objects are restricted specifically, only for the public benefit to preserve physical and mental health, to support people with a learning disability or people facing a period of mental ill health by providing specialist support and personal care to people in the community, in their own home or in registered care home settings. In particular, but not exclusively by:2.1.1 working with people with a learning disability or people with mental ill health needs and those supporting them, including healthcare professionals and healthcare commissioning bodies to provide individualised care plans and personal care;2.1.2 delivering care to and for the benefit of people with learning disabilities or people with mental ill health needs throughout a range of services and environments, including but not exclusively within registered care homes, supported living environments, respite services, domiciliary care and community outreach.

Activities: The principal activity of the Charity is to provide accommodation, care and support for adults with a learning disability or serious mental illness. The charity seeks to provide high quality, responsive services that meet the needs of the service users and enhance their quality of life.

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Classification

- **How:** Provides Buildings/facilities/open Space, Provides Services
- **What:** The Advancement Of Health Or Saving Of Lives, Disability, Accommodation/housing
- **Who:** People With Disabilities

Geography

- **Area of benefit:** ADMINISTRATIVE COUNTIES OF DORSET, DEVON, WILTSHIRE, SOMERSET AND HAMPSHIRE, INCLUDING THE UNITARY AUTHORITIES THAT LIE WITHIN THOSE BOUNDARIES
- Dorset

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£8,392,442	£8,202,901	£786,913	184
2024-03-31	£8,299,301	£8,172,732	£598,792	207
2023-03-31	£7,996,059	£8,528,705	£485,574	203
2022-03-31	£6,951,000	£7,261,000	£1,041,000	252
2021-03-31	£7,066,184	£7,162,595	£1,335,517	264

Trustees

Name	Role	Appointed
DAVID DACOSTA CORBIN		2017-09-18
Grant Usmar		2017-03-17
Isabelle Rawlings		2025-12-17
Sophia Cursons		2025-12-17
Stephen Edlmann		2021-04-30

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ENCOMPASS CARE ORGANISATION UK

England & Wales - Charity number 1003779

Accounts

Encompass Care Organisation UK (formerly Encompass (Dorset))

(A Company Limited by Guarantee)

Annual Report and Financial Statements

For the Year Ended 31 March 2025

Company Number: 02526640
Charity Registered in England and Wales Number: 1003779

Encompass Care Organisation UK (formerly Encompass (Dorset))
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Encompass Care Organisation UK (formerly Encompass (Dorset))
Reference and Administrative Details
For the Year Ended 31 March 2025

Charity Name	Encompass Care Organisation UK
Trustee Directors	D Corbin S Edlmann E Morris G Usmar
Company Secretary	E Peck
Chief Executive	T Dennis-Andrews
Registered Office	200 Bridport Road Poundbury Dorchester Dorset DT1 3BN
Auditors	Albert Goodman LLP Goodwood House Blackbrook Park Avenue Taunton Somerset TA1 2PX
Bankers	Barclays Bank plc Tagus House Ocean Way Southampton Hampshire SO14 3TJ
Solicitors	Porter Dodson 53 High West Street Dorchester Dorset DT1 1UX

Encompass Service Locations as at 31/03/25

Residential Care Homes:

Elsadene
1 Verne Road
Weymouth
Dorset
DT4 0RX

Rawleigh House
The Avenue
Sherborne
Dorset
DT9 3AJ

Respite Care Home:

Encombe
5 Prince of Wales Road
Dorchester
Dorset
DT1 1PW

Domiciliary Services:

Encombe
5 Prince of Wales Road
Dorchester
Dorset
DT1 1PW

Supported Living Services:

3 Prince of Wales Road
Dorchester
Dorset
DT1 1PW

196 Abbotsbury Road
Weymouth
Dorset
DT4 0NA

The Coach House
3-5 Verne Road
Weymouth
Dorset
DT4 0RX

18/20 Alexandra Road
Weymouth
Dorset
DT4 7QQ

32 St Andrews Road
Bridport
Dorset
DT6 3BQ

2 Bullen's Mead
St. Swithins Road
Bridport
Dorset
DT6 5DP

5 Dick O' Th' Banks
Crossways
Dorchester
Dorset
DT2 8BJ

46 West Allington
Bridport
Dorset
DT6 5BH

Sandhills
Lower Road
Stalbridge
Dorset
DT10 2NJ

111 Coldharbour
Sherborne
Dorset
DT9 4JL

Beechcroft
20A Alexandra Road
Weymouth
Dorset
DT4 7QQ

The Trustees (who are also the Directors for the purpose of Company Law) have pleasure in presenting their annual report and the financial statements for the year ended 31 March 2025. The provisions of the Statement of Recommended Practice "Accounting and Reporting by Charities" (SORP FRS 102- implemented 1 January 2019) have been adopted in preparing the annual report and financial statements of the charity.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Encompass Care Organisation UK is a registered charity, charity number 1003779, and a company limited by guarantee, company number 02526640. The charity's registered office is 200 Bridport Road, Poundbury, Dorchester, Dorset, DT1 3BN. The maximum liability of each member is limited to £1. On 31 March 2025, the company had 4 members. Encompass Care Organisation UK was established under a Memorandum of Association and is governed under its Articles of Association.
Encompass Care Organisation UK was incorporated as a company limited by guarantee on 31 July 1990.
The company changed its name from Encompass (Dorset) on 19 April 2022.

Recruitment and Appointment of Trustees

A Governance Committee, made up of Trustees and one Chair is established to oversee the elections process for Board appointments. A separate process agreed by the Trustee Board is followed for the appointment of the Chair. The Reference and Administrative Details above identifies the constituencies that elected each of the current trustees. No other persons or bodies external to the charity were entitled to appoint persons to the Trustee Board.

The following people were directors/trustees of the charity during the year and since the year end:

D Corbin, S Edlmann, E Morris & G Usmar.

The Trustees work on a voluntary basis, but all have a background relevant to the work of Encompass Care. We go through the advertising – usually on a specialist trustee platform – and recruitment process as with paid employees and undertake all recruitment and background checks and ensure all trustee obligations as set out by the Charities Commission.
Trustees complete a signed declaration to confirm they have never been disqualified from acting as a Trustee, agree to the Trustees Code of Conduct, declare any conflicts of Interest, complete a Disclosure and Barring Service (DBS) check and only when all are received and confirmed as adequate will appointment commence as per our Articles of Association.
The new Trustee is written to by the Chair confirming intention to appoint, setting out their duties and our expectations requesting they confirm their commitment with a signed copy of the letter returned. Information is then shared, and a formal induction commences.





Trustee Induction and Training

New Trustees are briefed as to their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making processes, the business plan and recent financial performance of the charity. Trustees are encouraged to attend appropriate external training events where these will facilitate the undertaking of their role. Trustees are also encouraged to carry out site visits to meet staff and people who receive support each quarter.

Organisation

A Board of Trustees manage the company through its Chief Executive Officer who is the Nominated Individual. The CEO's pay and renumeration is scrutinised by the Chair and Trustee's annually prior to the start of the new financial year. Their performance and the financial performance of the charity's business year is reviewed. The proposed coming years budget increases are considered, and it is ensured that pay and renumeration increases for the CEO are equitable across the charity and standards benchmarked against similar Charities and Organisations. The CEO follows the same process for the supporting members of the Executive Leadership Team. Elaine Peck is the Company Secretary.

An appropriately qualified, Registered Service Manager manages each of the company's Residential Care Homes with a Residential Operations Manager holding registration for one of the services and supporting the other registered managers operationally. The Supported Living Services provision is covered by one Registered Operations Manager and supported by two Area team Leaders with a Team Leader based in each service. Managers are led by the Senior Operations Team and supported by the company's central management team regarding HR, Quality, Governance, Compliance, Finance, Training and Administration.

Encompass Care, Executive Leadership Team (ELT) provides monthly board reports to our trustees with updates on department and operational activities. This ensures that our trustees are kept up to date with the latest developments within our organisation. Board meetings are conducted following the end of each business quarter and after the Governance Assurance Framework Committee schedule has concluded for the quarter to allow the board as committee chairs to hear from all governance pillars in the charity and feedback at board accordingly.

The ELT is made up of our CEO, Chief Operating Officer, our Operations Director, Quality & Learning Director and our Company Accountant. Each of the Directors head their own department as indicated in their Director title and are line managed by the COO – Finance is led by the Company Accountant who is line managed by the CEO. Going we forward we have identified the need to appoint a People & Culture Operations Manager to lead Wellbeing, HR, ER, PR and H&S and to maximise people engagement so we can truly be informed by the people involved in everything Encompass delivers. This role will feed into the COO and forms part of the Senior Management Team.
The Board of Trustees has 3 formally constituted sub committees – Finance Performance Committee, People & Culture Committee and Quality and Health & Safety Committee. These are led by Trustees, supported by ELT members and Operations Managers where appropriate. In addition, there is twice monthly newsletter to staff, circle of support and stakeholders.





Risk Management

Encompass Care hold a monthly meeting for our quality, operations, and service managers to review each service, quality and compliance, training, and quality audit plans. This meeting provides us with an opportunity to discuss any issues and to ensure that we are all working together to maintain high standards. We hold quarterly committees to provide data, updates, and summaries across all aspects of our organisation. These committees ensure that we are meeting our goals and objectives, and that we are compliant with all regulations and standards. Our Operations Department holds weekly performance meetings with team leaders and service managers. Additionally, we hold a monthly finance meeting with our service managers and Operations Department.

Encompass Care conduct annual quality audits to maintain compliance with the Care Quality Commission's Single Assessment Framework. Once our tool is completed, it provides an action plan for managers to address any identified issues, known as Service Improvement & Development plans (SIDs).

We conduct an annual Training Needs Analysis (TNA) to agree on the training needs for our company. This is reviewed quarterly to ensure that our staff are up to date with the latest developments and best practices in their respective fields.

The Dorset Council Quality Audit Team conduct inspections and any actions that are identified are added to the quality audit tool action plan. This ensures that we are continuously improving and addressing any issues that arise. Encompass Care undergo regular inspections from the Care Quality Commission to ensure that we are meeting all regulatory requirements and maintaining high standards of quality and service.

Names of organisations we are engaged with or have contracts currently with:

- NHS Dorset Integrated Care Board
- Dorset Council
- Bournemouth, Christchurch, and Poole Council
- Devon Council
- Durham Council
- West Berkshire Council
- Brent Council
- Cornwall and Somerset Council

OBJECTIVES AND ACTIVITIES

The principal activity of the company is to provide accommodation, personal care, and support to adults with a learning disability and adults with enduring Mental Health needs to optimise their abilities and enhance their quality of life. At the start of 2024, the company provided 27 residential and respite beds in North, Central and West Dorset and Supported Living Services to 73 people in 15 sub locations. Our Community Outreach Service supports people in their own homes.
The company is regulated by the Care Quality Commission and the Charities Commission. The addresses of the locations where we operate can be found in the Reference and Administrative Details section at the beginning of this document.





Our Vision
Pioneering support in an accessible, inclusive community.

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 Core Values
- **Honesty:** To always operate with transparency, fairness, and sincerity.
- **Inclusivity:** Strive for equal opportunities and valued community presence.
- **Dignity:** Empowering a sense of individual pride and respect.
- **Kindness:** Any act of kindness, no matter how small, can lead to great things
- **Integrity:** Uphold our principles and keep our promises

We will celebrate success, acknowledge limitations, and constantly strive to learn.
Encompass Care are a Charity committed to providing specialist, person-centred care and support to adults and young people with a learning disability or facing a period of mental ill health across the Southwest. Encompass Care have engaged with the workforce, people we support, their families and our stakeholders to collaboratively create our Business Strategy for 2025-2028; People, Relationships and Connections.

Encompass Care aim to provide the best care and support possible. Encompass engage with the public and our support staff for feedback to make sure we're doing everything we can to meet everyone's needs. Encompass Care use a Co-Productive approach that involves everyone we support, their families, and other stakeholders in the decision-making process and we encourage our staff to share their ideas and feedback with us on a regular basis. Encompass Care conduct staff engagement surveys to see how our staff are feeling and how we can make things better. This is a key focus for us, now we have our Co-Production Team in post and with the development of a new People & Culture Operations Manager role to lead on engagement in all areas of the company.

Overall, our Governance Assurance Framework is designed to ensure that we are meeting our goals and objectives, maintaining high standards of quality and compliance, and providing excellent service to all that are supported by us.

Our Services

Encompass Care offer a range of specialised services that are registered with the Care Quality Commission (CQC) and regularly inspected and all currently rated as 'Good.' We are established, having been operating for over 30 years, some of the people who we support have stayed with us for decades. Our services are centred around two central provisions – caring for those with learning disabilities and those with mental ill health. Within those provisions we provide residential care, supported living services, respite and outreach for those with learning disabilities and residential, supported living services and community outreach for those experiencing mental ill health.

Our Trustees have had regard to the Charity Commission guidance on public benefit. This information is freely available on the Charity Commission website. There are also number short informative training films our Trustees have been encouraged to watch.

The Charitable aims of Encompass Care have continued to form a large part of the business and will continue to do so as we move forward. Trustees are linked into this through programmes of work as part as business as usual as both critical and supportive voices. They are ultimately responsible for its sign off.

ACHIEVEMENTS AND PERFORMANCE

The performance and achievements for Encompass Care over the past year have only been limited by external pressures, which have forced decisions in an increasingly and extremely challenging environment. The unfunded increases in National Insurance Contributions for staff have been a real source of financial pressure in 2024-2025. This has not been the only challenge faced, it has however needed very close scrutiny and added unplanned limitations to Encompass Care activity. Despite this and with the thoughtful management of the Executive Leadership Team, we are still confident in the operating model and sustainable way we are operating. Encompass Care as an organisation, continues to strengthen its position as care provider. The target remains to enhance its reputation by widening its partnership working by building new relationships both regionally across the Southwest and on a national level. The positive relationships are fundamental to the continued success of Encompass Care.

The Chief Executive Officer has been unwavering in the ambition for Encompass Care to work closer with families and the people we support. The success and positive impact of the Co-Production Team for the people we support, and our staff is a real positive story that has made resounding improvements and has continued to bring a greater insight into the way we engage with the people we support and their families. The positive reputation of the Co-Production team continues to grow and be celebrated.

Sadly, due to personal commitments, Elizabeth Morris has agreed to step down as a Trustee once we have found an alternative replacement. Although her term was only short lived, I wanted to wish her well for the future and thank her for her contribution and support. We are in the process of looking to appoint additional Trustees, with key skills, which will add to the Board effectiveness. Apart from this post we also have a real aim to have someone on the Board with direct lived experience of receiving support who can lead on specific areas of work. This will add assurances to the way Encompass Care is developing and delivering care.

Following on from the 2023 Recovery plan Encompass Care has carried out internal audits and these highlighted several potential changes that would improve its operational process and be cost saving opportunities. These change programmes are currently being implemented and while there have been some setbacks along the way, overall, the new processes are proving to be very effective. This has been a real triumph, much down to the decision making and implementation of the Chief Executive Officer and the Executive Leadership Team (ELT).

Many key Staff have stepped up in their roles to support the transition to new processes. Despite all the financial challenges and the continued challenging environment Encompass Care finds itself, the plans for development continue to be a priority and keeps Encompass Care in a flexible position and able to react to the unexpected challenges. We are still mindful that the road to this point has been very tough and therefore everything is being done to ensure sustainability as much as possible. We continue to look for opportunities to celebrate our dedicated staff and ensure the key message of how much they are valued is shared widely.

The Annual Business Plan outlines the company's direction and focus until the end of the current financial year, identifying measurable, achievable goals for the business as a Charity and not-for-profit organisation. The plan is produced yearly for the Encompass Care Board of Trustees. It is reviewed and updated quarterly with a final Position Statement and key achievements for 2024 reported to the Board in April 2025.

Efficiencies and system improvements have been implemented in the financial year. The Board reports, Committee recommendations and the quarterly position statements of the Annual Business Plan provide assurance, evidence quality and robust governance confirming that we have effectively managed and overcome many challenges.

Corporate Objectives by 2025

- Encompass Care to be a valued, reputable, and recognised Charity Support Provider of choice. Investing in Quality Assurance and exercising continuous service improvement through co-production and self-directed support.
- Encompass Care to be financially sustainable, grow revenue, focus on customer and performance management, and create incentives which will increase our standing in a competitive market.
- Encompass Care to lead the way, increase our presence in the wider community, with a clear purpose.
- Use our new identity to attract and retain the best people, consistently meeting the expectations of the people we support, commissioners and regulators.

Achieve These by:

- Delivering sound governance
- Maximising financial efficiency and operational effectiveness
- Implementing digital technology and improving our IM&T systems
- Raising the profile of Encompass Care locally and nationally
- Working in Co-Production with the People We Support, Their Families and Our Staff

Key Achievements are listed here:

- Create a 2025-2028 Business Strategy that focusses on 'People, Relationships & Connections' that is fully informed by all those involved with Encompass
- Established a Co-Production team, allowing people with lived experience to be part of the leadership discussions and strategic decisions.
- Establish positive working relationships with the local authority to place ourselves as a trusted provider and critical partner, supporting their marketing intentions and our future growth.
- Successfully divested in underperforming services to reduce overheads
- Successfully monitored poorly performing services to ensure they operated within budgeted remits.
- Agree residential bed and out of county rates.
- Resolved debt issues for monies owed to Encompass.
- On schedule with all creditors, paying with in all credit agreement timeframes
- Provide training to overseas workers from partner agency provide work placements for 24 months to support visa applications thus filling all vacancies in workforce establishment within manageable limits.
- Established cloud-based accountancy system to monitor and manage I&E with ultimate clarity allowing all departments to act with clear fiscal responsibility and remain within budget.
- Review the budget for accuracy and to support management by budget holders with access to online software through departmental finance meetings each week.
- Review and plan for budgets every six months
- 24-month budget in place
- Establish charity status and development of fundraising streams.
- Increase visibility and community platform.
- Reduce head office overheads.
- Restructure ops for stability and planning for future growth.





Key Plans for the Future:

- Develop the People & Culture Role
- Create an accessible engagement programme that allows us to assess and refine the culture in line with what matters to people the most underpinned by our values.
- Embed Co-Production at every level of the company
- Create a Wellbeing strategy
- Create a revised PR & Marketing strategy
- Develop opportunities to maximise the relationships between Encompass, our funders & our housing providers to create opportunities for people we support and people who will require support in the future, in line with the local need.
- Identify areas for investment in our current services – property, increased respite provision, smaller MH services accommodation.
- Identify areas for investment outside of our current services – property , new service acquisitions
- Fully functioning systems in place for Payroll, Time and Attendance, HR, H&S and online training.
- Azure migration to cloud based internally managed IT services with bespoke consultancy support package
- Contract harmonisation
- Fees for out of county and residential services to be agreed pre-March to illuminate the need for back dating funding
- Establish a team of Train the Trainer qualified people from withing Encompass who can deliver bespoke mandatory and additional training to all teams.

PLANS FOR FUTURE PERIODS

We are raising our social value in the community by promoting our charity and partnering with other charities to provide activities and support to the people we support.

FINANCIAL REVIEW

This was the first year we have been able to successfully monitor our accounts away from inhouse spreadsheets and antiquated support systems. Since transferring to our new platform, we have been able to monitor and review the finances in each area with significantly more clarity then in years gone by. This change has been transformational.

Our rates for support saw the largest uplift in many years which was applied to all Supported Living Services. Uplifts to RCH were subject to Valuing Care processes and then negotiation with the Commissioners. This was only partially achieved in the year. Outreach rates are not viable for the type of Outreach support Encompass offer so the decision was made to only offer private placements. Some packages are commissioned by the council at the express wish of the individual or their circle of support.

Recruitment and retention were initially difficult in a challenging workforce market but due to the way in which we work with specialist 'partner' agencies, we have agreed Ts & Cs favourable to both parties and are able to afford the agency use with in our budgeted staff costs. The 'unplanned' use of agency and hours over used to cover sickness & absence is now our highest risk re staffing costs though is monitored well with cost analysis and attendance improvement controls from Ops & HR.
Work will be ongoing as we aim to align our contacts to harmonise the Ts & Cs of all workers and to reduce areas for absence benefits to be misused.

Our income this year was £8,392k from charitable activities (2024: £8,301k), income went up but our service provision was made smaller due to smaller Outreach provision. Our investment loss was £1.4k (2024 gain: £16k) and we had donations of £6.9k (2024: £2k).

Our occupancy rate during the year was 88.4% (2024: 87.5%) for supported living and our residential services.

Our occupancy rate for our respite services at Encombe, Dorchester was 71% (2024: 69%). We continue to work hard to fill vacancies as they have a significant impact on our bottom line.
Increase in costs, specifically the National Minimum Wage, and increases in our hourly support rates only being for SLS whilst we have to pay staff equitably, continue to put pressure on our margins.

This year we had incoming resources of £188k (after inclusion of investment revaluation) compared to incoming resources of £113k in the prior year. The difference was mainly due divesting in underperforming services in the last 2 years, aligning the agency agreements with our partner agencies allowing us to operate agency costs within our payroll budget.

Cash at year end was £351k (2024: £419k). The surplus in the year meant cash from operating activities was able to replenish our cash balance. There were no withdrawals from our investments in order to maintain our cash levels.

Our investment advisers continue to take a cautious approach to our investment portfolio during the year. Our investments were re-valued at year end with an decrease of £1.4k compared to the prior year. At the year-end, our investments were valued at £383k (2024: £385k).

Our balance sheet position has improved with net assets at the year-end of £787k (2024: £599k). The change is due to the surplus in the year.

Investment Powers and Policy

Encompass has a cautious attitude to risk but wishes to make the most of its cash reserves. Encompass' investment advisors, Charles Stanley, manage all investments and advise the company of any changes that should be made. Any major changes or withdrawals are approved at Board level. The investment portfolio advised by Charles Stanley on Encompass' behalf is low risk and comprises UK Index Linked Gilts, various Unit Trusts, and low risk Equities.

We have carried out due diligence of our investments and continue to monitor that they do not become a conflict of interest.





Trustees' Responsibilities in Relation to the Financial Statements

The trustees (who are also directors of Encompass Care Organisation (UK) for the purposes of company law) are responsible for preparing the Trustees' Report (incorporating the directors' report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently.
- observe the methods and principles in the Charities SORP.
- make judgments and accounting estimates that are reasonable and prudent.
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements, and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

This report has been prepared in accordance with the Statement of Recommended Practice – Accounting and Reporting by Charities, and in accordance with the provisions applicable to companies subject to the small companies' regime.

Approved by the board on 27 October 25 and signed on their behalf by:



D Corbin
Chair of Trustees

Reserves Policy

Given that our aim is to support people with learning disabilities and mental ill health needs to live fulfilled and empowered lives, our Reserves Policy aims to ensure our work is protected from the risk of disruption at short notice due to a lack of funds, whilst at the same time ensuring we do not retain income for longer than required.

As part of effective fiscal management, we hold reserves to ensure we can manage:

- Fiscal impact of risk. There are a range of risks we face, including the risk of an unforeseen drop in income due to the loss of support to people or unbudgeted increases in expenditure.
- Working capital. Much of our working capital is readily available as cash items, however, there are instances where significant amounts of debtors remain unpaid due to differences between the amount invoiced and the amount considered due by the customer.

To ensure that there is no significant disruption to our charitable activities, holding appropriate reserves will enable the organisation to respond to any unforeseen reduction in income (for example death of someone we support), or additional expenditure (for example when projects overrun, or unplanned events occur).

We have based our projections for the appropriate level of reserves we require on the basis that the reserves in our target range would provide short-term solutions until long-term solutions can be established.

A review of the financial risks we face is monitored on an ongoing basis and our assessments of the possible fiscal impact of those risks have been incorporated into the reserves range we have calculated.

Our calculation of required reserves, considering the above noted specifications, is that we require £200k for fiscal impact of risk and £200k for working capital. Starting at this level, our target range for reserves is £400k - £600k – with the additional £200k representing approximately 2.5% of annual expenditure. The Board of Trustees considers that this target range provides sufficient flexibility in the context of operational requirements, and for an organisation of our size and complexity.
T
The free reserves of the charity as of 31 March 2025 were £686k (unrestricted reserves of £780k, less fixed assets of £94k). This sits with in our reserves range.

Opinion

We have audited the financial statements of Encompass Care Organisation UK (the 'charitable company') for the year ended 31 March 2025, which comprise the Statement of Financial Activities, Balance Sheet and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustee's use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the entity's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

Other information
The trustees are responsible for the other information. The other information comprises the information included in the Trustees' Report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.
We have nothing to report in this regard.

Opinion on other matter prescribed by the Companies Act 2006
In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report, which includes the Directors' Report prepared for the purposes of company law for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Directors' Report included within the Trustees' Report have been prepared in accordance with applicable legal requirements.

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Directors' Report included within the Trustees' Report.

Matters on which we are required to report by exception
We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the Trustee Directors' Report and from the requirement to prepare a Strategic Report.

Responsibilities of trustees
As explained more fully in the Statement of Trustees' Responsibilities set out on page 11, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements
Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

The extent to which the audit was considered capable of detecting irregularities including fraud
Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the company through discussions with management, and from our commercial knowledge and experience of the charity sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, Charity SORP FRS 2019, employment, data protection, health and safety legislation and CQC registration;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation, claims and breaches of relevant legislation; and
- reviewing correspondence with the Charity Commission and other relevant regulators including the company's legal advisors and insurers.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.
Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Other matters
In forming our opinion on the financial statements, which is not modified, we note the prior period financial statements were not audited. Consequently, International Standards on Auditing (UK & Ireland) require the auditor to state that the corresponding figures contained within these financial statements are unaudited.

Use of our report
This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members and trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Michelle Ferris BSc (Hons) FCA DChA (Senior Statutory Auditor)
for and on behalf of
Albert Goodman LLP
Chartered Accountants
Statutory Auditor

Goodwood House
Blackbrook Park Avenue
Taunton
Somerset
TA1 2PX

Date: 27/10/2025

Encompass Care Organisation UK (formerly Encompass (Dorset))
Statement of Financial Activities (including an Income and Expenditure account)
For the Year Ended 31 March 2025

	Notes	Unrest-ricted Funds £	Rest-ricted Funds £	Total 2025 £	Unrest-ricted Funds £	Rest-ricted Funds £	Total 2024 £
Income from:							
Donations and general grants		4,869	1,996	6,865	2,120	-	2,120
Charitable activities	2	8,367,107	-	8,367,107	8,281,938	-	8,281,938
Investment income	3	18,470	-	18,470	17,363	-	17,363
Total income		**8,390,446**	**1,996**	**8,392,442**	**8,301,421**	**-**	**8,301,421**
Expenditure on:							
Charitable expenditure	4	8,202,023	878	8,202,901	8,172,732	-	8,172,732
Total expenditure		**8,202,023**	**878**	**8,202,901**	**8,172,732**	**-**	**8,172,732**
Net (expenditure)/income before transfers		188,423	1,118	189,541	128,689	-	128,689
Net (loss)/gain on investments	7	(1,420)	-	(1,420)	16,090	-	16,090
Net (loss)/gain on asset disposal		-	-	-	(31,561)	-	(31,561)
Transfer between funds	11	-	-	-	-	-	-
Net movement in funds		187,003	1,118	188,121	113,218	-	113,218
Reconciliation of funds							
Fund balances at 01 April 2024		593,358	5,434	598,792	480,140	5,434	485,574
Fund balances at 31 March 2025	11	**780,361**	**6,552**	**786,913**	**593,358**	**5,434**	**598,792**

The results for the year derive from continuing activities and there are no gains or losses other than those shown above.

The statement of financial activities incorporates the income and expenditure account.

Encompass Care Organisation UK (formerly Encompass (Dorset))
- Company Registration Number: 02526640
Balance Sheet
As at 31 March 2025

	Notes		2025		2024
			£		£
Fixed assets					
Tangible fixed assets	6		93,701		87,981
Investments	7		383,296		384,716
			476,997		472,697
Current assets					
Debtors	8	554,110		481,840	
Cash at bank and in hand		351,026		418,641	
		905,136		900,481	
Creditors					
Amounts falling due within one year	9	(558,220)		(727,386)	
Net current assets			346,916		173,095
Provisions	10	(37,000)		(47,000)	
			(37,000)		(47,000)
Net assets			**786,913**		**598,792**
Funds					
Unrestricted funds					
General funds	11		780,361		593,358
			780,361		593,358
Restricted funds	11		6,552		5,434
Total charity funds			**786,913**		**598,792**

These accounts have been prepared and delivered in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006 and the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).
Approved by the Board of Trustees for issue on 27/10/2025 and signed on their behalf by:

D Corbin - Chair

G Usmar - Trustee

Encompass Care Organisation UK (formerly Encompass (Dorset))
Cash flow statement
For the Year Ended 31 March 2025

	Notes	Total 2025 £	Total 2024 £
Cash flows from operating activities			
Net movements in funds for the year		188,121	113,218
Adjustments to cash flows from non-cash items:			
Depreciation and amortisation	6	34,723	50,021
(Gain)/loss on listed investments	7	1,420	(16,090)
(Profit)/loss on sale of fixed assets		-	31,561
Finance income	3	(18,470)	(17,363)
		205,794	161,347
Working capital adjustments			
(Increase)/decrease in debtors	8	(72,270)	188,437
Increase/(decrease) in creditors	9	(179,166)	(26,233)
Net cash flow from operations		(45,642)	323,551
Cash flows from investing activities			
Interest received	3	18,470	17,363
Acquisitions of tangible assets	6	(40,443)	(31,114)
Net increase/(decrease) in cash and cash equivalents		(67,615)	309,800
Reconciliation of net debt			
Cash and cash equivalents at the beginning of the reporting period		418,641	108,841
Net (decrease)/increase in cash and cash equivalents		(67,615)	309,800
Cash and cash equivalents at the end of the reporting period		351,026	418,641

1 Accounting Policies

1.1 General information and basis of accounting

Encompass Care Organisation UK is a company limited by guarantee incorporated in the United Kingdom under the Companies Act. The maximum liability of each member is limited to £1. The address of the registered office is given on page 2. The nature of the charity's operations and its principal activities are set out in the Trustees report on pages 4-13.

The financial statements have been prepared in £ sterling on the historical cost basis and in accordance with accounting and reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)- (Charities SORP (FRS 102)) and the Companies Act 2006.

The charity meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

1.2 Income

All income is included in the Statement of Financial Activities when the charity is entitled to the income, any performance conditions attached to the items of income have been met and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income. The valuation of donated services is not quantified within the Statement of Financial Activities.

Income from grants, relating to specifically the provision of goods or services as part of charitable activities or services to clients are included in full in the Statement of Financial Activities when receivable and in the period in which they relate to. Grants are deferred when the monies have been received in advance of the period in which they relate to.

Income from charitable activities for fee income is recognised at the time the service is provided.

Other trading activities income, including rental income, is included in the period in which the charity is entitled to receipt, it is probably that economic benefits will flow to the entity and the amount can be reliably measured.

Investment income is included when receivable.

1.3 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

1.4 Going Concern

The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern.
The trustees make this assessment in respect of a period of at least one year from the date of authorisation for issue of the financial statements and have concluded that the charity has adequate resources to continue in operational existence for the foreseeable future and there are no material uncertainties about the charity's ability to continue as a going concern, thus they continue to adopt the going concern basis of accounting when preparing the financial statements.

1.5 **Government grants**

Government grants are accounted for when unconditionally due and reasonable assurance can be gained that it will be received. Where funds are received in advance, for a specified period, these funds are deferred and recognised in the period to which they relate. Where funds have not been received in a specified period, these funds will be accrued in debtors and recognised in the period to which they relate. Not all grants received have conditions and performance indicators attached, where this is the case, the income is included within donations. Performance related grants are included within Charitable Activities income.

1.6 **Donated services**

In accordance with the Charities SORP (FRS 102), unpaid volunteer time is not recognised in the financial statements. Please refer to the Trustee Directors' Report for more information about their contribution.

1.7 **Expenditure**

Expenditure is recognised on an accruals basis as a liability is incurred.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services to its clients. Direct costs are allocated to such activities and those costs of an indirect nature necessary to support them are shown as contributions to core expenditure.

Other support costs include those costs associated with meeting the constitutional and statutory requirements of the charity.

1.8 **Tangible fixed assets**

Depreciation is calculated to write off the cost of fixed assets over their estimated useful lives at the following rate:-

Leasehold property	- 10% per annum
Fixtures and fittings	- 20% per annum
Computer equipment	- 33% per annum
Motor vehicles	- 25% per annum

Fixed assets are valued at cost less depreciation. No assets are capitalised under £500. Fixed assets are reviewed annually for impairment.

1.9 **Debtors**

Accrued income comprises amounts due from funders and is recognised when the charity is entitled to the grant, receipt is probable and the amount can be measured reliably. Prepayments are valued at the amount prepaid.

1.11 **Cash at bank and in hand**
Cash at bank and in hand comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

1.12 **Creditors**
Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are recognised at their settlement amount.

1.13 **Taxation**
The company is a registered charity and is therefore not liable to corporation tax to the extent that income and gains are applied to the charitable objectives of the charity.

1.14 **Pension contributions**
The charity operates three different pension schemes:

i) NHS Pension Scheme

This scheme is only available to those staff that transferred from the local Health and Social Authorities. It is a defined benefit scheme, with benefits depending on final salary and years of service and contribution. The NHS Pension scheme is a multi-employer defined benefit scheme. The Trustees are unable to confirm the charity's share of the underlying assets and liabilities of the NHS Pension scheme and therefore the scheme is accounted for as defined contribution scheme.

ii) Defined Contribution Scheme

This scheme is operated and administered by Aviva on behalf of the Charity.

iii) Auto Enrolment Scheme

This scheme is operated and administered by The Peoples Pension on behalf of the Charity.

Details of employee and employer contributions to these schemes are set out in note four of these financial statements.

1.15 **Allocation of costs**
A pre-determined amount of overhead expenditure on each project is calculated and transferred from the project to overheads as a contribution.

1.16 **Fund accounting**

General funds are unrestricted funds receivable or generated for the objects of the charity without further specified purpose and are available as general funds.

Designated funds are unrestricted funds earmarked by the Trustees for particular purposes.

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets this criterion is charged to the fund, together with a fair allocation of management and support costs.

1.17 **VAT**

The charity is not VAT registered and therefore all costs are inclusive of VAT.

1.18 **Financial instruments**

The charity only holds basic financial instruments as defined in FRS 102. The financial assets and liabilities of the charity and their measurements are as follows:

Financial assets – trade and other debtors are basic financial instruments and are debt instruments measured at amortised cost. Prepayments are not financial instruments.

Cash at bank – is classified as a basic financial instrument and is measured at face value.

Financial liabilities – trade creditors, accruals and other creditors are financial instruments, and are measured at amortised cost. Taxation and social security are not included in the financial instruments disclosure definition. Deferred income is not deemed to be a financial liability, as the cash settlement has already taken place and there is an obligation to deliver services rather than cash or another financial instrument.

2 Charitable activities

	Unre-stricted funds	Restricted funds	Total 2025	Unre-stricted funds	Restricted funds	Total 2024
Fee income	£	£	£	£	£	£
Supported living	5,386,984	-	5,386,984	5,143,132	-	5,143,132
Outreach	44,973	-	44,973	114,533	-	114,533
Respite	1,012,603	-	1,012,603	954,459	-	954,459
Residential care	1,454,215	-	1,454,215	1,417,992	-	1,417,992
SLS Agency	341,840	-	341,840	505,304	-	505,304
	8,240,615	-	8,240,615	8,135,420	-	8,135,420
Other income						
Rental income	99,016	-	99,016	99,561	-	99,561
Housing management	22,218	-	22,218	24,721	-	24,721
Other	5,258	-	5,258	22,236	-	22,236
	8,367,107	-	8,367,107	8,281,938	-	8,281,938

Where grants are received in advance, for a specified period, these funds are deferred and recognised in the period to which they relate.

3 Investment income

	Unre-stricted funds	Restricted funds	Total 2025	Unre-stricted funds	Restricted funds	Total 2024
	£	£	£	£	£	£
Bank interest	18,470	-	18,470	17,363	-	17,363

4 Charitable expenditure

	Unre-stricted funds	Restricted funds	Total 2025	Unre-stricted funds	Restricted funds	Total 2024
	£	£	£	£	£	£
Charitable activities						
Staff costs	5,281,745	-	5,281,745	4,914,026	-	4,914,026
Agency costs	1,525,301	-	1,525,301	1,881,293	-	1,881,293
Facilitation of support	533,569	-	533,569	473,501	-	473,501
Motor and travel	28,938	-	28,938	32,035	-	32,035
Insurance	51,881	-	51,881	45,842	-	45,842
Recruitment	9,051	-	9,051	20,547	-	20,547
Bad debt write off	19	-	19	2,385	-	2,385
	7,430,504	-	7,430,504	7,369,629	-	7,369,629
Support costs						
Staff costs	408,592	-	408,592	459,205	-	459,205
Depreciation	34,723	-	34,723	35,712	-	35,712
Amortisation	-	-	-	14,309	-	14,309
Training	17,291	-	17,291	16,316	-	16,316
Communications	30,352	-	30,352	31,202	-	31,202
Head office costs	217,463	878	218,341	183,750	-	183,750
Fees paid to auditors for audit	21,900	-	21,900	22,020	-	22,020
Fees paid to auditors for accountancy services	4,260	-	4,260	7,698	-	7,698
Legal and professional	36,938	-	36,938	32,891	-	32,891
	771,519	878	772,397	803,103	-	803,103
Total funds	8,202,023	878	8,202,901	8,172,732	-	8,172,732

5 Employees and employment costs

	2025	2024
	£	£
Wages and salaries	5,208,788	4,879,858
Employer's NI	387,854	386,835
Pension contributions	93,695	106,538
	5,690,337	5,373,231

5 Employees and employment costs (continued)

Defined contribution pension scheme

Employee contributions to the NHS Pension Scheme are set between 5% and 9% depending upon their individual pensionable salary. Contributions towards the Friends Provident Pension scheme are variable and The People's Pension (auto enrolment) schemes were 3%.

Encompass contributes 14.38% to the NHS scheme, between 3% and 5% to Friends provident and 2% to The People's Pension.

The company operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the company to the scheme and amounted to £93,695 (2024: £106,538).

As at the year end, amounts totalling £18,602 (2024: £18,643) were owing to the scheme and are included in creditors due in less than one year.

Number of employees whose annual emoluments casame within the following ranges:
£70,000 to £79,999 - 1 (2024: 1)
£80,000 to £89,999 - 1 (2024: nil)

No remuneration was paid to any Trustees during the year (2024: none). Expenses totalling £197 were reimbursed to 1 Trustee during the year (2024: 1 trustee £108).

The key management personnel of the charity are considered to be the Chief Executive. The total costs to the charity of employee benefits for the key management personnel were £84,996 (2024: £73,161).

The average monthly head count was 196 staff (2024: 207 staff).

6 Tangible fixed assets

	Leasehold property £	Plant & machinery £	Fixtures, fittings & equipment £	Total £
Cost				
As at 01 April 2024	6,048	9,450	308,461	323,959
Additions	5,723	-	34,720	40,443
Disposals	-	-	(6,618)	(6,618)
As at 31 March 2025	11,771	9,450	336,563	357,784
Depreciation				
As at 01 April 2024	6,048	613	229,317	235,978
Charge for year	167	2,363	32,193	34,723
Elimination on disposal	-	-	(6,618)	(6,618)
As at 31 March 2025	6,215	2,976	254,892	264,083
Net book value				
As at 31 March 2025	5,556	6,474	81,671	93,701
As at 31 March 2024	-	8,837	79,144	87,981

7 Investments

	2025	2024
	£	£
Balance b/fwd	384,716	368,626
Sale of investments	-	-
Gain / (Loss) on investments	(1,420)	16,090
	383,296	384,716

8 Debtors

	2025	2024
	£	£
Trade debtors	483,959	443,512
Prepayments	70,151	38,328
	554,110	481,840

9 Creditors: Amounts falling due within one year

	2025	2024
	£	£
Trade creditors	267,295	324,745
Social security and other taxes	111,094	103,160
Other creditors	8,625	16,573
Accruals & deferred income	171,206	282,908
	558,220	727,386

Deferred income

	2025	2024
	£	£
Deferred income at 01 April 2024	67,225	61,931
Released from previous years	(7,796)	(12,703)
Resources deferred in the year	3,084	17,997
Deferred income at 31 March 2025	62,513	67,225

Income has been deferred in relation to funding received in advance of the service being delivered.

10 Provisions

	2025 £	2024 £
Property and dilapidations	37,000	47,000
	37,000	47,000

11 Statement of funds

	Balance 01.04.24 £	Income £	Expenditure £	Transfers £	Gain/(Loss) £	Balance 31.03.25 £
General unrestricted funds	593,358	8,390,446	(8,202,023)	-	(1,420)	780,361
Total unrestricted funds	593,358	8,390,446	(8,202,023)	-	(1,420)	780,361
Restricted funds						
Rawley refurbishment reserve	5,434	1,996	(878)	-	-	6,552
Total restricted funds	5,434	1,996	(878)	-	-	6,552
Total funds	598,792	8,392,442	(8,202,901)	-	(1,420)	786,913

Statement of funds - prior year

	Balance 01.04.23 £	Income £	Expenditure £	Transfers £	Gain/(Loss) £	Balance 31.03.24 £
General unrestricted funds	480,140	8,301,421	(8,172,732)	-	(15,471)	593,358
Total unrestricted funds	480,140	8,301,421	(8,172,732)	-	(15,471)	593,358
Restricted funds						
Rawley refurbishment reserve	5,434	-	-	-	-	5,434
Total restricted funds	5,434	-	-	-	-	5,434
Total funds	485,574	8,301,421	(8,172,732)	-	(15,471)	598,792

12 Analysis of net assets between funds

	Unre-stricted funds £	Restricted funds £	Total 2025 £	Unre-stricted funds £	Restricted funds £	Total 2024 £
Fixed assets	476,997	-	476,997	472,697	-	472,697
Current assets	898,584	6,552	905,136	895,047	5,434	900,481
Current liabilities	(595,220)	-	(595,220)	(774,386)	-	(774,386)
	780,361	6,552	786,913	593,358	5,434	598,792

13 Financial commitments

At 31 March 2025 the charity was committed to making the following payments under non-cancellable operating leases:

	2025		2024	
	Land and buildings £	Other £	Land and buildings £	Other £
Less than 1 year	142,615	-	150,996	-
2 – 5 years	520,804	-	533,982	-
Greater than 5 years	215,749	-	333,816	-
	879,168	-	1,018,794	-

14 Company limited by guarantee

The company was incorporated as a company limited by guarantee and has no share capital. The guarantee to the company is £1 per member on the winding up of the company. At 31 March 2025 the company had four members and the total amount guaranteed was therefore £4.

16 Financial instruments

	2025 £	2024 £
Financial assets measured at fair value through income and expenditure account	383,296	384,716
Financial assets that are debt instruments measured at amortised cost	834,985	862,153
	1,218,281	1,246,869
Financial liabilities measured at amortised cost	421,613	604,001
	421,613	604,001

	Income £	Expense £	Net gains £	Net losses £
2025				
Financial assets measured at fair value through income and expenditure account	18,470	-	-	1,420
Financial assets measured at amortised cost	-	-	-	-
Financial liabilities measured at amortised cost	-	-	-	-
	18,470	-	-	1,420
2024				
Financial assets measured at fair value through income and expenditure account	17,363	-	-	(16,090)
Financial assets measured at amortised cost	-	-	-	-
Financial liabilities measured at amortised cost	-	-	-	-
	17,363	-	-	(16,090)

ENCOMPASS CARE ORGANISATION UK

England & Wales - Charity number 1003779

Accounts

Encompass Care Organisation UK (formerly Encompass (Dorset))

(A Company Limited by Guarantee)

Annual Report and Financial Statements

For the Year Ended 31 March 2024

Company Number: 02526640
Charity Registered in England and Wales Number: 1003779

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COMPANIES HOUSE

Encompass Care Organisation UK (formerly Encompass (Dorset))

(A company limited by Guarantee)

Annual Report and Financial Statements

For the Year Ended 31 March 2024

Company Number: 05252640
Charity Registered in England and Wales Number: 1003779

Encompass Care Organisation UK (formerly Encompass (Dorset))
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For the Year Ended 31 March 2024

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Encompass Care Organisation UK (formerly Encompass (Dorset))
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Charity Name	Encompass Care Organisation UK
Trustee Directors	D Corbin S Edlmann E Morris G Usmar
Company Secretary	T Dennis-Andrews
Chief Executive	T Dennis-Andrews
Registered Office	200 Bridport Road Poundbury Dorchester Dorset DT1 3BN
Auditors	Albert Goodman LLP Goodwood House Blackbrook Park Avenue Taunton Somerset TA1 2PX
Bankers	Barclays Bank plc Tagus House Ocean Way Southampton Hampshire SO14 3TJ
Solicitors	Porter Dodson 53 High West Street Dorchester Dorset DT1 1UX

Encompass Care Organisation UK (formerly Encompass (Dorset))
Reference and Administrative Details
For the Year Ended 31 March 2024

Charity Name	Encompass Care Organisation UK
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Company Secretary	T Dennis-Andrews
Chief Executive	T Dennis-Andrews
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Bankers	Barclays Bank plc Tagus House Ocean Way Southampton Hampshire SO14 3TJ
Solicitors	Porter Dodson 53 High West Street Dorchester Dorset DT1 1UX

Encompass Service Locations as at 31/03/24
Residential Care Homes:

Elsadene
1 Verne Road
Weymouth
Dorset
DT4 0RX

Rawleigh House
The Avenue
Sherborne
Dorset
DT9 3AJ

Respite Care Home:

Encombe
5 Prince of Wales Road
Dorchester
Dorset
DT1 1PW

Domiciliary Services:

Encombe
5 Prince of Wales Road
Dorchester
Dorset
DT1 1PW

Supported Living Services:

3 Prince of Wales Road
Dorchester
Dorset
DT1 1PW

32 St Andrews Road
Bridport
Dorset
DT6 3BQ

46 West Allington
Bridport
Dorset
DT6 5BH

196 Abbotsbury Road
Weymouth
Dorset
DT4 0NA

2 Bullen's Mead
St. Swithins Road
Bridport
Dorset
DT6 5DP

Sandhills
Lower Road
Stalbridge
Dorset
DT10 2NJ

The Coach House
3-5 Verne Road
Weymouth
Dorset
DT4 0RX

109 Coldharbour
Sherborne
Dorset
DT9 4JL

111 Coldharbour
Sherborne
Dorset
DT9 4JL

18/20 Alexandra Road
Weymouth
Dorset
DT4 7QQ

5 Dick O' Th' Banks
Crossways
Dorchester
Dorset
DT2 8BJ

Beechcroft
20A Alexandra Road
Weymouth
Dorset
DT4 7QQ

Encompass Care Organisation UK (formerly Encompass (Dorset))
Reference and Administrative Details
For the Year Ended 31 March 2024

Encompass Service Locations as at 31/03/24

Residential Care Homes:

Elsdene
1 Verne Road
Weymouth
Dorset
DT4 0RX

Kemeigh House
The Avenue
Shrapnore
Dorset
DT6 3AL

Respite Care Home:

Encompe
2 Prince of Wales Road
Dorchester
Dorset
DT1 1PW

Domiciliary Services:

Encompe
2 Prince of Wales Road
Dorchester
Dorset
DT1 1PW

Supported Living Services:

3 Prince of Wales Road
Dorchester
Dorset
DT1 1PW

35 St Andrews Road
Brighton
Dorset
DT6 3BQ

42 West Allington
Brighton
Dorset
DT6 2BH

198 Appletonly Road
Weymouth
Dorset
DT4 0NA

5 Bullen's Mead
St. Swithins Road
Brighton
Dorset
DT6 2DP

Sandhills
Lower Road
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DT4 7QQ

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Crossways
Dorchester
Dorset
DT2 8BJ

Beechcroft
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Weymouth
Dorset
DT4 7QQ

The Trustees (who are also the Directors for the purpose of Company Law) have pleasure in presenting their annual report and the financial statements for the year ended 31 March 2024. The provisions of the Statement of Recommended Practice "Accounting and Reporting by Charities" (SORP FRS 102- implemented 1 January 2019) have been adopted in preparing the annual report and financial statements of the charity.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Encompass Care Organisation UK is a registered charity, charity number 1003779, and a company limited by guarantee, company number 02526640. The charity's registered office is 200 Bridport Road, Poundbury, Dorchester, Dorset, DT1 3BN. The maximum liability of each member is limited to £1. At 31 March 2024 the company had 4 members. Encompass Care Organisation UK was established under a Memorandum of Association and is governed under its Articles of Association.

Encompass Care Organisation UK was incorporated as a company limited by guarantee on 31 July 1990.

The company changed its name from Encompass (Dorset) on 19 April 2022.

Recruitment and Appointment of Trustees

A Governance Committee, made up of Trustees and chaired by the Chair is established to oversee the elections process for Board appointments. A separate process agreed by the Trustee Board is followed for the appointment of the Chair. The Reference and Administrative Details above identifies the constituencies that elected each of the current trustees. No other persons or bodies external to the charity were entitled to appoint persons to the Trustee Board.

The following people were directors/trustees of the charity during the year and since the year end:

D Corbin	
S Edlmann	
N Lee	(resigned 10 April 2023)
E Morris	(appointed 13 November 2023)
Rev N Tooth	(resigned 7 September 2023)
G Usmar	

The Trustees work on a voluntary basis, but all have a background relevant to the work of Encompass Care. We go through the advertising – usually on a specialist trustee platform – and recruitment process as with paid employees and undertake all recruitment and background checks and ensure all trustee obligations as set out by the Charities Commission. Trustees complete a signed declaration to confirm they have never been disqualified from acting as a Trustee, declare any conflicts of Interest, complete a Disclosure and Barring Service (DBS) check and only when all are received and confirmed as adequate will appointment commence as per our Articles of Association. The new Trustee is written to by the Chair confirming intention to appoint, setting out their duties and our expectations requesting they confirm their commitment with a signed copy of the letter returned. Information is then shared, and a formal induction commences.

Encompass Care Organisation UK (formerly Encompass (Dorset))
Trustee Directors' Report
For the Year Ended 31 March 2024

The Trustees (who are also the Directors for the purpose of Company Law) have pleasure in presenting their annual report and the financial statements for the year ended 31 March 2024. The provisions of the Statement of Recommended Practice "Accounting and Reporting by Charities" (SORP FRS 102-implemented 1 January 2019) have been adopted in preparing the annual report and financial statements of the charity.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Encompass Care Organisation UK is a registered charity, charity number 1001772, and a company limited by guarantee, company number 02525804. The charity's registered office is 500 Brighton Road, Portsmouth, Dorchester, Dorset, DT1 3BN. The maximum liability of each member is limited to £1. At 31 March 2024 the company had 4 members. Encompass Care Organisation UK was established under a Memorandum of Association and is governed under its Articles of Association.

Encompass Care Organisation UK was incorporated as a company limited by guarantee on 31 July 1990.

The company changed its name from Encompass (Dorset) on 18 April 2022.

Recruitment and Appointment of Trustees

A Governance Committee, made up of Trustees and chaired by the Chair is established to oversee the election process for Board appointments. A separate process agreed by the Trustee Board is followed for the appointment of the Chair. The Reference and Administrative Details above identifies the constituencies first elected each of the current trustees. No other persons or bodies external to the charity were entitled to appoint persons to the Trustee Board.

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Trustee Induction and Training

New Trustees are briefed as to their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making processes, the business plan and recent financial performance of the charity. Trustees are encouraged to attend appropriate external training events where these will facilitate the undertaking of their role. Trustees are also encouraged to carry out site visits to meet staff and residents each quarter.

Organisation

A Board of Trustees manage the company through its Chief Executive Officer who is the Company Secretary and Nominated Individual. The CEO's pay and renumeration is scrutinised by the Chair and Trustee's annually prior to the start of the new financial year. Their performance and the financial performance of the charity's business year is reviewed. The proposed coming years budget increases are considered, and it is ensured that pay and renumeration increases for the CEO are equitable across the charity and standards benchmarked against similar Charities and Organisations. The CEO follows the same process for the supporting members of the Executive Leadership Team.

An appropriately qualified, Registered Service Manager manages each of the company's Residential Care Homes. The Supported Living Services provision is covered by one Registered Operations Manager and supporting by two Area team Leaders and a Team Leader in each service. Managers are led by the Senior Operations Team and supported by the company's central management team regarding HR, Quality, Governance, Compliance, Finance, Training and Administration.

Encompass Care, Executive Leadership Team (ELT) provides monthly board reports to our trustees with updates on department and operational activities. This ensures that our trustees are kept up to date with the latest developments within our organisation. Board meetings are conducted following the end of each business quarter and after the Governance Assurance Framework Committee schedule has concluded for the quarter to allow the board as committee chairs to hear from all governance pillars in the charity and feedback at board accordingly.

The ELT is made up of our CEO, Chief Operating Officer, our Operations Director, Quality & Learning Director and our Business Director. These posts are supported by our Company Accountant. Each of the Directors head their own department as indicated in their Director title and are line managed by the COO – Finance is led by the Company Accountant who is line managed by the CEO. Going we forward we have identified the need to appoint a People & Culture Director to lead Wellbeing, HR, ER, PR and H&S and to maximise people engagement so we can truly be informed by the people involved in everything Encompass delivers.

The Board of Trustees has 3 formally constituted sub committees – Performance and Finance Committee, Business Strategy & Transformation Committee and Quality and Health & Safety Committee. These are led by Trustees, supported by ELT members where appropriate. In addition, there is a monthly newsletter to staff, circle of support and stakeholders.

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Risk Management

Encompass Care hold a monthly meeting for our quality, operations, and service managers to review each service, quality and compliance, training, and quality audit plans. This meeting provides us with an opportunity to discuss any issues and to ensure that we are all working together to maintain high standards. We hold quarterly committees to provide data, updates, and summaries across all aspects of our organisation. These committees ensure that we are meeting our goals and objectives, and that we are compliant with all regulations and standards. We conduct an annual Training Needs Analysis (TNA) to agree on the training needs for our company. This is reviewed quarterly to ensure that our staff are up to date with the latest developments and best practices in their respective fields.

The Dorset Council Quality Audit Team conducts inspections and any actions that are identified are added to the quality audit tool action plan. This ensures that we are continuously improving and addressing any issues that arise.

Encompass Care undergo regular inspections from the Care Quality Commission to ensure that we are meeting all regulatory requirements and maintaining high standards of quality and service.

Our Operations Department holds weekly performance meetings with team leaders and service managers. Additionally, we hold a fortnightly finance meeting with our service managers and Operations Department.

Encompass Care conduct an annual quality audit to maintain compliance with the Care Quality Commission's Single Assessment Framework. Our tool is completed, and it provides an action plan for managers to address any identified issues, known as Service Improvement & Development plans (SIDs).

Names of organisations we are engaged with or have contracts currently with:

- NHS Dorset Integrated Care Board
- Dorset Council
- Bournemouth, Christchurch and Poole Council
- Devon Council
- Durham Council
- West Berkshire Council
- Brent Council
- Cornwall and Somerset Council

OBJECTIVES AND ACTIVITIES

The principal activity of the company is to provide accommodation, personal care and support to adults with a learning disability and adults with enduring Mental Health needs to optimise their abilities and enhance their quality of life.

The company is regulated by the Care Quality Commission and the Charities Commission.

At the start of 2023, the company provided 27 residential and respite beds in North, Central and West Dorset and Supported Living Services to 73 people in 15 sub locations. Our Community Outreach Service supports people in their own homes.

The addresses of the locations where we operate can be found in the Reference and Administrative Details section at the beginning of this document.

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Our Vision
Pioneering support in an accessible, inclusive community.

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 Core Values
- **Honesty:** To always operate with transparency, fairness and sincerity.
- **Inclusivity:** Strive for equal opportunities and valued community presence.
- **Dignity:** Empowering a sense of individual pride and respect.
- **Kindness:** Any act of kindness, no matter how small, can lead to great things
- **Integrity:** Uphold our principles and keep our promises

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

Encompass Care are a Charity committed to providing specialist, person-centred care and support to adults and young people with a learning disability or facing a period of mental ill health across the Southwest.

Encompass Care aim to provide the best care and support possible. Encompass engage with the public and our support staff for feedback to make sure we're doing everything we can to meet everyone's needs. Encompass Care use a Circle of Support approach that involves everyone we support, their families, and other stakeholders in the decision-making process and we encourage our staff to share their ideas and feedback with us on a regular basis. Encompass Care regularly conduct staff engagement surveys to see how our staff is feeling and how we can make things better. This is a key focus for us, now we have our Co-Production Team in post and with the development of a new People & Culture Director role to lead on engagement in all areas of the company.

Overall, our Governance Assurance Framework is designed to ensure that we are meeting our goals and objectives, maintaining high standards of quality and compliance, and providing excellent service to all that are supported by us.

Our Services

Encompass Care offer a range of specialised services that are registered with the Care Quality Commission (CQC) and regularly inspected and all currently rated as 'Good'. We are established having been operating for over 30 years, some of the people who we support have stayed with us for decades. Our services are centred around two central provisions – caring for those with learning disabilities and those with mental ill health. Within those provisions we provide residential care, supported living services, respite and outreach for those with learning disabilities and residential and crisis support, supported living services and community outreach for those experiencing mental ill health.

Our Trustees have had regard to the Charity Commission guidance on public benefit. This information is freely available on the Charity Commission website. There are also number short informative training films our Trustees have been encouraged to watch.

Encompass Care Organisation UK (formerly Encompass (Dorset))
Trustee Directors' Report
For the Year Ended 31 March 2024

Our Vision

Promoting support in an accessible, inclusive community.

Mission Statement

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The Charitable aims of Encompass Care will continue to form a large part of the business as we are moving forward. Trustees are linked into this programme of work as part as business as usual and will be responsible for its sign off.

ACHIEVEMENTS AND PERFORMANCE

After the extremely challenging year in 2022-23, 2023-24 has not been without exceptions, but for totally different reasons. Encompass Care as an organisation has strengthened its position as care provider and enhanced its reputation by widening its partnership working and building new relationships in the region. The positive relationships are fundamental to the continued success of Encompass Care.

The CEO's ambition to work more closely with the people involved in Encompass; our workforce, people we support and their families, has been re-enforced by the appointment of two Co-Production Leads. These posts have already started to have a beneficial impact across all that we do as we are hearing what is important to people which helps us refine what we offer and how we can support. This will ensure the voice of the people we care for is at the heart of what Encompass wants to achieve.

The appointment of a new Trustee, Elizabeth Morris, has brought a new focus and additional skills to the Board. Her knowledge and previous experience of working with Charities, Mental Health Legislation and formulating funding applications will be a real asset to Encompass Care as we look to develop this area further.

The success of the Recovery plan has been a real triumph, much down to the decision making and implementation of the CEO and the Executive Leadership Team (EMT). Ensuring financial stability means that Encompass Care can build on its successes and begin to look forward at ways of developing the services in the future. We are still mindful that the road to this point has been very tough and therefore everything is being done to ensure continued resilience and sustainability at every stage.

The Annual Business Plan outlines the company's direction and focus until the end of the current financial year, identifying measurable, achievable goals for the business as a Charity and not-for-profit organisation. The plan was produced for the Encompass Care Board of Trustees at the start of the 2022-2025 Business Strategy. It is reviewed and updated quarterly with a final Position Statement and key achievements for 2023 reported to the Board in April 2024.

Efficiencies and system improvements have been implemented in the financial year. The Board reports, Committee recommendations and the quarterly position statements of the Annual Business Plan provides assurance, evidence quality and robust governance confirming that we have effectively managed and overcome many challenges.

The Charitable aims of Encompass Care will continue to form a large part of the business as we are moving forward. Trustees are linked into this programme of work as part as business as usual and will be responsible for its sign off.

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Corporate Objectives by 2025

- Encompass Care to be a valued, reputable, and recognised Charity Support Provider of choice. Investing in Quality Assurance and exercising continuous service improvement through co-production and self-directed support.
- Encompass Care to be financially sustainable, grow revenue, focus on customer and performance management, and create incentives which will increase our standing in a competitive market.
- Encompass Care to lead the way, increase our presence in the wider community, with a clear purpose.
- Use our new identity to attract and retain the best people, consistently meeting the expectations of the people we support, commissioners and regulators.

Achieve These by:

- Delivering sound governance
- Maximising financial efficiency and operational effectiveness
- Implementing digital technology and improving our IM&T systems
- Raising the profile of Encompass Care locally and nationally
- Working in Co-Production with the People We Support, Their Families and Our Staff

Key Achievements are listed here:

- Established a Co-Production team, allowing people with lived experience to be part of the leadership discussions and strategic decisions.
- Establish positive working relationships with the local authority to place ourselves as a trusted provider and critical partner, supporting their marketing intentions and our future growth.
- Successfully divested in underperforming services to reduce overheads
- Successfully monitored poorly performing services to ensure they operated within budgeted remits.
- Agree residential bed and out of county rates.
- Resolved debt issues for monies owed to Encompass.
- On schedule with all creditors, paying with in all credit agreement timeframes
- Re-negotiation of agency rates to make them affordable and within our pay roll expenditure.
- Provide training to overseas workers from partner agency provide work placements for 24 months to support visa applications thus filling all vacancies in workforce establishment within manageable limits.
- Established cloud-based accountancy system to monitor and manage I&E with ultimate clarity allowing all departments to act with clear fiscal responsibility and remain within budget.
- Review the budget for accuracy and to support management by budget holders with access to online software through departmental finance meetings each week.
- Review and plan for budgets every six months
- 24-month budget in place
- Grant fund to diversify income.
- Establish charity status and development of fundraising streams.
- Increase visibility and community platform.
- Reduce head office overheads.
- Restructure ops for stability and planning for future growth.

Encompass Care Organisation UK (formerly Encompass (Dorset))
Trustee Directors' Report
For the Year Ended 31 March 2024

Corporate Objectives by 2052

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- Agree residential bed and out of county rates.
- Resolved debt issues for monies owed to Encompass.
- On schedule with all creditors' paying with in all credit agreement timeframes
- Re-negotiation of agency rates to make them attainable and within our pay roll expenditure.
- Provide training to overseas workers from partner agency provide work placements for 24 months to support visa applications thus filling all vacancies in workforce establishment within manageable limits.
- Established cloud-based accountancy system to monitor and manage I&E with ultimate clarity allowing all departments to act with clear fiscal responsibility and remain within budget.
- Review the budget for accuracy and to support management by budget holders with access to online software through departmental finance meetings each week.
- Review and plan for budgets every six months
- 24-month budget in place
- Grant fund to diversify income.
- Establish charity status and development of fundraising streams.
- *Increase visibility and community platform.*
- Reduce head office overheads.
- Restructure ops for stability and planning for future growth.

Key Plans for the Future:

- Create a 2025-2028 Business Strategy that focusses on 'People, Relationships & Connections' that is fully informed by all those involved with Encompass
- Develop the People & Culture Director Role
- Create an accessible engagement programme that allows us to assess and refine the culture in line with what matters to people the most underpinned by our values.
- Embed Co-Production at every level of the company
- Create a Wellbeing strategy
- Create a revised PR & Marketing strategy
- Develop opportunities to maximise the relationships between Encompass, our funders & our housing providers to create opportunities for people we support and people who will require support in the future, in line with the local need.
- Identify areas for investment in our current services – property, increased respite provision, smaller MH services accommodation.
- Identify areas for investment outside of our current services – property , new service acquisitions
- Fully functioning systems in place for Payroll, Time and Attendance, HR, H&S and online training.
- Azure migration to cloud based internally managed IT services with bespoke consultancy support package
- Contract harmonisation
- Fees for out of county and residential services to be agreed pre-March to illuminate the need for back dating funding
- Establish a team of Train the Trainer qualified people from withing Encompass who can deliver bespoke mandatory and additional training to all teams.

PLANS FOR FUTURE PERIODS

We are raising our social value in the community by promoting our charity and partnering with other charities to provide activities and support to the people we support.

FINANCIAL REVIEW

This was the first year we have been able to successfully monitor our accounts away from inhouse spreadsheets and antiquated support systems. Since transferring to our new platform, we have been able to monitor and review the finances in each area with significantly more clarity then in years gone by. This change has been transformational.

Our rates for support saw the largest uplift in many many years which was applied to all Supported Living Services. Uplifts to RCH were subject to Valuing Care processes and then negotiation with the Commissioners. This was only partially achieved in the year. Outreach rates are not viable for the type of Outreach support Encompass offer so the decision was made to only offer private placements. Some packages are commissioned by the council at the express wish of the individual or their circle of support.
Recruitment and retention were initially difficult in a challenging workforce market but due to the way in which we work with specialist 'partner' agencies, we have agreed Ts & Cs favourable to both parties and are able to afford the agency use with in our budgeted staff costs. The 'unplanned' use of agency and hours over used to cover sickness & absence is now our highest risk re staffing costs though is monitored well with cost analysis and attendance improvement controls from Ops & HR. Work will be ongoing as we aim to align our contacts to harmonise the Ts & Cs of all workers and to reduce areas for absence benefits to be misused.

Encompass Care Organisation UK (formerly Encompass (Dorset))
Trustee Directors' Report
For the Year Ended 31 March 2024

Key Aims for the Future:

- Create a 2022-2028 Business Strategy that focusses on 'People' Relationships & Connections, first is fully informed by all those involved with Encompass
- Develop the People & Culture Director Role
- Create an accessible engagement programme that allows us to assess and refine the culture in line with what matters to people the most nurtured by our values.
- Embed Co-Production at every level of the company
- Create a Wellbeing strategy
- Create a revised PR & Marketing strategy
- Develop opportunities to maximise the relationships between Encompass' out troupes & out nursing projects to create opportunities for people we support and people who will require support in the future.
- Identify areas for investment in our current services – property, increased respite provision, smaller MH in line with the local need.
- Identify areas for investment outside of our current services – property , new service acquisitions services accommodation.
- Fully functioning systems in place for Payroll, Time and Attendance, HR, H&S and online training.
- Azure migration to cloud based internally managed IT services with people consultancy support backstage
- Contract harmonisation
- Fees for out of county and residential services to be agreed pre-Match to illuminate the need for pack dating funding
- Establish a team of Train the Trainer qualified people from within Encompass who can deliver people management and additional training to all teams.

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Our income this year was £8,301k from charitable activities (2023: £8,001k), income went up but our service provision was made smaller due to the planned recovery plan. Our investment income was £17k (2023 loss: £28k) and we had donations of £2k (2023: £nil).

Our occupancy rate during the year was 87.5% (2023: 86%) for supported living and our residential services.

Our occupancy rate for our respite services at Encombe, Dorchester was 69% (2023: 68%) this remains relative to the previous year, the difference being this year was that the rates were all aligned to the correct 23/24 rates compared to the prior year where many were on varying rates going back as far as 2018. We continue to work hard to fill vacancies as they have a significant impact on our bottom line.
Increase in costs, specifically the National Minimum Wage, and increases in our hourly support rates only being for SLS whilst we have to pay staff equitably, continue to put pressure on our margins.

This year we had incoming resources of £113k (after inclusion of investment revaluation) compared to outgoing resources of £555k in the prior year. The difference was mainly due divesting in underperforming services, aligning the agency agreements with our partner agencies allowing us to operate agency costs within our payroll budget.

Cash at year end was £409k (2023: £109k). The surplus in the year meant cash from operating activities was able to replenish our cash balance compared to an out-flow of £414k in 2023. There were no withdrawals from our investments in order to maintain our cash levels.

Our investment advisers continue to take a cautious approach to our investment portfolio during the year. Our investments were re-valued at year end with an increase of £17k compared to the prior year. At the year-end our investments were valued at £385k (2023: £369k).

Our balance sheet position has improved with net assets at the year-end of £599k (2023: £486k). The change is due to the surplus in the year.

Investment Powers and Policy

Encompass has a cautious attitude to risk but wishes to make the most of its cash reserves. Encompass' investment advisors, Charles Stanley, manage all investments and advise the company of any changes that should be made. Any major changes or withdrawals are approved at Board level. The investment portfolio advised by Charles Stanley on Encompass' behalf is low risk and comprises UK Index Linked Gilts, various Unit Trusts and low risk Equities.

We have carried out due diligence of our investments and continue to monitor that they do not become a conflict of interest.

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Reserves Policy

Given that our aim is to support people with learning disabilities and mental ill health needs to live fulfilled and empowered lives, our Reserves Policy aims to ensure our work is protected from the risk of disruption at short notice due to a lack of funds, whilst at the same time ensuring we do not retain income for longer than required.

As part of effective fiscal management, we hold reserves to ensure we can manage:

- Fiscal impact of risk. There are a range of risks we face, including the risk of an unforeseen drop in income due to the loss of support to people or unbudgeted increases in expenditure.
- Working capital. Much of our working capital is readily available as cash items, however, there are instances where significant amounts of debtors remain unpaid due to differences between the amount invoiced and the amount considered due by the customer.

To ensure that there is no significant disruption to our charitable activities, holding appropriate reserves will enable the organisation to respond to any unforeseen reduction in income (for example death of someone we support), or additional expenditure (for example when projects overrun, or unplanned events occur).

We have based our projections for the appropriate level of reserves we require on the basis that the reserves in our target range would provide short-term solutions until long-term solutions can be established.

A review of the financial risks we face is monitored on an ongoing basis and our assessments of the possible fiscal impact of those risks have been incorporated into the reserves range we have calculated.

Our calculation of required reserves, considering the above noted specifications, is that we require £200k for fiscal impact of risk and £200k for working capital. Starting at this level, our target range for reserves is £400k - £600k – with the additional £200k representing approximately 2.5% of annual expenditure. The Board of Trustees considers that this target range provides sufficient flexibility in the context of operational requirements, and for an organisation of our size and complexity.

The free reserves of the charity as at 31 March 2024 were £506k (unrestricted reserves of £593k, less fixed assets of £87k). This sits with in our reserves range.

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The free reserves of the charity as at 31 March 2024 were £506k (unrestricted reserves of £393k, less fixed assets of £87k). This sits with in our reserves range.

Trustees' Responsibilities in Relation to the Financial Statements

The trustees (who are also directors of Encompass Care Organisation (UK) for the purposes of company law) are responsible for preparing the Trustees' Report (incorporating the directors' report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

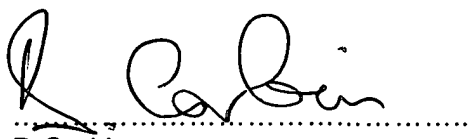
- select suitable accounting policies and then apply them consistently.
- observe the methods and principles in the Charities SORP.
- make judgments and accounting estimates that are reasonable and prudent.
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements, and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

This report has been prepared in accordance with the Statement of Recommended Practice – Accounting and Reporting by Charities, and in accordance with the provisions applicable to companies subject to the small companies' regime.

Approved by the board on 28th October 2024 and signed on their behalf by:



D Corbin
Chair of Trustees

Chair of Trustees
D Corbin
.....

Approved by the board on ..... and signed on their behalf by:

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Trustees' Responsibilities in Relation to the Financial Statements

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For the Year Ended 31 March 2024
Trustee Directors' Report
Encompass Care Organisation UK (formerly Encompass (Dorset))

Opinion

We have audited the financial statements of Encompass Care Organisation UK (the 'charitable company') for the year ended 31 March 2024, which comprise the Statement of Financial Activities, Balance Sheet and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustee's use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the entity's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

Encompass Care Organisation UK (formerly Encompass (Dorset))
Independent Auditors' Report to the Members and Trustees
For the Year Ended 31 March 2024

Opinion

We have audited the financial statements of Encompass Care Organisation UK (the 'charitable company') for the year ended 31 March 2024, which comprise the Statement of Financial Activities, Balance Sheet and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

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Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

Other information
The trustees are responsible for the other information. The other information comprises the information included in the Trustees' Report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.
We have nothing to report in this regard.

Opinion on other matter prescribed by the Companies Act 2006
In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report, which includes the Directors' Report prepared for the purposes of company law for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Directors' Report included within the Trustees' Report have been prepared in accordance with applicable legal requirements.

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Directors' Report included within the Trustees' Report.

Matters on which we are required to report by exception
We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the Trustee Directors' Report and from the requirement to prepare a Strategic Report.

Responsibilities of trustees
As explained more fully in the Statement of Trustees' Responsibilities set out on page 11, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Other information

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We have nothing to report in this regard.

Opinion on other matter prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report, which includes the Directors' Report prepared for the purposes of company law for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Directors' Report included within the Trustees' Report have been prepared in accordance with applicable legal requirements.

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Directors' Report included within the Trustees' Report.

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- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the Trustees' Directors' Report and from the requirement to prepare a Strategic Report.

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In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements
Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

The extent to which the audit was considered capable of detecting irregularities including fraud
Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the company through discussions with management, and from our commercial knowledge and experience of the charity sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, Charity SORP FRS 2019, employment, data protection, health and safety legislation and CQC registration;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

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- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, Charity SORP FRS 102, employment, data protection, health and safety legislation and COC regulations;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

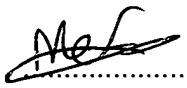
- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation, claims and breaches of relevant legislation; and
- reviewing correspondence with the Charity Commission and other relevant regulators including the company's legal advisors and insurers.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.
Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Other matters
In forming our opinion on the financial statements, which is not modified, we note the prior period financial statements were not audited. Consequently, International Standards on Auditing (UK & Ireland) require the auditor to state that the corresponding figures contained within these financial statements are unaudited.

Use of our report
This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members and trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Michelle Ferris BSc (Hons) FCA DChA (Senior Statutory Auditor)
for and on behalf of
Albert Goodman LLP
Chartered Accountants
Statutory Auditor

Goodwood House
Blackbrook Park Avenue
Taunton
Somerset
TA1 2PX

Date: 12/12/2024

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims and prescpes of relevant legislation; and
- reviewing correspondence with the Charity Commission and other relevant regulators including the company's legal advisors and insurers.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.
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Other matters

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Michelle Ferris BSc (Hons) FCA DCPA (Senior Statutory Auditor)
for and on behalf of
Alpha Goodman LLP
Chartered Accountants
Statutory Auditor

Goodwood House
Blackpool Park Avenue
Taunton
Somerset
TA1 2PX

Date: .....

Encompass Care Organisation UK (formerly Encompass (Dorset))
Statement of Financial Activities (including an Income and Expenditure account)
For the Year Ended 31 March 2024

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Unrestricted Funds £	Restricted Funds £	Total 2023 £
Income from:							
Donations and general grants		2,120	-	2,120	-	-	-
Charitable activities	2	8,281,938	-	8,281,938	7,980,786	5,434	7,986,220
Investment income	3	17,363	-	17,363	15,273	-	15,273
Total income		**8,301,421**	**-**	**8,301,421**	**7,996,059**	**5,434**	**8,001,493**
Expenditure on:							
Charitable expenditure	4	8,172,732	-	8,172,732	8,528,705	-	8,528,705
Total expenditure		**8,172,732**	**-**	**8,172,732**	**8,528,705**	**-**	**8,528,705**
Net (expenditure)/income before transfers		128,689	-	128,689	(532,646)	5,434	(527,212)
Net (loss)/gain on investments	8	16,090	-	16,090	(28,113)	-	(28,113)
Net (loss)/gain on asset disposal		(31,561)	-	(31,561)	-	-	-
Transfer between funds	12	-	-	-	229,590	(229,590)	-
Net movement in funds		113,218	-	113,218	(331,169)	(224,156)	(555,325)
Reconciliation of funds							
Fund balances at 01 April 2023		480,140	5,434	485,574	811,309	229,590	1,040,899
Fund balances at 31 March 2024	12	**593,358**	**5,434**	**598,792**	**480,140**	**5,434**	**485,574**

The results for the year derive from continuing activities and there are no gains or losses other than those shown above.

The statement of financial activities incorporates the income and expenditure account.

Encompass Care Organisation UK (formerly Encompass (Dorset))
Statement of Financial Activities (including an Income and Expenditure account)
For the Year Ended 31 March 2024

	Notes	Unrest-ricted Funds 2024 £	Rest-ricted Funds 2024 £	Total 2024 £	Unrest-ricted Funds 2023 £	Rest-ricted Funds 2023 £	Total 2023 £
Income from:							
Donations and general grants		5,150	-	5,150	-	-	-
Charitable activities	5	8,851,868	-	8,851,868	7,080,387	2,424	7,082,811
Investment income	3	17,383	-	17,383	12,513	-	12,513
Total income		**8,874,401**	**-**	**8,874,401**	**7,092,900**	**2,424**	**7,095,324**
Expenditure on:							
Charitable expenditure	4	8,717,135	-	8,717,135	8,258,702	-	8,258,702
Total expenditure		**8,717,135**	**-**	**8,717,135**	**8,258,702**	**-**	**8,258,702**
Net (expenditure)/income before transfers		157,266	-	157,266	(265,802)	2,424	(263,378)
Net (loss)/gain on investments	8	10,060	-	10,060	(11,785)	-	(11,785)
Net (loss)/gain on asset disposal		(10,201)	-	(10,201)	-	-	-
Transfer between funds	15	-	-	-	265,060	(265,060)	-
Net movement in funds		**157,125**	**-**	**157,125**	**(12,527)**	**(262,636)**	**(275,163)**
Reconciliation of funds							
Fund balances at 01 April 2023		10,080,401	2,424	10,082,825	10,092,928	265,060	10,357,988
Fund balances at 31 March 2024	15	**10,237,526**	**2,424**	**10,239,950**	**10,080,401**	**2,424**	**10,082,825**

The statement of financial activities incorporates the income and expenditure account.

The results for the year derive from continuing activities and there are no gains or losses other than those shown above.

Encompass Care Organisation UK (formerly Encompass (Dorset))

- Company Registration Number: 02526640

Balance Sheet

As at 31 March 2024

	Notes		2024		2023
			£		£
Fixed assets					
Tangible fixed assets	6		87,981		101,578
Intangible fixed assets	7		-		36,871
Investments	8		384,716		368,626
			472,697		507,075
Current assets					
Debtors	9	481,840		670,277	
Cash at bank and in hand		418,641		108,841	
		900,481		779,118	
Creditors					
Amounts falling due within one year	10	(727,386)		(753,619)	
Net current assets			173,095		25,499
Provisions	11	(47,000)		(47,000)	
			(47,000)		(47,000)
Net assets			**598,792**		**485,574**
Funds					
Unrestricted funds					
General funds	12		593,358		480,140
			593,358		480,140
Restricted funds	12		5,434		5,434
Total charity funds			**598,792**		**485,574**

These accounts have been prepared and delivered in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006 and the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

Approved by the Board of Trustees for issue on 28th Oct 2024 and signed on their behalf by:

D Corbin - Chair

Ausmar - Trustee

Balance Sheet

As at 31 March 2024

	Notes	2024		2023
		£		£
Fixed assets				
Tangible fixed assets	6	187,187		107,218
Intangible fixed assets	7	-		36,318
Investments	8	384,370		365,050
		571,557		508,586
Current assets				
Debtors	9	184,840	570,577	
Cash at bank and in hand		184,824	184,807	
		368,664	811,384	
Creditors				
Amounts falling due within one year	10	(387,766)	(253,619)	
Net current assets			113,098	25,884
Provisions	11	(14,000)	(14,000)	
Net assets		568,791		520,470
Funds				
Unrestricted funds				
General funds	15	563,328		514,080
		563,328		514,080
Restricted funds	15	5,464		5,464
Total charity funds		568,791		520,470

These accounts have been prepared and delivered in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006 and the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

Approved by the Board of Trustees for issue on ..... and signed on their behalf by:

....

Encompass Care Organisation UK (formerly Encompass (Dorset))
Cash flow statement
For the Year Ended 31 March 2024

	Notes	Total 2024 £	Total 2023 £
Cash flows from operating activities			
Net movements in funds for the year		113,218	(555,325)
Adjustments to cash flows from non-cash items:			
Depreciation and amortisation	6	50,021	61,752
(Gain)/loss on listed investments	8	(16,090)	28,113
(Profit)/loss on sale of fixed assets		31,561	-
Finance income	3	(17,363)	(15,273)
		161,347	(480,733)
Working capital adjustments			
(Increase)/decrease in debtors	9	188,437	12,234
Increase/(decrease) in creditors	10	(26,233)	54,661
Net cash flow from operations		323,551	(413,838)
Cash flows from investing activities			
Interest received	3	17,363	15,273
Acquisitions of tangible assets	6	(31,114)	(61,554)
Acquisitions of intangible assets	7	-	(42,930)
Proceeds from sale of investments		-	6,751
Net increase/(decrease) in cash and cash equivalents		309,800	(496,298)
Reconciliation of net debt			
Cash and cash equivalents at the beginning of the reporting period		108,841	605,139
Net (decrease)/increase in cash and cash equivalents		309,800	(496,298)
Cash and cash equivalents at the end of the reporting period		418,641	108,841

1 Accounting Policies

1.1 General information and basis of accounting

Encompass Care Organisation UK is a company limited by guarantee incorporated in the United Kingdom under the Companies Act. The maximum liability of each member is limited to £1. The address of the registered office is given on page 2. The nature of the charity's operations and its principal activities are set out in the Trustees report on pages 4-13.

The financial statements have been prepared in £ sterling on the historical cost basis and in accordance with accounting and reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)- (Charities SORP (FRS 102)) and the Companies Act 2006.

The charity meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

1.2 Income

All income is included in the Statement of Financial Activities when the charity is entitled to the income, any performance conditions attached to the items of income have been met and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income. The valuation of donated services is not quantified within the Statement of Financial Activities.

Income from grants, relating to specifically the provision of goods or services as part of charitable activities or services to clients are included in full in the Statement of Financial Activities when receivable and in the period in which they relate to. Grants are deferred when the monies have been received in advance of the period in which they relate to.

Income from charitable activities for fee income is recognised at the time the service is provided.

Other trading activities income, including rental income, is included in the period in which the charity is entitled to receipt, it is probably that economic benefits will flow to the entity and the amount can be reliably measured.

Investment income is included when receivable.

1.3 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

1.4 Going Concern

The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern.
The trustees make this assessment in respect of a period of at least one year from the date of authorisation for issue of the financial statements and have concluded that the charity has adequate resources to continue in operational existence for the foreseeable future and there are no material uncertainties about the charity's ability to continue as a going concern, thus they continue to adopt the going concern basis of accounting when preparing the financial statements.

1.5 **Government grants**
Government grants are accounted for when unconditionally due and reasonable assurance can be gained that it will be received. Where funds are received in advance, for a specified period, these funds are deferred and recognised in the period to which they relate. Where funds have not been received in a specified period, these funds will be accrued in debtors and recognised in the period to which they relate. Not all grants received have conditions and performance indicators attached, where this is the case, the income is included within donations. Performance related grants are included within Charitable Activities income.

1.6 ***Donated services***
In accordance with the Charities SORP (FRS 102), unpaid volunteer time is not recognised in the financial statements. Please refer to the Trustee Directors' Report for more information about their contribution.

1.7 **Expenditure**
Expenditure is recognised on an accruals basis as a liability is incurred.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services to its clients. Direct costs are allocated to such activities and those costs of an indirect nature necessary to support them are shown as contributions to core expenditure.

Other support costs include those costs associated with meeting the constitutional and statutory requirements of the charity.

1.8 **Tangible fixed assets**
Depreciation is calculated to write off the cost of fixed assets over their estimated useful lives at the following rate:-

Leasehold property	- 10% per annum
Fixtures and fittings	- 20% per annum
Computer equipment	- 33% per annum
Motor vehicles	- 25% per annum

Fixed assets are valued at cost less depreciation. No assets are capitalised under £500. Fixed assets are reviewed annually for impairment.

1.9 **Intangible fixed assets**
Amortisation is calculated to write off the cost of intangible fixed assets over their estimated useful lives at the following rate:-

Cloud software	- 15% per annum.

1.10 **Debtors**
Accrued income comprises amounts due from funders and is recognised when the charity is entitled to the grant, receipt is probable and the amount can be measured reliably. Prepayments are valued at the amount prepaid.

1.11 **Cash at bank and in hand**
Cash at bank and in hand comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

1.12 **Creditors**
Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are recognised at their settlement amount.

1.13 **Taxation**
The company is a registered charity and is therefore not liable to corporation tax to the extent that income and gains are applied to the charitable objectives of the charity.

1.14 **Pension contributions**
The charity operates three different pension schemes:

i) NHS Pension Scheme

This scheme is only available to those staff that transferred from the local Health and Social Authorities. It is a defined benefit scheme, with benefits depending on final salary and years of service and contribution. The NHS Pension scheme is a multi-employer defined benefit scheme. The Trustees are unable to confirm the charity's share of the underlying assets and liabilities of the NHS Pension scheme and therefore the scheme is accounted for as defined contribution scheme.

ii) Defined Contribution Scheme

This scheme is operated and administered by Aviva on behalf of the Charity.

iii) Auto Enrolment Scheme

This scheme is operated and administered by The Peoples Pension on behalf of the Charity.

Details of employee and employer contributions to these schemes are set out in note four of these financial statements.

1.15 **Allocation of costs**
A pre-determined amount of overhead expenditure on each project is calculated and transferred from the project to overheads as a contribution.

1.16 **Fund accounting**

General funds are unrestricted funds receivable or generated for the objects of the charity without further specified purpose and are available as general funds.

Designated funds are unrestricted funds earmarked by the Trustees for particular purposes.

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets this criterion is charged to the fund, together with a fair allocation of management and support costs.

1.17 **VAT**

The charity is not VAT registered and therefore all costs are inclusive of VAT.

1.18 **Financial instruments**

The charity only holds basic financial instruments as defined in FRS 102. The financial assets and liabilities of the charity and their measurements are as follows:

Financial assets – trade and other debtors are basic financial instruments and are debt instruments measured at amortised cost. Prepayments are not financial instruments.

Cash at bank – is classified as a basic financial instrument and is measured at face value.

Financial liabilities – trade creditors, accruals and other creditors are financial instruments, and are measured at amortised cost. Taxation and social security are not included in the financial instruments disclosure definition. Deferred income is not deemed to be a financial liability, as the cash settlement has already taken place and there is an obligation to deliver services rather than cash or another financial instrument.

2 Charitable activities

	Unre-stricted funds	Restricted funds	Total 2024	Unre-stricted funds	Restricted funds	Total 2023
Fee income	£	£	£	£	£	£
Supported living	5,143,132	-	5,143,132	5,550,804	-	5,550,804
Outreach	114,533	-	114,533	161,759	-	161,759
Respite	954,459	-	954,459	746,708	-	746,708
Residential care	1,417,992	-	1,417,992	1,350,725	-	1,350,725
Grants	-	-	-	8,617	-	8,617
SLS Agency	505,304	-	505,304	-	-	-
	8,135,420	-	8,135,420	7,818,613	-	7,818,613
Other income						
Rental income	99,561	-	99,561	98,324	-	98,324
Housing management	24,721	-	24,721	32,129	-	32,129
Other	22,236	-	22,236	31,720	5,434	37,154
	8,281,938	-	8,281,938	7,980,786	5,434	7,986,220

Where grants are received in advance, for a specified period, these funds are deferred and recognised in the period to which they relate.

3 Investment income

	Unre-stricted funds	Restricted funds	Total 2024	Unre-stricted funds	Restricted funds	Total 2023
	£	£	£	£	£	£
Bank interest	17,363	-	17,363	15,273	-	15,273

4 Charitable expenditure

	Unrestricted funds	Restricted funds	Total 2024	Unrestricted funds	Restricted funds	Total 2023
	£	£	£	£	£	£
Charitable activities						
Staff costs	4,914,026	-	4,914,026	4,379,468	-	4,379,468
Agency costs	1,881,293	-	1,881,293	2,424,802	-	2,424,802
Facilitation of support	473,501	-	473,501	460,765	-	460,765
Motor and travel	32,035	-	32,035	39,823	-	39,823
Insurance	45,842	-	45,842	43,678	-	43,678
Recruitment	20,547	-	20,547	39,264	-	39,264
Bad debt write off	2,385	-	2,385	100,808	-	100,808
	7,369,629	-	7,369,629	7,488,608	-	7,488,608
Support costs						
Staff costs	459,205	-	459,205	621,966	-	621,966
Depreciation	35,712	-	35,712	55,694	-	55,694
Amortisation	14,309	-	14,309	6,059	-	6,059
Training	16,316	-	16,316	51,524	-	51,524
Communications	31,202	-	31,202	34,285	-	34,285
Head office costs	183,750	-	183,750	188,459	-	188,459
Fees paid to auditors for audit	22,020	-	22,020	17,064	-	17,064
Fees paid to auditors for accountancy services	7,698	-	7,698	4,500	-	4,500
Legal and professional	32,891	-	32,891	60,546	-	60,546
	803,103	-	803,103	1,040,097	-	1,040,097
Total funds	8,172,732	-	8,172,732	8,528,705	-	8,528,705

5 Employees and employment costs

	2024	2023
	£	£
Wages and salaries	4,879,858	4,488,358
Employer's NI	386,835	403,458
Pension contributions	106,538	109,618
	5,373,231	5,001,434

5 Employees and employment costs (continued)

Defined contribution pension scheme
Employee contributions to the NHS Pension Scheme are set between 5% and 9% depending upon their individual pensionable salary. Contributions towards the Friends Provident Pension scheme are variable and The People's Pension (auto enrolment) schemes were 3%.

Encompass contributes 14.38% to the NHS scheme, between 3% and 5% to Friends provident and 2% to The People's Pension.

The company operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the company to the scheme and amounted to £106,538 (2023: £109,618).

As at the year end, amounts totalling £18,643 (2023: £19,707) were owing to the scheme and are included in creditors due in less than one year.

Number of employees whose annual emoluments came within the following ranges:
£70,000 to £79,999 - 1 (2023 £80,000 to £89,999: 1)

No remuneration was paid to any Trustees during the year (2023: none). Expenses totalling £108 were reimbursed to 1 Trustee during the year for travelling expenses (2023: 2 trustees £320).

The key management personnel of the charity are considered to be the Chief Executive. The total costs to the charity of employee benefits for the key management personnel were £73,161 (2023: £85,001).

The average monthly head count was 207 staff (2023: 218 staff).

6 Tangible fixed assets

	Leasehold property £	Plant & machinery £	Fixtures, fittings & equipment £	Total £
Cost				
As at 01 April 2023	10,480	-	347,831	358,311
Additions	-	9,450	21,664	31,114
Disposals	(4,432)	-	(61,034)	(65,466)
As at 31 March 2024	6,048	9,450	308,461	323,959
Depreciation				
As at 01 April 2023	10,480	-	246,253	256,733
Charge for year	-	613	35,099	35,712
Elimination on disposal	(4,432)	-	(52,035)	(56,467)
As at 31 March 2024	6,048	613	229,317	235,978
Net book value				
As at 31 March 2024	-	8,837	79,144	87,981
As at 31 March 2023	-	-	101,578	101,578

7 Intangible fixed assets

	Cloud software	Total
	£	£
Cost		
As at 01 April 2023	42,930	42,930
Disposals	(42,930)	(42,930)
As at 31 March 2024	-	-
Amortisation		
As at 01 April 2023	6,059	6,059
Charge for year	14,309	14,309
Elimination on disposal	(20,368)	(20,368)
As at 31 March 2024	-	-
Net book value		
As at 31 March 2024	-	-
As at 31 March 2023	36,871	36,871

8 Investments

	2024	2023
	£	£
Balance b/fwd	368,626	403,490
Sale of investments	-	(6,751)
Gain / (Loss) on investments	16,090	(28,113)
	384,716	368,626

9 Debtors

	2024	2023
	£	£
Trade debtors	443,512	628,438
Prepayments	38,328	41,839
	481,840	670,277

10 Creditors: Amounts falling due within one year

	2024	2023
	£	£
Trade creditors	324,745	287,617
Social security and other taxes	103,160	119,506
Other creditors	16,573	3,363
Accruals & deferred income	282,908	343,133
	727,386	753,619

Deferred income

	2024	2023
	£	£
Deferred income at 01 April 2023	61,931	81,480
Released from previous years	(12,703)	(23,500)
Resources deferred in the year	17,997	3,951
Deferred income at 31 March 2024	67,225	61,931

Income has been deferred in relation to funding received in advance of the service being delivered.

11 Provisions

	2024	2023
	£	£
Property and dilapidations	47,000	47,000
	47,000	47,000

12 Statement of funds

	Balance 01.04.23 £	Income £	Expenditure £	Transfers £	Gain/(Loss) £	Balance 31.03.24 £
General unrestricted funds	480,140	8,301,421	(8,172,732)	-	(15,471)	593,358
Total unrestricted funds	480,140	8,301,421	(8,172,732)	-	(15,471)	593,358
Restricted funds						
Rawley refurbishment reserve	5,434	-	-	-	-	5,434
Total restricted funds	5,434	-	-	-	-	5,434
Total funds	485,574	8,301,421	(8,172,732)	-	(15,471)	598,792

Statement of funds - prior year

	Balance 01.04.22 £	Income £	Expenditure £	Transfers £	Gain/(Loss) £	Balance 31.03.23 £
General unrestricted funds	811,309	7,996,059	(8,528,705)	229,590	(28,113)	480,140
Total unrestricted funds	811,309	7,996,059	(8,528,705)	229,590	(28,113)	480,140
Restricted funds						
Redecoration reserve	229,590	-	-	(229,590)	-	-
Rawley refurbishment reserve	-	5,434	-	-	-	5,434
Total restricted funds	229,590	5,434	-	(229,590)	-	5,434
Total funds	1,040,899	8,001,493	(8,528,705)	-	(28,113)	485,574

13 Analysis of net assets between funds

	Unrestricted funds £	Restricted funds £	Total 2024 £	Unrestricted funds £	Restricted funds £	Total 2023 £
Fixed assets	472,697	-	472,697	507,075	-	507,075
Current assets	895,047	5,434	900,481	773,684	5,434	779,118
Current liabilities	(774,386)	-	(774,386)	(800,619)	-	(800,619)
	593,358	5,434	598,792	480,140	5,434	485,574

14 Financial commitments

At 31 March 2024 the charity was committed to making the following payments under non-cancellable operating leases:

	2024		2023	
	Land and buildings £	Other £	Land and buildings £	Other £
Less than 1 year	150,996	-	179,973	-
2 – 5 years	533,982	-	1,316,334	-
Greater than 5 years	333,816	-	646,442	-
	1,018,794	-	2,142,749	-

15 Related parties

There were no related party transactions during the year (2023: none).

16 Company limited by guarantee

The company was incorporated as a company limited by guarantee and has no share capital. The guarantee to the company is £1 per member on the winding up of the company. At 31 March 2024 the company had four members and the total amount guaranteed was therefore £4.

17 Financial instruments

	2024 £	2023 £
Financial assets measured at fair value through income and expenditure account	384,716	368,626
Financial assets that are debt instruments measured at amortised cost	862,153	737,279
	1,246,869	1,105,905
Financial liabilities measured at amortised cost	604,001	619,182
	604,001	619,182

	Income £	Expense £	Net gains £	Net losses £
2024				
Financial assets measured at fair value through income and expenditure account	17,363	-	-	(16,090)
Financial assets measured at amortised cost	-	-	-	-
Financial liabilities measured at amortised cost	-	-	-	-
	17,363	-	-	(16,090)
2023				
Financial assets measured at fair value through income and expenditure account	15,273	-	-	28,113
Financial assets measured at amortised cost	-	-	-	-
Financial liabilities measured at amortised cost	-	-	-	-
	15,273	-	-	28,113

ENCOMPASS CARE ORGANISATION UK

England & Wales - Charity number 1003779

Accounts

Encompass Care Organisation UK (formerly Encompass (Dorset))

(A Company Limited by Guarantee)

Annual Report and Financial Statements

For the Year Ended 31 March 2023

Company Number: 02526640
Charity Registered in England and Wales Number: 1003779

Encompass Care Organisation UK (formerly Encompass (Dorset))
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Encompass Care Organisation UK (formerly Encompass (Dorset))
Reference and Administrative Details
For the Year Ended 31 March 2023

Charity Name	Encompass Care Organisation UK
Trustee Directors	D Corbin S Edlmann L Morris G Usmar
Company Secretary	T Dennis-Andrews – appointed 30 June 2023 V S Delafuente – resigned 30 June 2023
Chief Executive	T Dennis-Andrews
Registered Office	200 Bridport Road Poundbury Dorchester Dorset DT1 3BN
Auditors	Albert Goodman LLP Goodwood House Blackbrook Park Avenue Taunton Somerset TA1 2PX
Bankers	Barclays Bank plc Tagus House Ocean Way Southhampton Hampshire SO14 3TJ
Solicitors	Porter Dodson 53 High West Street Dorchester Dorset DT1 1UX

Encompass Service Locations as at 31/03/23

Residential Care Homes:

Elsadene
1 Verne Road
Weymouth
Dorset
DT4 0RX

Rawleigh House
The Avenue
Sherborne
Dorset
DT9 3AJ

Respite Care Home:

Encombe
5 Prince of Wales Road
Dorchester
Dorset
DT1 1PW

Domiciliary Services:

Encombe
5 Prince of Wales Road
Dorchester
Dorset
DT1 1PW

Supported Living Services:

3 Prince of Wales Road
Dorchester
Dorset
DT1 1PW

32 St Andrews Road
Bridport
Dorset
DT6 3BQ

46 West Allington
Bridport
Dorset
DT6 5BH

196 Abbotsbury Road
Weymouth
Dorset
DT4 0NA

2 Bullen's Mead
St. Swithins Road
Bridport
Dorset
DT6 5DP

Sandhills
Lower Road
Stalbridge
Dorset
DT10 2NJ

The Coach House
3-5 Verne Road
Weymouth
Dorset
DT4 0RX

109 Coldharbour
Sherborne
Dorset
DT9 4JL

111 Coldharbour
Sherborne
Dorset
DT9 4JL

18/20 Alexandra Road
Weymouth
Dorset
DT4 7QQ

5 Dick O' Th' Banks
Crossways
Dorchester
Dorset
DT2 8BJ

Beechcroft
20A Alexandra Road
Weymouth
Dorset
DT4 7QQ

193 St Andrews Road
Bridport
Dorset
DT6 3BT

The Trustees (who are also the Directors for the purpose of Company Law) have pleasure in presenting their annual report and the financial statements for the year ended 31 March 2023. The provisions of the Statement of Recommended Practice "Accounting and Reporting by Charities" (SORP FRS 102- implemented 1 January 2019) have been adopted in preparing the annual report and financial statements of the charity.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Encompass Care Organisation UK is a registered charity, charity number 1003779, and a company limited by guarantee, company number 02526640. The charity's registered office is 200 Bridport Road, Poundbury, Dorchester, Dorset, DT1 3BN. The maximum liability of each member is limited to £1. At 31 March 2023 the company had 5 members. Encompass Care Organisation UK was established under a Memorandum of Association and is governed under its Articles of Association.

Encompass Care Organisation UK was incorporated as a company limited by guarantee on 31 July 1990.

The company changed its name from Encompass (Dorset) on 19 April 2022.

Recruitment and Appointment of Trustees

A Governance Committee, made up of Trustees and chaired by the Chair is established to oversee the elections process for Board appointments. A separate process agreed by the Trustee Board is followed for the appointment of the Chair. The Reference and Administrative Details above identifies the constituencies that elected each of the current trustees. No other persons or bodies external to the charity were entitled to appoint persons to the Trustee Board.

The following people were directors/trustees of the charity during the year and since the year end:

D Corbin	
S Edlmann	
C Kennedy	(resigned 31 December 2022)
N Lee	(resigned 10 April 2023)
L Morris	(appointed 13 November 2023)
A B Scutt	(resigned 3 September 2022)
Rev N Tooth	(resigned 7 September 2023)
G Usmar	

The Trustees work on a voluntary basis, but all have a background relevant to the work of Encompass Care. We go through the advertising – usually on a specialist trustee platform – and recruitment process as with paid employees and undertake all recruitment and background checks and ensure all trustee obligations as set out by the Charities Commission. Trustees complete a signed declaration to confirm they have never been disqualified from acting as a Trustee, declare any conflicts of Interest, complete a Disclosure and Barring Service (DBS) check and only when all are received and confirmed as adequate will appointment commence as per our Articles of Association. The new Trustee is written to by the Chair confirming intention to appoint, setting out their duties and our expectations requesting they confirm their commitment with a signed copy of the letter returned. Information is then shared, and a formal induction commences.

Trustee Induction and Training

New Trustees are briefed as to their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making processes, the business plan and recent financial performance of the charity. Trustees are encouraged to attend appropriate external training events where these will facilitate the undertaking of their role.

Organisation

A Board of Trustees manage the company through its Managing Director, who is the Company Secretary and Nominated Individual. The Managing Director's Pay and renumeration is scrutinised by the Chair and Trustee's annually prior to the start if the new financial year. Their performance and the financial performance of the charity's business year is reviewed. The proposed coming years budget increases are considered, and it is ensured that pay and renumeration increases for the MD are equitable across the charity and standards benchmarked against similar Charities and Organisations. The Managing Director follows the same process for the supporting members of the Executive Leadership Team.

An appropriately qualified, Registered Home or Service Manager manages each of the company's Residential Care Homes, Supported Living Services and Outreach Service. Managers are led by the Senior Operations Team and supported by the company's central management team regarding HR, Quality, Governance, Compliance, Finance, Training and Administration.

Encompass Care, Executive Leadership Team (ELT) provides monthly board reports to our trustees with updates on department and divisional activities. This ensures that our trustees are kept up to date with the latest developments within our organisation. Board meetings are conducted following the end of each business quarter and after the Governance Assurance Framework Committee schedule has concluded for the quarter to allow the board as committee chairs to hear from all governance pillars in the charity and feedback at board accordingly.

The ELT is made up of our Managing Director, our Operations Director and our Governance Director. These three posts are supported by a consultant accountant. Each of the ELT then leads their own department – Finance, Business and Marketing is led by the Managing Director, Operations by the Operations Director and Governance by the Governance Director.

The Board of Trustees has 3 formally constituted sub committees – Performance and Finance Committee, Staff Focus Group and Quality and Health & Safety Committee. These are led by Trustees, supported by ELT members where appropriate. In addition, there is a monthly bulletin to staff, circle of support and stakeholders. Currently, there is a temporary group reporting to the Performance and Finance Committee, focusing on Business Strategy & Transformation.

Risk Management

Encompass Care hold a monthly meeting for our quality, operations, and service managers to review each service, quality and compliance, training, and quality audit plans. This meeting provides us with an opportunity to discuss any issues and to ensure that we are all working together to maintain high standards. We hold quarterly committees to provide data, updates, and summaries across all aspects of our organisation. These committees ensure that we are meeting our goals and objectives, and that we are compliant with all regulations and standards. We conduct an annual Training Needs Analysis (TNA) to agree on the training needs for our company. This is reviewed quarterly to ensure that our staff are up to date with the latest developments and best practices in their respective fields.

The Dorset Council Quality Audit Team conducts inspections and any actions that are identified are added to the quality audit tool action plan. This ensures that we are continuously improving and addressing any issues that arise.

Encompass Care undergo regular inspections from the Care Quality Commission to ensure that we are meeting all regulatory requirements and maintaining high standards of quality and service.

Our Operations Department holds weekly team leader and service manager meetings. Additionally, we hold a fortnightly finance meeting with our service managers and Operations Department.

Encompass Care conduct an annual quality audit to maintain compliance with the Care Quality Commission's Single Assessment Framework. Our tool is completed, and it provides an action plan for managers to address any identified issues, known as Service Improvement & Development plans (SIDs).

Names of organisations we are engaged with or have contracts currently with:

- NHS Dorset Integrated Care Board
- Dorset Council
- Bournemouth, Christchurch and Poole Council
- Devon Council
- Durham Council
- West Berkshire Council
- Brent Council
- Cornwall and Somerset Council

OBJECTIVES AND ACTIVITIES

The principal activity of the company is to provide accommodation, personal care and support to adults with a learning disability and adults with enduring Mental Health needs to optimise their abilities and enhance their quality of life.

The company is regulated by the Care Quality Commission and the Charities Commission.

At the start of 2022, the company provided 27 residential and respite beds in North, Central and West Dorset and Supported Living Services to 73 Tenants in 15 sub locations. Our Community Outreach Service Pan Dorset supports people in their own homes.

The addresses of the locations where we operate can be found in the Reference and Administrative Details section at the beginning of this document.

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 Core Values

- **Honesty:** To always operate with transparency, fairness and sincerity.
- **Inclusivity:** Strive for equal opportunities and valued community presence.
- **Dignity:** Empowering a sense of individual pride and respect.
- **Kindness:** Any act of kindness, no matter how small, can lead to great things
- **Integrity:** Uphold our principles and keep our promises

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

Encompass Care are a Charity committed to providing specialist, person-centred care and support to adults and young people with a learning disability or facing a period of mental ill health across the South West.

Encompass Care aim to provide the best care and support possible. Encompass engage with the public and our support staff for feedback to make sure we're doing everything we can to meet everyone's needs. Encompass Care use a Circle of Support approach that involves everyone we support, their families, and other stakeholders in the decision-making process and we encourage our staff to share their ideas and feedback with us on a regular basis. Encompass Care regularly conduct staff engagement surveys to see how our staff is feeling and how we can make things better.

Overall, our governance framework is designed to ensure that we are meeting our goals and objectives, maintaining high standards of quality and compliance, and providing excellent service to all that are supported by us.

Our Services

Encompass Care offer a range of top specialised services that are registered with the Care Quality Commission (CQC) and regularly inspected and all currently rated as 'Good'. You can count on us to give you or your loved one excellent care and support, so lives can be lived to the fullest! Our services are centred around two central provisions – caring for those with learning disabilities and those with poor mental health. Within those provisions we provide residential care, supported living services, respite and outreach for those with learning disabilities and residential and crisis support, supported living services and community outreach for those suffering with mental health needs.

Our Trustees have had regard to the Charity Commission guidance on public benefit. This information is freely available on the Charity Commission website. There are also number short informative training films our Trustees have been encouraged to watch.

The Charitable aims of Encompass Care will form a large part of the business as we are moving forward. Once these details have been developed, they will be share and discussed with the Trustees as part as business as usual before signed off.

ACHIEVEMENTS AND PERFORMANCE

It goes without saying the 2023 has been an extremely challenging year in more ways than one for everyone connected to Encompass Care.

This period has seen the Staff in Encompass Care working through everything the Covid 19 Pandemic recovery could throw at them and much more that has come our way.

Encompass Care has seen two long standing Trustees step down from their roles for personal reasons and more recently another Trustee has stepped down due to completing their term.

While the focus was on the Recovery plan, we were also facing some real difficulties financially and this became dominating focus to preserve the long-term viability of Encompass Care. This became even more of a focus when the situation regarding the outgoing Chief Executive became critical. Mrs V De La Fuente, due to personal circumstances, had to step down at short notice. While every support was being offered to her, it did set off a chain of events that needed to be acted on. Although we already had a succession plan in place, for reasons beyond our control these plans were brought forward as it became critical. We had to move swiftly and at very short notice.

It is a credit to the Executive Leadership Team (ELT) who quickly stepped up during a very challenging period. The ELT have shown immense courage and leadership when their backs were up against the wall. Not just to keep business as usual running but also to find innovative ways to develop new partnerships and business alliances at the same time and maintaining a high level of care.

The Annual Business Plan outlines the company's direction and focus until the end of the current financial year, identifying measurable, achievable goals for the business as a Charity and not-for-profit organisation. The plan was produced for the Encompass Care Board of Trustees on 25th July 2021. It was reviewed and updated quarterly with a final Position Statement and key achievements for 2022 reported to the Board in April 2023.

Efficiencies and system improvements have been implemented in the financial year. The Board reports, Committee recommendations and the quarterly position statements of the Annual Business Plan provides assurance, evidence quality and robust governance confirming that we have effectively managed and overcome many challenges.

Corporate objectives by 2025

- Encompass Care to be a valued, reputable, and recognised Charity Support Provider of choice. Investing in Quality Assurance and exercising continuous service improvement through co-production and self-directed support.
- Encompass Care to be financially sustainable, grow revenue, focus on customer and performance management, and create incentives which will increase our standing in a competitive market.
- Encompass Care to lead the way, increase our presence in the wider community, with a clear purpose. Use our new identity to attract and retain the best people, consistently meeting the expectations of the people we support, commissioners and regulators.

Achieve These by:

- Delivering sound governance
- Maximising financial efficiency and operational effectiveness
- Implementing digital technology and improving our IM&T systems
- Raising the profile of Encompass Care locally and nationally

Key Achievements are listed here:

- Commenced a 'Stop Agency' program to analyse and address the use and cost of agency to maximise income.
- Redesigned the services portfolio and safely returned services that were financially underperforming in collaboration with the local authority, people we support and their families.
- We have restructured the Governance Division. Produced an overarching compliance register for assurance that the Charity is meeting all regulatory compliance and contractual obligations across all functions. All our Team Leaders receive formal leadership and foundation management training. We have monitored and reviewed operational and corporate risk registers, compliance, and best practice.
- We have radically revised the Encompass Care website.
- We have provided a clear pricing and invoicing structure.
- We have produced analytical dashboards and governance systems. We have completed the migration project.
- We continue to support remote working, maintain staff wellbeing and create flexibility without losing productivity.
- We have reviewed the role of Safeguarding Lead for the Charity.
- We have undertaken a rolling, annual, Pay Review Programme in consultation with staff. We have reduced agency costs to facilitate an increase in staff pay/reimbursement.
- We have maintained a high profile with our National Association Memberships. We have publicised our new Company name, branding locally (Stakeholders, Circle of Support, Families) and nationally (memberships).

PLANS FOR FUTURE PERIODS

- Establish positive working relationships with the local authority to place ourselves as a provider or choice and critical partner, supporting their marketing intentions and our future growth.
- Agree residential bed rates with local authority.
- Resolve debt issues.
- Re-negotiation of agency rates to make them affordable and within our pay roll expenditure.
- Provide training to overseas workers from agency at a reduced rate lower than re-negotiated agency rate and provide work placements for 24 months to support visa applications thus filling all vacancies in workforce establishment.
- Establish accountancy system to monitor and manage I&E.
- Review the budget for accuracy and to support management by budget holders.
- Review and plan for budgets every six months
- 24-month budget in place
- Grant fund to diversify income.
- Establish charity status and development of fundraising streams.
- Increase visibility and community platform.
- Reduce head office overheads.
- Restructure ops for stability and planning for future growth.

We are raising our social value in the community by promoting our charity and partnering with other charities to provide activities and support to the people we support.

Our vision is to provide '**Pioneering support in an inclusive and accessible community**'.

FINANCIAL REVIEW

This was a difficult year as the Covid-19 pandemic aftermath continued impacting on our expenditure due to agency use and cost and without financial support from Local Authorities.

Our rates for support saw marginal uplifts on supported living services as we joined the new framework from Dorset Council, but nothing for residential care homes while recruitment and retention were difficult in a challenging workforce market. This led to an increase in spend on agency staff.

Our income this year was £8,001k from charitable activities (2022: £6,951k), however, last years included £136k of grants and support from central government paid by Dorset Council to cover costs of the pandemic. Our investment loss was £28k (2022 income: £17k) and we had donations of £nil (2022: £nil).

Our occupancy rate during the year was 86% (2022: 87%) for supported living and our residential services.

Our occupancy rate for our respite services at Encombe, Dorchester was 68% (2022: 58%) this had recovered significantly compared to the prior year. We continue to work hard to fill vacancies as they have a significant impact on our bottom line. Increase in costs, specifically the National Minimum Wage, and increases in our hourly support rates only being for SLS whilst we have to pay staff equitably, continue to put pressure on our margins.

This year we had outgoing resources of £555k (after inclusion of investment revaluation) compared to outgoing resources of £294k in the prior year. The difference was mainly due to the increased agency costs. Cash at year end was £109k (2022: £605k). The deficit in the year meant cash from operating activities was an out-flow of £414k compared to an out-flow of £348k in 2022. There were no withdrawals from our investments in order to maintain our cash levels.

Our investment advisers continue to take a cautious approach to our investment portfolio during the year. Our investments were re-valued at year end with a decrease of £28k compared to the prior year. At the year-end our investments were valued at £369k (2022: £403k).

Our balance sheet position has weakened with net assets at the year-end of £486k (2022: £1,041k). The change is mainly due to the deficit in the year.

Investment Powers and Policy

Encompass has a cautious attitude to risk but wishes to make the most of its cash reserves. Encompass' investment advisors, Charles Stanley, manage all investments and advise the company of any changes that should be made. Any major changes or withdrawals are approved at Board level. The investment portfolio advised by Charles Stanley on Encompass' behalf is low risk and comprises UK Index Linked Gilts, various Unit Trusts and low risk Equities.

Reserves Policy

Given that our aim is to support people with learning disabilities and mental ill health needs to live fulfilled and empowered lives, our Reserves Policy aims to ensure our work is protected from the risk of disruption at short notice due to a lack of funds, whilst at the same time ensuring we do not retain income for longer than required.

As part of effective fiscal management, we hold reserves to ensure we can manage:

- Fiscal impact of risk. There are a range of risks we face, including the risk of an unforeseen drop in income due to the loss of support to services users or unbudgeted increases in expenditure.
- Working capital. Much of our working capital is readily available as cash items, however, there are instances where significant amounts of debtors remain unpaid due to differences between the amount invoiced and the amount considered due by the customer.

To ensure that there is no significant disruption to our charitable activities, holding appropriate reserves will enable the organisation to respond to any unforeseen reduction in income (for example death of someone we support), or additional expenditure (for example when projects overrun, or unplanned events occur).

We have based our projections for the appropriate level of reserves we require on the basis that the reserves in our target range would provide short-term solutions until long-term solutions can be established.

A review of the financial risks we face is monitored on an ongoing basis and our assessments of the possible fiscal impact of those risks have been incorporated into the reserves range we have calculated.

Our calculation of required reserves, taking into account the above noted specifications, is that we require £200k for fiscal impact of risk and £200k for working capital. Starting at this level, our target range for reserves is £400k - £600k – with the additional £200k representing approximately 2.5% of annual expenditure. The Board of Trustees considers that this target range provides sufficient flexibility in the context of operational requirements, and for an organisation of our size and complexity.

The free reserves of the charity as at 31 March 2023 were £394k (unrestricted reserves of £532k, less fixed assets of £138k). This sits slightly below our range, and we are working on bringing reserves up as part of our wider financial review.

Trustees' Responsibilities in Relation to the Financial Statements

The trustees (who are also directors of Encompass Care Organisation (UK) for the purposes of company law) are responsible for preparing the Trustees' Report (incorporating the directors' report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently.
- observe the methods and principles in the Charities SORP.
- make judgments and accounting estimates that are reasonable and prudent.
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements, and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

This report has been prepared in accordance with the Statement of Recommended Practice – Accounting and Reporting by Charities, and in accordance with the provisions applicable to companies subject to the small companies' regime.

Approved by the board on 4th December 2023 and signed on their behalf by:



D Corbin
Chair of Trustees

Opinion
We have audited the financial statements of Encompass Care Organisation UK (the 'charitable company') for the year ended 31 March 2023, which comprise the Statement of Financial Activities, Balance Sheet and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion
We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern
In auditing the financial statements, we have concluded that the trustee's use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the entity's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

Other information
The trustees are responsible for the other information. The other information comprises the information included in the Trustees' Report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.
We have nothing to report in this regard.

Opinion on other matter prescribed by the Companies Act 2006
In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report, which includes the Directors' Report prepared for the purposes of company law for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Directors' Report included within the Trustees' Report have been prepared in accordance with applicable legal requirements.

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Directors' Report included within the Trustees' Report.

Matters on which we are required to report by exception
We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the Trustee Directors' Report and from the requirement to prepare a Strategic Report.

Responsibilities of trustees
As explained more fully in the Statement of Trustees' Responsibilities set out on page 11, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements
Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

The extent to which the audit was considered capable of detecting irregularities including fraud
Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the company through discussions with management, and from our commercial knowledge and experience of the charity sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, Charity SORP FRS 2019, employment, data protection, health and safety legislation and CQC registration;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation, claims and breaches of relevant legislation; and
- reviewing correspondence with the Charity Commission and other relevant regulators including the company's legal advisors and insurers.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.
Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Other matters
In forming our opinion on the financial statements, which is not modified, we note the prior period financial statements were not audited. Consequently, International Standards on Auditing (UK & Ireland) require the auditor to state that the corresponding figures contained within these financial statements are unaudited.

Use of our report
This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members and trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

.....
Michelle Ferris BSc (Hons) FCA DChA (Senior Statutory Auditor)
for and on behalf of
Albert Goodman LLP
Chartered Accountants
Statutory Auditor

Goodwood House
Blackbrook Park Avenue
Taunton
Somerset
TA1 2PX

Date: 18/12/2023

Encompass Care Organisation UK (formerly Encompass (Dorset))
Statement of Financial Activities (including an Income and Expenditure account)
For the Year Ended 31 March 2023

	Notes	Unrest-ricted Funds £	Rest-ricted Funds £	Total 2023 £	Unrest-ricted Funds £	Rest-ricted Funds £	Total 2022 £
Income from:							
Charitable activities	2	7,980,786	5,434	7,986,220	6,937,639	-	6,937,639
Investment income	3	15,273	-	15,273	13,443	-	13,443
Total income		**7,996,059**	**5,434**	**8,001,493**	**6,951,082**	**-**	**6,951,082**
Expenditure on:							
Charitable expenditure	4	8,528,705	-	8,528,705	7,261,487	-	7,261,487
Total expenditure		**8,528,705**	**-**	**8,528,705**	**7,261,487**	**-**	**7,261,487**
Net (expenditure)/income before transfers		(532,646)	5,434	(527,212)	(310,405)	-	(310,405)
Net (loss)/gain on investments		(28,113)	-	(28,113)	16,714		16,714
Transfer between funds	12	229,590	(229,590)	-	-	-	-
Net movement in funds		(331,169)	(224,156)	(555,325)	(293,691)	-	(293,691)
Reconciliation of funds							
Fund balances at 01 April 2022		811,309	229,590	1,040,899	1,105,000	229,590	1,334,590
Fund balances at 31 March 2023	12	**480,140**	**5,434**	**485,574**	**811,309**	**229,590**	**1,040,899**

The results for the year derive from continuing activities and there are no gains or losses other than those shown above.

The statement of financial activities incorporates the income and expenditure account.

Encompass Care Organisation UK (formerly Encompass (Dorset))

- Company Registration Number: 02526640

Balance Sheet

As at 31 March 2023

	Notes		2023		2022
			£		£
Fixed assets					
Tangible fixed assets	6		101,578		95,717
Intangible fixed assets	7		36,871		-
Investments	8		368,626		403,490
			507,075		499,207
Current assets					
Debtors	9	670,277		682,511	
Cash at bank and in hand		108,841		605,139	
		779,118		1,287,650	
Creditors					
Amounts falling due within one year	10	(753,619)		(648,958)	
Net current assets			25,499		638,692
Provisions	11	(47,000)		(97,000)	
			(47,000)		(97,000)
Net assets			**485,574**		**1,040,899**
Funds					
Unrestricted funds					
General funds	12		480,140		811,309
			480,140		811,309
Restricted funds	12		5,434		229,590
Total charity funds			**485,574**		**1,040,899**

These accounts have been prepared and delivered in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006 and the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

Approved by the Board of Trustees for issue on 4 Dec 2023 and signed on their behalf by:

D Corbin

G Usmar

Encompass Care Organisation UK (formerly Encompass (Dorset))
Cash flow statement
For the Year Ended 31 March 2023

	Notes	Total 2023 £	Total 2022 £
Cash flows from operating activities			
Net movements in funds for the year		(555,325)	(293,691)
Adjustments to cash flows from non-cash items:			
Depreciation and amortisation	6	61,752	57,544
(Gain)/loss on listed investments		28,113	(16,714)
Finance income	3	(15,273)	(13,000)
		(480,733)	(265,861)
Working capital adjustments			
(Increase)/decrease in debtors	9	12,234	(172,000)
Increase/(decrease) in creditors	10	54,661	90,000
Net cash flow from operations		(413,838)	(347,861)
Cash flows from investing activities			
Interest received	3	15,273	13,000
Acquisitions of tangible assets	6	(61,554)	(26,000)
Acquisitions of intangible assets	7	(42,930)	-
Proceeds from sale of investments		6,751	259,000
Net increase/(decrease) in cash and cash equivalents		(496,298)	(101,861)
Reconciliation of net debt			
Cash and cash equivalents at the beginning of the reporting period		605,139	707,000
Net (decrease)/increase in cash and cash equivalents		(496,298)	(101,861)
Cash and cash equivalents at the end of the reporting period		108,841	605,139

1 Accounting Policies

1.1 General information and basis of accounting

Encompass Care Organisation UK is a company limited by guarantee incorporated in the United Kingdom under the Companies Act. The maximum liability of each member is limited to £1. The address of the registered office is given on page 2. The nature of the charity's operations and its principal activities are set out in the Trustees report on pages 4-13.

The financial statements have been prepared in £ sterling on the historical cost basis and in accordance with accounting and reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)- (Charities SORP (FRS 102)) and the Companies Act 2006.

The charity meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

1.2 Income

All income is included in the Statement of Financial Activities when the charity is entitled to the income, any performance conditions attached to the items of income have been met and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income. The valuation of donated services is not quantified within the Statement of Financial Activities.

Income from grants, relating to specifically the provision of goods or services as part of charitable activities or services to clients are included in full in the Statement of Financial Activities when receivable and in the period in which they relate to. Grants are deferred when the monies have been received in advance of the period in which they relate to.

Income from charitable activities for fee income is recognised at the time the service is provided.

Other trading activities income, including rental income, is included in the period in which the charity is entitled to receipt, it is probably that economic benefits will flow to the entity and the amount can be reliably measured.

Investment income is included when receivable.

1.3 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

1.4 Going Concern

The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern.

The trustees recognise that the deficit generated in the year to 31 March 2023 is not sustainable and have identified the key factors in this deficit, primarily being extensive use of costly agency workers. They, and the executive team, have taken significant steps in reducing the usage and cost of this agency work.

The trustees have reviewed and assessed budgets for the coming two years and are comfortable that these show a sustainable business model, with increased income and reduced costs, and that actual results to date are not a significant deviation from the anticipate position.

The trustees make this assessment in respect of a period of at least one year from the date of authorisation for issue of the financial statements and have concluded that the charity has adequate resources to continue in operational existence for the foreseeable future and there are no material uncertainties about the charity's ability to continue as a going concern, thus they continue to adopt the going concern basis of accounting when preparing the financial statements.

1.5 **Government grants**
Government grants are accounted for when unconditionally due and reasonable assurance can be gained that it will be received. Where funds are received in advance, for a specified period, these funds are deferred and recognised in the period to which they relate. Where funds have not been received in a specified period, these funds will be accrued in debtors and recognised in the period to which they relate. Not all grants received have conditions and performance indicators attached, where this is the case, the income is included within donations. Performance related grants are included within Charitable Activities income.

1.6 **Donated services**
In accordance with the Charities SORP (FRS 102), unpaid volunteer time is not recognised in the financial statements. Please refer to the Trustee Directors' Report and note 6 for more information about their contribution.

1.7 **Expenditure**
Expenditure is recognised on an accruals basis as a liability is incurred.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services to its clients. Direct costs are allocated to such activities and those costs of an indirect nature necessary to support them are shown as contributions to core expenditure.

Other support costs include those costs associated with meeting the constitutional and statutory requirements of the charity.

1.8 **Tangible fixed assets**
Depreciation is calculated to write off the cost of fixed assets over their estimated useful lives at the following rate:-

Leasehold property	- 10% per annum
Fixtures and fittings	- 20% per annum
Computer equipment	- 33% per annum
Motor vehicles	- 25% per annum

Fixed assets are valued at cost less depreciation. No assets are capitalised under £500. Fixed assets are reviewed annually for impairment.

1.9 **Intangible fixed assets**
Amortisation is calculated to write off the cost of intangible fixed assets over their estimated useful lives at the following rate:-

Cloud software	- 15% per annum.

1.10 **Debtors**
Accrued income comprises amounts due from funders and is recognised when the charity is entitled to the grant, receipt is probable and the amount can be measured reliably. Prepayments are valued at the amount prepaid.

1.11 **Cash at bank and in hand**
Cash at bank and in hand comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

1.12 **Creditors**
Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are recognised at their settlement amount.

1.13 **Taxation**
The company is a registered charity and is therefore not liable to corporation tax to the extent that income and gains are applied to the charitable objectives of the charity.

1.14 **Pension contributions**
The charity operates three different pension schemes:

i) NHS Pension Scheme

This scheme is only available to those staff that transferred from the local Health and Social Authorities. It is a defined benefit scheme, with benefits depending on final salary and years of service and contribution. The NHS Pension scheme is a multi-employer defined benefit scheme. The Trustees are unable to confirm the charity's share of the underlying assets and liabilities of the NHS Pension scheme and therefore the scheme is accounted for as defined contribution scheme.

ii) Defined Contribution Scheme

This scheme is operated and administered by Aviva on behalf of the Charity.

iii) Auto Enrolment Scheme

This scheme is operated and administered by The Peoples Pension on behalf of the Charity.

Details of employee and employer contributions to these schemes are set out in note four of these financial statements.

1.15 **Allocation of costs**
A pre-determined amount of overhead expenditure on each project is calculated and transferred from the project to overheads as a contribution.

1.16 **Fund accounting**

General funds are unrestricted funds receivable or generated for the objects of the charity without further specified purpose and are available as general funds.

Designated funds are unrestricted funds earmarked by the Trustees for particular purposes.

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets this criterion is charged to the fund, together with a fair allocation of management and support costs.

1.17 **VAT**

The charity is not VAT registered and therefore all costs are inclusive of VAT.

1.18 **Financial instruments**

The charity only holds basic financial instruments as defined in FRS 102. The financial assets and liabilities of the charity and their measurements are as follows:

Financial assets – trade and other debtors are basic financial instruments and are debt instruments measured at amortised cost. Prepayments are not financial instruments.

Cash at bank – is classified as a basic financial instrument and is measured at face value.

Financial liabilities – trade creditors, accruals and other creditors are financial instruments, and are measured at amortised cost. Taxation and social security are not included in the financial instruments disclosure definition. Deferred income is not deemed to be a financial liability, as the cash settlement has already taken place and there is an obligation to deliver services rather than cash or another financial instrument.

2 Charitable activities

	Unre-stricted funds	Restricted funds	Total 2023	Unre-stricted funds	Restricted funds	Total 2022
Fee income	£	£	£	£	£	£
Supported living	5,550,804	-	5,550,804	4,692,998	-	4,692,998
Outreach	161,759	-	161,759	146,045	-	146,045
Respite	746,708	-	746,708	545,105	-	545,105
Residential care	1,350,725	-	1,350,725	1,235,290	-	1,235,290
Grants	8,617	-	8,617	136,174	-	136,174
	7,818,613	-	7,818,613	6,755,612	-	6,755,612
Other income						
Rental income	98,324	-	98,324	110,544	-	110,544
Housing management	32,129	-	32,129	32,427	-	32,427
Other	31,720	5,434	37,154	39,056	-	39,056
	7,980,786	5,434	7,986,220	6,937,639	-	6,937,639

Where grants are received in advance, for a specified period, these funds are deferred and recognised in the period to which they relate.

3 Investment income

	Unre-stricted funds	Restricted funds	Total 2023	Unre-stricted funds	Restricted funds	Total 2022
	£	£	£	£	£	£
Bank interest	15,273	-	15,273	13,443	-	13,443

4 Charitable expenditure

	Unre-stricted funds	Restricted funds	Total 2023	Unre-stricted funds	Restricted funds	Total 2022
	£	£	£	£	£	£
Charitable activities						
Staff costs	4,379,468	-	4,379,468	4,267,113	-	4,267,113
Agency costs	2,424,802	-	2,424,802	1,130,887	-	1,130,887
Facilitation of support	460,765	-	460,765	552,714	-	552,714
Motor and travel	39,823	-	39,823	39,951	-	39,951
Insurance	43,678	-	43,678	39,317	-	39,317
Recruitment	39,264	-	39,264	43,463	-	43,463
Bad debt write off	100,808	-	100,808	-	-	-
	7,488,608	-	7,488,608	6,073,445	-	6,073,445
Support costs						
Staff costs	621,966	-	621,966	772,000	-	772,000
Depreciation	55,694	-	55,694	32,000	-	32,000
Amortisation	6,059	-	6,059	-	-	-
Training	51,524	-	51,524	35,247	-	35,247
Communications	34,285	-	34,285	30,762	-	30,762
Head office costs	188,459	-	188,459	205,433	-	205,433
Fees paid to auditors for audit	17,064	-	17,064	15,600	-	15,600
Fees paid to auditors for accountancy services	4,500	-	4,500	-	-	-
Legal and professional	60,546	-	60,546	97,000	-	97,000
	1,040,097	-	1,040,097	1,188,042	-	1,188,042
Total funds	8,528,705	-	8,528,705	7,261,487	-	7,261,487

5 Employees and employment costs

	2023	2022
	£	£
Wages and salaries	4,488,358	4,565,113
Employer's NI	403,458	363,000
Pension contributions	109,618	111,000
	5,001,434	5,039,113

5 Employees and employment costs (continued)

Defined contribution pension scheme
Employee contributions to the NHS Pension Scheme are set between 5% and 9% depending upon their individual pensionable salary. Contributions towards the Friends Provident Pension scheme are variable and The People's Pension (auto enrolment) schemes were 3%.

Encompass contributes 14.38% to the NHS scheme, between 3% and 5% to Friends provident and 2% to The People's Pension.

The company operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the company to the scheme and amounted to £109,618 (2022: £111,000).

There were no contributions payable to the scheme at the end of the year (2022: £nil).

Number of employees whose annual emoluments came within the following ranges:
£80,000 to £89,999 - 1 (2022: 1)

No remuneration was paid to any Trustees during the year (2022: none). Expenses totalling £320 were reimbursed to 2 Trustees during the year for travelling expenses (2022: £215).

The key management personnel of the charity are considered to be the Chief Executive. The total costs to the charity of employee benefits for the key management personnel were £85,001 (2022: £85,001).

The average monthly head count was 218 staff (2022: 252 staff).

6 Tangible fixed assets

	Leasehold property £	Fixtures, fittings & equipment £	Total £
Cost			
As at 01 April 2022	10,480	286,277	296,757
Additions	-	61,554	61,554
As at 31 March 2023	10,480	347,831	358,311
Depreciation			
As at 01 April 2022	9,979	191,061	201,040
Charge for year	501	55,192	55,693
As at 31 March 2023	10,480	246,253	256,733
Net book value			
As at 31 March 2023	-	101,578	101,578
As at 31 March 2022	501	95,216	95,717

7 Intangible fixed assets

	Cloud software £	Total £
Cost		
As at 01 April 2022	-	-
Additions	42,930	42,930
As at 31 March 2023	42,930	42,930
Amortisation		
As at 01 April 2022	-	-
Charge for year	6,059	6,059
As at 31 March 2023	6,059	6,059
Net book value		
As at 31 March 2023	36,871	36,871
As at 31 March 2022	-	-

8 Investments

	2023 £	2022 £
Balance b/fwd	403,490	645,776
Sale of investments	(6,751)	(259,000)
Gain / (Loss) on investments	(28,113)	16,714
	368,626	403,490

9 Debtors

	2023 £	2022 £
Trade debtors	628,438	620,123
Prepayments	41,839	62,388
	670,277	682,511

10 Creditors: Amounts falling due within one year

	2023 £	2022 £
Trade creditors	287,617	136,041
Social security and other taxes	119,506	100,730
Other creditors	3,363	3,362
Accruals & deferred income	343,133	408,825
	753,619	648,958

Deferred income

	2023 £	2022 £
Deferred income at 01 April 2022	81,480	73,969
Released from previous years	(23,500)	(425)
Resources deferred in the year	3,951	7,936
Deferred income at 31 March 2023	61,931	81,480

Income has been deferred in relation to funding received in advance of the service being delivered.

11 Provisions

	2023 £	2022 £
Staff	-	50,000
Property and dilapidations	47,000	47,000
	47,000	97,000

12 Statement of funds

	Balance 01.04.22 £	Income £	Expenditure £	Transfers £	Gain/(Loss) £	Balance 31.03.23 £
General unrestricted funds	811,309	7,996,059	(8,528,705)	229,590	(28,113)	480,140
Total unrestricted funds	811,309	7,996,059	(8,528,705)	229,590	(28,113)	480,140
Restricted funds						
Redecoration reserve	229,590	-	-	(229,590)	-	-
Rawley refurbishment reserve	-	5,434	-	-	-	5,434
Total restricted funds	229,590	5,434	-	(229,590)	-	5,434
Total funds	1,040,899	8,001,493	(8,528,705)	-	(28,113)	485,574

Statement of funds - prior year

	Balance 01.04.21 £	Income £	Expenditure £	Transfers £	Gain/(Loss) £	Balance 31.03.22 £
General unrestricted funds	1,105,000	6,951,082	(7,261,487)	-	16,714	811,309
Total unrestricted funds	1,105,000	6,951,082	(7,261,487)	-	16,714	811,309
Restricted funds						
Redecoration reserve	229,590	-	-	-	-	229,590
Total restricted funds	229,590	-	-	-	-	229,590
Total funds	1,334,590	6,951,082	(7,261,487)	-	16,714	1,040,899

13 Analysis of net assets between funds

	Unre-stricted funds £	Restricted funds £	Total 2023 £	Unre-stricted funds £	Restricted funds £	Total 2022 £
Fixed assets	507,075	-	507,075	499,207	-	499,207
Current assets	773,684	5,434	779,118	1,058,060	229,590	1,287,650
Current liabilities	(800,619)	-	(800,619)	(745,958)	-	(745,958)
	480,140	5,434	485,574	811,309	229,590	1,040,899

14 Financial commitments

At 31 March 2023 the charity was committed to making the following payments under non-cancellable operating leases:

	2023		2022	
	Land and buildings £	Other £	Land and buildings £	Other £
Less than 1 year	179,973	-	242,513	-
2 – 5 years	1,316,334	-	639,892	-
Greater than 5 years	646,442	-	1,028,527	-
	2,142,749	-	1,910,932	-

15 Related parties

There were no related party transactions during the year (2022: none).

16 Company limited by guarantee

The company was incorporated as a company limited by guarantee and has no share capital. The guarantee to the company is £1 per member on the winding up of the company. At 31 March 2023 the company had five members and the total amount guaranteed was therefore £5.

17 Financial instruments

	2023 £	2022 £
Financial assets measured at fair value through income and expenditure account	368,626	403,490
Financial assets that are debt instruments measured at amortised cost	737,279	1,225,262
	1,105,905	1,628,752
Financial liabilities measured at amortised cost	619,182	563,748
	619,182	563,748

	Income £	Expense £	Net gains £	Net losses £
2023				
Financial assets measured at fair value through income and expenditure account	15,273	-	-	28,113
Financial assets measured at amortised cost	-	-	-	-
Financial liabilities measured at amortised cost	-	-	-	-
	15,273	-	-	28,113
2022				
Financial assets measured at fair value through income and expenditure account	13,443	-	16,714	-
Financial assets measured at amortised cost	-	-	-	-
Financial liabilities measured at amortised cost	-	-	-	-
	13,443	-	16,714	-

ENCOMPASS CARE ORGANISATION UK

England & Wales - Charity number 1003779

Accounts



Encompass Care Organisation UK
(Formerly Encompass (Dorset))

Report and Accounts
of the Trustees
for the year ended

31 March 2022

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Encompass Care Organisation UK

Report of the Trustees for the Year ended 31 March 2022

Introduction

Please note that Companies House accepted the change of name from Encompass (Dorset) to Encompass Care Organisation UK with effect from 19 April 2022. The change of name has been registered with the Charity Commission.

CERTIFICATE OF INCORPORATION ON CHANGE OF NAME
Company Number 2526640
The Registrar of Companies for England and Wales hereby certifies that under the Companies Act 2006:
ENCOMPASS (DORSET) a company incorporated as private limited by guarantee; having its registered office situated in England and Wales; has changed its name to:
ENCOMPASS CARE ORGANISATION UK Given at Companies House on 19th April 2022

The Trustees submit the statutory Report and Accounts of Encompass Care Organisation UK, for the year ended 31 March 2022.

The results for the year are presented in the form of a Statement of Financial Activities, which incorporates the traditional income and expenditure account, in order to comply with the revised Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published on 16 July 2014. This, together with the notes on pages 18 to 26, provides full information on the movements during the year on all funds of the company.

Reference and Administrative Details

Registered Office:
Grove House
Millers Close
Dorchester
Dorset DT1 1SS

Registered Company No:
2526640

Charity No:
1003779

Website: www.encompassdorset.co.uk

Directors and Trustees

Trustees: Mr Christopher Kennedy (Chairman)
Revd Nigel Tooth
Mrs Norma Lee
Mr Grant Usmar
Mr David Corbin
Mr Alan Scutt resigned 03 September 2022
Mr Stephen Edlmann

Company Secretary and Chief Executive: Mrs Vivien De la Fuente

Bankers:
Barclays Bank plc
Tagus House
Ocean Way
Southampton
Hampshire
SO14 3TJ

Solicitors:
Porter Dodson
53 High West Street
Dorchester
Dorset
DT1 1UX

Auditors:
Elson Geaves Accountants Ltd
Statutory Auditors and Chartered Certified Accountants
12 Haviland Road
Ferndown Industrial Estate
Wimborne
Dorset
BH21 7RG

Structure, Governance and Management

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 31 July 1990. The Company was established under a Memorandum of Association and is governed under its Articles of Association. In the event of the company being wound up members may be required to contribute an amount not exceeding £1.

Appointment of Trustees

The Trustees constitute Directors of the charity for the purposes of the Companies Act 2006 and Trustees of the charity for the purposes of the Charities Act 1993. The Trustees work on a voluntary basis but all have a background relevant to the work of Encompass Care.

Rotation for re-election:

2022	2023	2024	2025
Alan Scutt (resigned)	Norma Lee	Stephen Edlmann	Grant Usmar
Christopher Kennedy	David Corbin		
Nigel Tooth			

Trustee Induction and Training

New Trustees are briefed as to their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision making processes, the business plan and recent financial performance of the charity. Trustees are encouraged to attend appropriate external training events where these will facilitate the undertaking of their role.

Organisation

A Board of Trustees manage the company through its Chief Executive. An appropriately qualified, registered Home or Scheme Manager manages the company's Residential Care Homes, Supported Living Services and Out Reach Service. Managers are supported by the company's central management team regarding HR, Operations, Finance, Training and Administration.

Risk Management

The charity holds a Corporate Risk Register, updated monthly, quarterly and annually, which identifies any risks against a risk matrix of consequence and likelihood that the company/charity may be exposed to. Where appropriate, systems or procedures have been established to mitigate and resolve potential risks, demonstrating controls and assurance to the Board at quarterly Committees and Board Meetings. Guidance, protocols, policies and procedures, including audit, are in place to ensure compliance with all applicable statutory regulations including health and safety of staff, service users and visitors to all Encompass Care properties.

Objectives and Activities

The principal activity of the company is to provide accommodation, personal care and support to adults with a learning disability and adults with enduring Mental Health needs to optimise their abilities and enhance their quality of life.

The company is regulated by the Care Quality Commission and the Charities Commission.

At the start of 2021, the company provided 27 residential and respite beds in North, Central and West Dorset and Supported Living Services to 73 Tenants in 15 sub locations. Our Community Outreach Service Pan Dorset supports people in their own homes.

The addresses of the locations where we operate can be found in Appendix 1.

Achievements and Performance

The annual Business Plan outlines the company's direction and focus until the end of the current financial year, identifying measurable, achievable goals for the business as a Charity and not-for-profit organisation. The plan was produced for the Encompass Care Board of Trustees on 25th July 2021. It was reviewed and updated quarterly with a final Position Statement and key achievements reported to the Board in April 2022.

Efficiencies and system improvements have been implemented in the financial year. The Board reports, Committee recommendations and the quarterly position statements of the Annual Business Plan provides assurance, evidences quality and robust governance confirming that we have effectively managed and overcome many challenges.

Mission Statement

- Encompass (Dorset) is a registered charity providing specialist support and personal care to individuals with a learning disability or enduring mental health needs.
- We take pride in enabling, encouraging and supporting people to reach their full potential.
- We offer individualised care plans and provide outstanding personal care for successful outcomes.
- We work with people and their families in their homes for fulfilled, supported living which is safe, caring and respects their dignity and choices at all times.

Encompass Core Values

- Person Centred Support
- Personalised Planning
- Proactive, Flexible, Safe Activities
- Provide Quality Assured Services

Corporate Objectives by 2022

- To meet and exceed the expectations of the people we support, commissioners and regulators
- To ensure long term viability of Encompass
- To be a preferred provider of choice

Achieve These by:

- Delivering sound governance
- Maximising financial efficiency and operational effectiveness
- Implementing digital technology and improving our IM&T systems
- Raising the profile of Encompass locally and nationally

Key Achievements by 31 March 2022

- Compliance with GDPR via registration on the DPST by June 2021 and obtain cyber security insurance, key energy contracts reviewed and prices fixed

- Team Leaders received formal leadership and foundation management training.

- Developed a clear pricing and invoicing structure by negotiating and agreeing more detailed commissioning and operational processes within the non-framework agreement between Encompass Care and DC. The impact of negotiations may not show until 2022/23.

- Completed a Pay Review Programme in consultation with staff. Operations, Finance and HR to directed and delivered the programme. The outcome presented to Board for support/approval during 2021.

- Audit of IM&T systems, cleansed and organised for easier access to files/folders and added security, set up for Divisions/ Departments.

- Improved relationships with commissioners now we are on the new Dorset Framework.

- Remote working and staff wellbeing alongside flexibility without losing productivity during this challenging time.

- A well-developed culture of transparency, trust and respect at all levels within The Company. Transparency helps to build interpersonal trust between employees, regardless of position, especially when there are clear systems in place to communicate.

- We have re-ignited the social media platforms and our website has been reviewed pending full rebuild in 22-23.

Key Risks Outstanding

1. Financial Forecast dependent upon commissioner rates and recovery of debts.

2. Agency usage and escalating expenditure owing to a national recruitment challenges and implications of the NMW. Controls and monitoring are in place. The on-going outbreaks of Covid have forced us to use agency to keep our service users safe.

All risks are monitored through our operational and corporate risk registers which are presented for scrutiny at the Board and other committees throughout the year.

Future Plans

During quarter 4 of 2021/22, we have engaged with our staff and the Board to develop our 3-year strategy from 2022 - 2025. Our Annual Business Plan in 2022/23, reflects our consolidation following the period of the Pandemic and the challenges we face in the Adult Social Care Sector. National benchmarking and national / local changes to commissioning are expected to improve our sustainability in 2023/24. Where we have recurrent issues with one commissioner to pay us enough to cover our costs, we have a service improvement plan formulated and being implemented in 2022 to compensate and rationalise our services to ensure they are sustainable and create a positive financial position. The key area to address is our use of agency, which is still high as the Covid pandemic settles, but outbreaks continue on a regular basis, so efficiency through renegotiation of rates and employing the right agency are fundamental in our operational delivery.

We are raising our social value in the community by promoting our charity and partnering with other charities to provide activities and support to the people we support. Our vision is to provide 'Pioneering support in an inclusive and accessible community'.

Financial Review

This was a difficult year as the Covid-19 pandemic continued impacting on our income but financial support from Local Authorities wasn't as significant as the previous year. Our rates for support saw marginal uplifts as we waited for the new framework from Dorset Council, while recruitment and retention were difficult in a challenging workforce market. This lead to an increase in spend on agency staff.

Our income this year was £6,938k from charitable activities (2021: £7,041k), however, this included £136k of grants and support from central government paid by Dorset Council to cover costs of the pandemic. Our investment income was £13k (2021: £15k) and we had donations of £nil (2021: £10k). Our occupancy rate during the year was 87% (2021: 93%) for supported living and our residential services. Our occupancy rate for our respite services at Encombe, Dorchester was 58% (2021: 44%) this had recovered significantly compared to the prior year. We continue to work hard to fill vacancies as they have a significant impact on our bottom line. Increase in costs, specifically the National Minimum Wage, and no increases in our hourly support rates continue to put pressure on our margins.

This year we had outgoing resources of £310k compared to outgoing resources of £96k in the prior year. The difference was mainly due to the reduced support from Local Authorities and increased agency costs. Cash at year end was £605k at year end (2021: £707k). The deficit in the year and a significant increase in debtors meant cash from operating activities was an out-flow of £348k compared to an inflow of £22k in 2021. We withdrew £259k from our investments in order to maintain our cash levels.

Our investment advisers continue to take a cautious approach to our investment portfolio during the year we withdrew £259k in order to support our cash position. Our investments were re-valued at year end with an increase of £16k compared to the prior year. At the year-end our investments were valued at £403k (2021: £646k).

Our balance sheet position has weakened with net assets at the year-end of £1,041k (2021: £1,335k). The change is mainly due to the deficit in the year.

Investment Powers and Policy

Encompass has a cautious attitude to risk but wishes to make the most of its cash reserves. Encompass' investment advisors, Charles Stanley, manage all investments and advise the company of any changes that should be made. Any major changes or withdrawals are approved at Board level. The investment portfolio advised by Charles Stanley on Encompass' behalf is low risk and comprises UK Index Linked Gilts, various Unit Trusts and low risk Equities.

Reserves Policy

Encompass intends to maintain adequate reserves to fulfil its obligations to both staff and service users should the need for re-organisation arise. Working capital requirements will be funded from normal operating cash flow.

Trustees' Responsibilities in Relation to the Financial Statements

Company law requires the Trustees (Directors) to prepare the Report of the Trustees, including the Strategic Report and Financial Statements for each financial year. Under that law the Trustees have elected to prepare financial statements in accordance with the United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of the incoming resources and application of resources, including the income and expenditure of the company for that period. In preparing these financial statements, the Directors are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgements and accounting estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Statement as to Disclosure to our Auditors

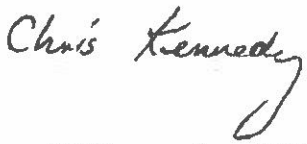
Insofar as the Trustees are aware at the time of approving our Trustees' Annual Report:

- There is no relevant information, being information needed by the auditor in connection with preparing their report, of which the auditor is unaware; and
- The Trustees, having made enquiries of fellow directors that they ought to have individually taken, have each taken all steps that he/she is obliged to take as a Director in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Elson Geaves Accountants Ltd were re-appointed auditors following the AGM on 24 October 2022.

By Order of the Board

Trustee's signature:



Date of approval: 8th December 2022

Chair of Trustees: **Mr Christopher Kennedy**

Report of the Independent Auditors to the Members of Encompass Care Organisation UK (formerly known as Encompass (Dorset))

Opinion

We have audited the financial statements of Encompass Care Organisation UK (the 'charitable company') for the year ended 31 March 2022, which comprise the Statement of Financial Activities, the Balance Sheet and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its result, for the year then ended;
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- Have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions Relating to Going Concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- The Trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- The Trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other Information

The Trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinion on Other Matters Prescribed by The Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- The information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on Which we are Required to Report by Exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- Adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- The financial statements are not in agreement with the accounting records and returns; or
- Certain disclosures of Trustees' remuneration specified by law are not made; or
- We have not received all the information and explanations we require for our audit; or
- The Trustees were not entitled to take advantage of the small company's exemption from the requirement to prepare a strategic report or in preparing the Report of the Trustees.

Responsibilities of Trustees

As explained more fully in the Statement of Trustees Responsibilities, the Trustees (who are also the Directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is

necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.
In preparing the financial statements, the Trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting, unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our Report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Gary David Elson, FCCA
Senior Statutory Auditor



For and on behalf of:

Elson Geaves Accountants Ltd
Chartered Certified Accountants and Statutory Auditors
12 Haviland Road
Ferndown Industrial Estate
Wimborne
Dorset
BH21 7RG

Date: 8 DECEMBER 2022

Statement of Financial Activities for the Year Ended 31/03/22

	Note	Redecorating Reserve £'000s	Donated Funds £'000s	General Fund £'000s	Total Funds 2022 £'000s	Total Funds 2021 £'000s
Income						
Donations & legacies		-	-	-	-	10
Income from investments	2	-	-	13	13	15
Income from charitable activities	2	-	-	6,938	6,938	7,041
Total income		-	-	6,951	6,951	7,066
Expenditure						
Expenditure on charitable activities	3/4	-	-	7,261	7,261	7,162
Total expenditure		-	-	7,261	7,261	7,162
Net incoming / (outgoing) resources		-	-	(310)	(310)	(96)
Net gain/(loss) on investments	5	-	-	16	16	97
Net income / (expenditure)		-	-	(294)	(294)	1
Adjustment to prior year reserves	6	-	-	-	-	352
Net movement in funds		-	-	(294)	(294)	353
Reconciliation of funds						
Total funds brought forward at 1 April 2021		50	180	1,105	1,355	982
Total funds carried forward at 31 March 2022		**50**	**180**	**811**	**1,041**	**1,335**

Balance Sheet as at 31/03/22

	Notes	2022 £'000s	2022 £'000s	2021 £'000s	2021 £'000s
FIXED ASSETS					
Tangible Assets	7	95		126	
Investments	8	403		646	
			498		772
CURRENT ASSETS					
Debtors	9	683		511	
Cash at Bank and in Hand		605		707	
		1,288		1,218	
CURRENT LIABILITIES					
Creditors - amounts falling due within one year	10	(648)		(558)	
NET CURRENT ASSETS/(LIABILITIES)			640		660
TOTAL ASSETS LESS CURRENT LIABILITIES			1,138		1,432
PROVISIONS	11	(97)		(97)	
NET ASSETS			**1,041**		**1,335**
CAPITAL AND RESERVES					
General Fund			811		1,105
Redecoration Reserve			50		50
Donated Funds Reserve			180		180
			1,041		**1,335**

The accounts were approved by the Board of Directors on 8th December 2022 and signed on its behalf by:

Chris Kennedy

Christopher Kennedy

The notes on pages 18 to 26 form part of these financial statements

Cash Flow Statement for the Year Ended 31/03/22

	2022 £'000s	2021 £'000s
CASH PROVIDED BY OPERATING ACTIVITIES		
Per note below	(348)	22
CASHFLOWS FROM INVESTING ACTIVITIES		
Investment income	13	15
Purchase of tangible fixed assets	(26)	(100)
Proceeds from sale of investments	259	94
Cash provided (used in) investing activities	246	9
(DECREASE)/INCREASE IN CASH AND CASH EQUIVALENTS IN THE YEAR	(102)	31
Cash and cash equivalents at the beginning of the year	707	676
CASH AND CASH EQUIVALENTS AT THE END OF THE YEAR	605	707
ANALYSIS OF CASH PROVIDED BY OPERATING ACTIVITIES		
Net (out-going)/incoming resources	(310)	(96)
Depreciation	57	55
Decrease / (increase) in debtors	(172)	122
(Decrease) / increase in creditors	90	(44)
(Decrease) in provisions	-	(352)
Investment income	(13)	(15)
Prior year adjustments	-	352
CASH PROVIDED BY OPERATING ACTIVITIES	(348)	22

Notes to the Accounts for the Year Ended 31/03/22

1 Accounting Policies

The principal accounting policies adopted, judgements and key sources of estimations in the preparation of the financial statements are as follows:

a) Basis of Preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) effective 1 January 2015 – (Charities SORP (FRS102)), the Financial Reporting Standard Applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006.

Encompass Care meets the definition of a public benefit entity under FRS102.

Assets and liabilities are stated at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note to the financial statements.

b) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the items of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income from grants, whether capital or revenue, is recognised when the charity has entitlement to the funds, any performance conditions have been met, and the amount can be measured reliably and is not deferred.

For legacies, entitlement is taken at the time when a distribution is received from the estate of the deceased.

c) Investment Income

Interest and other investment income is included when receivable and the amount can be measured reliably by the charity. This is normally upon notification from the bank or fund managers.

d) Fund Accounting

Unrestricted (general) funds are available to spend on activities that further any of the purposes of the charity. Designated funds are unrestricted funds of the charity which the Trustees have decided at their discretion to set aside for specific purposes. Restricted funds are donations and legacies which have been received for a specific purpose.

e) **Expenditure, including Irrecoverable VAT**

Expenditure is recognised once there is a legal or constructive obligation to make payment to a third party, it is probable that settlement will be required and the amount can be measured reliably. Expenditure is classified under the following activity headings:

- Costs directly attributable to the principal activities of the charity.
- Support costs attributable to the principal activities of the charity.
- Costs attributable to the control and governance of the charity.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

f) **Allocation of Support Costs**

Support costs are those functions that assist the work of the charity but do directly undertake charitable activities. Support costs include head office costs, finance, personnel, and payroll and training costs. These costs are allocated between direct charitable activities and governance, and are set out in the notes.

g) **Operating Leases**

The charity classifies the leases of medical equipment and motor vehicles as operating leases. The title to the assets remains with the lessor. Rental charges are charged on a straight line basis over the terms of the lease.

h) **Tangible Fixed Assets**

Individual fixed assets costing over £500 are capitalised at cost and are depreciated over their estimated useful economic life on a straight line basis as follows:

Improvements to leasehold property	10% per annum
Fixtures and fittings	20% per annum
Computer equipment	33% per annum
Motor vehicles	25% per annum

i) **Investments**

Investments are valued at the current mid-market value. Any gain or loss on the investment is recognised in the Statement of Financial Activities.

j) **Debtors**

Trade debtors are recognised at the settlement amount due after taking provision for any doubtful debts. Prepayments are valued at the net amount prepaid.

k) **Cash at Bank and In Hand**

Cash at bank and in hand includes cash and short term highly liquid investments.

l) **Creditors and Provisions**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably.

m) **Financial Instruments**

The charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are recognised at transaction value and subsequently measured at their settlement value, the exception being the fixed asset investments which are valued at mid-market price.

n) **Pension Costs**

The charity operates three different pension schemes:

i) NHS Pension Scheme

This scheme is only available to those staff that transferred from the local Health and Social Authorities. It is a defined benefit scheme, with benefits depending on final salary and years of service and contribution. The NHS Pension scheme is a multi-employer defined benefit scheme. The Trustees are unable to confirm the charity's share of the underlying assets and liabilities of the NHS Pension scheme and therefore the scheme is accounted for as defined contribution scheme.

ii) Defined Contribution Scheme

This scheme is operated and administered by Aviva on behalf of the Charity.

iii) Auto Enrolment Scheme

This scheme is operated and administered by The Peoples Pension on behalf of the Charity.

Details of employee and employer contributions to these schemes are set out in note four of these financial statements.

2 Charitable Income

General Fund	%	2022 £'000s	%	2021 £'000s
Fee Income				
Supported living	67.5	4,693	68.2	4,815
Outreach	2.1	146	1.6	114
Respite	7.8	545	4.6	322
Residential care	17.8	1,235	17.6	1,243
Other	2.0	136	4.9	348
	97.2	6,755	97.0	6,842
Other Income				
Rental income	1.6	111	2.0	138
Housing management	0.5	33	0.5	34
Interest	0.2	13	0.2	15
Other	0.5	39	0.4	27
	2.8	196	3.0	214
Total Income	**100.0**	**6,951**	**100.0**	**7,056**

NB: Other Fee Income included £136,000 (2021: £322,000) of grants and additional income provided by Dorset Council to cover additional costs incurred due to Covid.

3 Expenditure on Charitable Activities

	2022				2021			
Costs directly allocated to activities	**Donations**	**Service user support**	**Governance**	**Total**	**Donations**	**Service user support**	**Governance**	**Total**
	£'000s	**£'000s**	**£'000s**	**£'000s**	**£'000s**	**£'000s**	**£'000s**	**£'000s**
Staff Costs	-	5,398	-	5,398	-	5,331	-	5,331
Facilitation of support	-	553	-	553	-	620	-	620
Motor & Travel	-	34	6	40	-	37	4	41
Insurance	-	26	13	39	-	24	10	34
Recruitment	-	43	-	43	-	37	-	37
Audit Fees	-	-	16	16	-	-	14	14
	-	6,054	35	6,089	-	6,049	28	6,077
Support costs allocated to activities								
Head Office Staff	-	515	257	772	-	530	264	794
Depreciation	-	19	13	32	-	19	13	32
Training	-	-	35	35	-	-	53	53
Communications	-	21	10	31	-	21	9	30
Head Office Costs	-	137	68	205	-	92	45	137
Legal & Professional	-	-	97	97	-	-	39	39
	-	692	480	1,172	-	662	423	1,085
Total Resources Expended	**-**	**6,746**	**515**	**7,261**	**-**	**6,711**	**451**	**7,162**

NB: These staff costs include £1,131K, (2021: £619K), of agency costs. Agency costs are not included in Note 4, which gives employee salary costs only.

Directors' indemnity insurance of £3,795 (2021: £3,538) was charged in this year's accounts.

4 Employees

	2022	2021
The average number of whole time equivalent employees	180	198
The average number of employees	252	264
Number of employees whose annual emoluments came within the following ranges:		
£60,000 to £69,999	0	0
£70,000 to £79,999	0	0
£80,000 to £89,999	1	1

	2022 £'000s	2021 £'000s
The cost incurred in respect of all employees:		
Salaries and wages	4,558	5,033
Social security	363	396
Pensions	111	130
Apprenticeship Levy	8	10
	5,040	5,569

Employee contributions to the NHS Pension Scheme are set between 5% and 9% depending upon their individual pensionable salary. Contributions towards the Friends Provident Pension scheme are variable and The People's Pension (auto enrolment) schemes were 3%.

Encompass contributes 14.38% to the NHS scheme, between 3 and 5% to Friends Provident and 2% to The People's Pension.

5 Net Gains / (Losses) on Investments

The company has recognised a gain of £16,713 (2021: gain of £97,295) in the market value of its investments.

6 Adjustment to Prior Year Reserves

No prior year adjustments in 2022. In 2021 a provision for potential additional pay for staff doing sleep-ins was released. This was because during the year the Supreme Court ruled that, in interpreting the application of the National Minimum Wage Regulations 2015, that sleep-in care workers are only entitled to be paid the National Minimum Wage when they are awake on shift for the purposes of working, not when they are permitted to sleep. A provision had been made in prior years should it have been necessary to pay the National Minimum Wage for sleep-ins. This was released to the General Reserve.

7 Tangible Assets

	Land & Building Improve £'000s	Fixtures, Fittings & Equip Purchased £'000s	Total £'000s
Cost			
As at 1 April 2021	10	260	270
Additions	-	26	26
Disposals	-	-	-
As at 31 March 2022	10	286	296
Accumulated Depreciation			
As at 1 April 2021	9	135	144
Charge for the year	1	56	57
Disposals	-	-	-
As at 31 March 2022	10	191	201
Net Book Value			
As at 31 March 2022	**-**	**95**	**95**
As at 31 March 2021	1	125	126

8 Investments

These consist of a low risk portfolio, including UK index linked Gilts, various unit trusts and equities.

	2022 £'000s	2021 £'000s
Charles Stanley Investment Portfolio	646	643
Sale of investments	(259)	(94)
Gain/(Loss) on investments	16	97
	403	646

9 Debtors

	2022 £'000s	2021 £'000s
Fee debtors	620	433
Prepayments	63	78
	683	511

10 Creditors

Amounts falling due within one year:

	2022 £'000s	2021 £'000s
Trade Creditors	136	95
Social Security and other taxes	101	110
Other Creditors	3	4
Accruals and Deferred income	408	349
	648	558

11 Provisions

	2022 £'000s	2021 £'000s
Staff	50	50
Property and dilapidations	47	47
	97	97

12 Contingent Liabilities

There are no contingent liabilities at the balance sheet date.

13 Service Users Monies

The charity maintains bank deposit accounts to the benefit of many of the service users. At the year end these funds amounted to £51,376 (2021: £196,017).

14 Capital Commitments

There were no capital commitments at the balance sheet date.

15 Leasing Commitments

The following leases were in place at the balance sheet date:

- A ten year lease for the head office in Millers Close, Dorchester. Expires - 30.04.2028 - £39,655 pa
- A fifteen year lease on a residential home at Rawleigh House, Sherborne. Expires - 17/12/2044 - £29,445 pa
- A ten year lease for a respite home at 5 Prince of Wales Road, Dorchester. Expires - 29/06/2032 - £85,123 pa
- A lease on a residential home at Elsadene, Weymouth. Expired - rolling lease - £36,209 pa
- A lease on supported living accommodation at 46 West Allington, Bridport. Expired - rolling lease - £22,992 pa
- A lease on supported living accommodation at 32 Knightstone Rise, Bridport.

Expired - rolling lease - £9,304 pa

- A lease on supported living accommodation at The Coach House, Weymouth. Expired - rolling lease - £14,035 pa
- A ten year lease on supported living accommodation at 196 Abbotsbury Road, Weymouth. Expires - 31/03/2030 - £5,750 pa

Total rental commitments for the year ended 31 March 2022 amount to £242,513.

16 Related Parties

No Board member receives any remuneration for services as members of the Board. No Board member had any beneficial interest in any contract with the charity during the year. Expenses totalling £215 (2021: £nil) were reimbursed for two of the Trustees.

Encompass Service Locations as at 31/03/22

Residential Care Homes:

Elsadene
1 Verne Road
Weymouth
Dorset
DT4 0RX

Rawleigh House
The Avenue
Sherborne
Dorset
DT9 3AJ

Respite Care Home:

Encombe
5 Prince of Wales Road
Dorchester
Dorset
DT1 1PW

Domiciliary Services:

Grove House
Millers Close
Dorchester
Dorset
DT1 1SS

Supported Living Services:

193 St Andrews Road
Bridport
Dorset
DT6 3BW

32 St Andrews Road
Bridport
Dorset
DT6 3BQ

46 West Allington
Bridport
Dorset
DT6 5BH

32 Knightstone Rise
Bridport
Dorset
DT6 3DR

2 Bullen's Mead
St. Swithins Road
Bridport
Dorset
DT6 5DP

Sandhills
Lower Road
Stalbridge
Dorset
DT10 2NJ

The Lime Tree Bungalow
Culverhays
Long Street
Sherborne
Dorset
DT9 3BY

109 Coldharbour
Sherborne
Dorset
DT9 4JL

111 Coldharbour
Sherborne
Dorset
DT9 4JL DT6 3BW

3 Prince of Wales Road
Dorchester
Dorset
DT1 1PW

5 Dick O' Th' Banks
Crossways
Dorchester
Dorset
DT2 8BJ

Beechcroft
20A Alexandra Road
Weymouth
Dorset
DT4 7QQ

196 Abbotsbury Road
Weymouth
Dorset
DT4 0NA

The Coach House
3-5 Verne Road
Weymouth
Dorset
DT4 0RX

18/20 Alexandra Road
Weymouth
Dorset
DT4 7QQ

ENCOMPASS CARE ORGANISATION UK

England & Wales - Charity number 1003779

Accounts



Encompass (Dorset)

Report and Accounts of the Trustees for the year ended

31 March 2021

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Encompass (Dorset)

Report of the Trustees for the Year ended 31 March 2021

Introduction

The Trustees submit the statutory Report and Accounts of Encompass (Dorset) for the year ended 31 March 2021.

The results for the year are presented in the form of a Statement of Financial Activities, which incorporates the traditional income and expenditure account, in order to comply with the revised Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published on 16 July 2014. This, together with the notes on pages 20 to 28, provides full information on the movements during the year on all funds of the company.

Reference and Administrative Details

Registered Office:
Grove House
Millers Close
Dorchester
Dorset DT1 1SS

Registered Company No:
2526640

Charity No:
1003779

Website: www.encompassdorset.co.uk

Directors and Trustees

Trustees: Mr Christopher Kennedy (Chairman)
Revd Nigel Tooth
Mrs Norma Lee
Mr Grant Usmar
Mr David Corbin
Mr Alan Scutt
Mr Stephen Edlmann

Company Secretary and Chief Executive: Mrs Vivien De la Fuente

Bankers:
Barclays Bank plc
Tagus House
Ocean Way
Southampton
Hampshire
SO14 3TJ

Solicitors:
Porter Dodson
53 High West Street
Dorchester
Dorset
DT1 1UX

Auditors:
Elson Geaves
Statutory Auditors and Chartered Certified Accountants
12 Haviland Road
Ferndown Industrial Estate
Wimborne
Dorset
BH21 7RG

Structure, Governance and Management

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 31 July 1990. The Company was established under a Memorandum of Association and is governed under its Articles of Association. In the event of the company being wound up members may be required to contribute an amount not exceeding £1.

Appointment of Trustees

The Trustees constitute Directors of the charity for the purposes of the Companies Act 2006 and Trustees of the charity for the purposes of the Charities Act 1993. The Trustees work on a voluntary basis but all have a background relevant to the work of Encompass.

Rotation for re-election:

2021	2022	2023	2024
Grant Usmar	Alan Scutt	Norma Lee	Stephen Edlmann
	Christopher Kennedy	David Corbin	
	Nigel Tooth		

Trustee Induction and Training

New Trustees are briefed as to their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making processes, the business plan and recent financial performance of the charity. Trustees are encouraged to attend appropriate external training events where these will facilitate the undertaking of their role.

Organisation

A Board of Trustees manage the company through its Chief Executive. An appropriately qualified, registered Home or Scheme Manager manages the company's Residential Care Homes, Supported Living Services and Out Reach Service. Managers are supported by the company's central management team regarding HR, Operations, Finance, Training and Administration.

Risk Management

The charity holds a Corporate Risk Register, updated bi-monthly and annually, which identifies any risks against a risk matrix of consequence and likelihood that the company/charity may be exposed to. Where appropriate, systems or procedures have been established to mitigate and resolve potential risks, demonstrating controls and assurance to the Board at bi-monthly Board Meetings. Guidance, protocols, policies and procedures, including audit, are in place to ensure compliance with all applicable statutory regulations including health and safety of staff, service users and visitors to all Encompass properties.

Objectives and Activities

The principal activity of the company is to provide accommodation, personal care and support to adults with a learning disability and adults with enduring Mental Health needs to optimise their abilities and enhance their quality of life.

The company is regulated by the Care Quality Commission and the Charities Commission.

At the start of 2020, the company provided 27 residential and respite beds in North, Central and West Dorset and Supported Living Services to 79 Tenants in 15 sub locations. Our Community Outreach Service Pan Dorset supports people in their own homes.

The addresses of the locations where we operate can be found in Appendix 1.

Achievements and Performance

The annual Business Plan outlines the company's direction and focus until the end of the current financial year, identifying measurable, achievable goals for the business as a Charity and not-for-profit organisation. The plan was produced for the Encompass Board of Trustees on 22nd June 2020. It was reviewed and updated in October 2020 with a final Position Statement and key achievements in March 2021.

Successful improvements have been introduced into the Company over the current financial year and the Annual Business Plan provides governance and gives the assurances that we have effectively managed and overcome many challenges.

Mission Statement

- Encompass (Dorset) is a registered charity providing specialist support and personal care to individuals with a learning disability or enduring mental health needs.
- We take pride in enabling, encouraging and supporting people to reach their full potential.
- We offer individualised care plans and provide outstanding personal care for successful outcomes.
- We work with people and their families in their homes for fulfilled, supported living which is safe, caring and respects their dignity and choices at all times.

ENCOMPASS CORE VALUES

- Person Centred Support
- Personalised Planning
- Proactive, Flexible, Safe Activities
- Provide Quality Assured Services

CORPORATE OBJECTIVES BY 2021

- To meet and exceed the expectations of the people we support, commissioners and regulators
- To ensure long term viability of Encompass
- To be a preferred provider of choice

Achieve These By:

- Delivering sound governance
- Maximising financial efficiency and operational effectiveness
- Implementing digital technology and improving our IM&T systems
- Raising the profile of Encompass locally and nationally

KEY ACHIEVEMENTS BY 2021

- We have set up a robust risk assurance framework with rigorous scrutiny through our Board of Trustees, our Committees, Focus Groups, EMT and SMT communication and working groups. We improved the efficiency of these functions by reviewing the terms of reference and membership and facilitating virtual meetings during the pandemic.
- A financial risk from last year was satisfied in May 2020. The dispute was with Dorset Council to agree to pay for shared hour costs for 2019/2020 invoiced in January 2020.
- National Initiative – HMRC: funding for sleep-ins has been resolved through the Supreme Court. We have uplifted the sleep-in payment to ensure parity across all sleep-in shifts.
- Mandatory training compliance achieved 97% for the company through online modules during the pandemic.
- Performance key indicators are monitored monthly and quarterly at
- Board level. Actions taken to bring any deviation from performance
- expected back into line through a rigorous remedial risk management
- process in place.
- We have implemented digital technology and invested in equipment and software to improve remote working and the growing need for our service users to have more access to digital technology to maintain contact with family and friends.
- Delivered a marketing strategy to be taken forwards in 2022.
- All Service Managers and senior managers are providing wellbeing sessions, training and 1 to 1 mentorship to support staff through this challenging time. We appointed a senior a manager as our Mental Health and Wellbeing Lead, setting a precedent in the social care sector and more so in the LD & MH sector.
- We engaged staff in a post Covid-19 and an annual survey. The circles of support also engaged in a post Covid survey.
- We developed the functionality of Nourish to commence replacing all reporting processes and communication systems for staff and management assurance. We have upgraded our operating systems the 'go live' plan was executed by October 2020.
- We have maintained our monthly Bulletin to ensure a 2-way communication between Trustees, Executive Management and the company as well as some

external stakeholders. e will continue to contribute to the local, regional and national agenda for Health and Social Care.

- We have introduced more recruitment initiatives, reviewed our advertising and website with links to recruitment campaigns both local and national. The recruitment process is now more efficient (less than the target of 56 days) and it takes less time from processing documentation to expedite start dates for new employees.
- We have established a Complaints Team at Senior Management level to investigate complaints and respond to complainants by setting up virtual meetings to understand their concerns, manage their expectations and take ownership for putting remedial actions in place. This ensures that they appreciate we respect their views, act on their concerns and provide the highest quality of service provision to the client. Since April 2020 we have not received any complaints.
- Our appraisals process has achieved its target of 100% across the company.
- We appointed an IT Services Manager to provide advice and support and to work with our contractors, Kick and Nourish, as well as research possibilities with Opera.

KEY RISKS OUTSTANDING

1. There continues to be a strong emphasis on sickness management.
2. We are not expecting to reduce agency costs as planned and this is monitored via our Corporate Risk Register
3. The operational financial risk continues to be a deficit position. Cost improvement (value for money) and anticipating a break-even position in 2021 with a surplus operating position in 2022 is unachievable. The pandemic has highlighted the financial position of the adult social care sector and there has been no uplift in fees or support for the increases in National Minimum Wage. It was anticipated that expansion and growth would spread the cost of our overheads and redress the balance of income versus costs to become income positive.

FUTURE PLANS

We will continue the momentum to pursue our 2020-2022 organisational strategy mitigating the impact of the pandemic and the lack of funding for the sector where possible.

Financial Review

This was a difficult year the Covid-19 pandemic started just prior to the start of the year and by the end of March 2020 all our head office staff were working remotely from home. This involved a considerable amount of effort and is testament to the hard work of our staff that the support service provided continued uninterrupted and undimmed.

The pandemic has had financial implications with significantly increased amounts spend on PPE and cleaning as well as restricting placement of services users especially in our respite service. Restrictions on movement of staff resulted in additional expenditure on agency staff.

Our income this year was £7,041k from charitable activities (2020: £6,686k), however, this included £322k of grants and support from central government paid by Dorset Council to cover costs of the pandemic such as PPE and cleaning. Our investment income was £15k (2020: £28k) and we had donations of £10k (2020: £nil). Our occupancy rate during the year was 93% (2020: 92%) for supported living and our residential services. Our occupancy rate for our respite services at Encombe, Dorchester was 44% (2020: 69%) and was badly affected by the pandemic. We continue to work hard to fill vacancies as they have a significant impact on our bottom line. Increase in costs, specifically the National Minimum Wage, and no increases in our hourly support rates continue to put pressure on our margins.

This year we had out going resources of £96k compared to incoming resources of £74k in the prior year. This was mainly due to the additional costs due to the pandemic and decreased revenues from our respite service. However, a significant decrease in debtors meant cash from operating activities was an in-flow of £22k compared to an outflow of £58k in 2020. We withdrew £94k from our investments in order to support our expenditure on fixed assets, most of which was to provide additional IT infrastructure to allow remote working. This resulted in a cash balance of £707k at year end (2020: £676k).

During the year the Supreme Court ruled that the National Minimum Wage does not need to be paid for sleep-ins. In prior years a provision for potential back dated claims had been made. This provision was released resulting in £352k being treated as a prior year adjustment and transferred to the General Reserve. This judgement has provided certainty and we now pay an increased rate for sleep-ins.

Our investment advisers continue to take a cautious approach to our investment portfolio, our funds increased by £97k recovering our losses from the previous year.

Our balance sheet position has improved with net assets at the year-end of £1,335k (2020: £982k). The improvement is mainly due to the prior year adjustment, which was the release of the sleep-in provision.

Investment Powers & Policy

Encompass has a cautious attitude to risk but wishes to make the most of its cash reserves. Encompass' investment advisors, Charles Stanley, manage all investments and advise the company of any changes that should be made. Any major changes or withdrawals are approved at Board level. The investment portfolio advised by Charles

Stanley on Encompass' behalf is low risk and comprises UK Index Linked Gilts, various Unit Trusts and low risk Equities.

Reserves Policy

Encompass intends to maintain adequate reserves to fulfil its obligations to both staff and service users should the need for re-organisation arise. Working capital requirements will be funded from normal operating cash flow.

Trustees' Responsibilities in Relation to the Financial Statements

Company law requires the Trustees (Directors) to prepare the Report of the Trustees, including the Strategic Report and Financial Statements for each financial year. Under that law the Trustees have elected to prepare financial statements in accordance with the United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of the incoming resources and application of resources, including the income and expenditure of the company for that period. In preparing these financial statements, the Directors are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgements and accounting estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Statement as to Disclosure to our Auditors

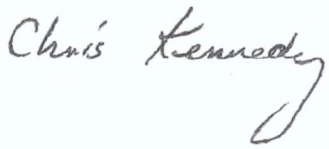
Insofar as the Trustees are aware at the time of approving our Trustees' Annual Report:

- There is no relevant information, being information needed by the auditor in connection with preparing their report, of which the auditor is unaware; and
- The Trustees, having made enquiries of fellow directors that they ought to have individually taken, have each taken all steps that he/she is obliged to take as a director in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Elson Geaves Accountants Ltd were re-appointed auditors following the AGM on 20 December 2021.

By Order of the Board

Trustee's signature:



Date of approval: 20 December 2021

Chair of Trustees: **Mr Christopher Kennedy**

Report of the Independent Auditors to the Members of Encompass (Dorset)

Opinion

We have audited the financial statements of Encompass (Dorset) (the 'charitable company') for the year ended 31 March 2021, which comprise the Statement of Financial Activities, the Balance Sheet and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its result, for the year then ended;
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- Have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions Relating to Going Concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other Information

The Trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinion on Other Matters Prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- The information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on Which We are Required to Report by Exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- Adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- The financial statements are not in agreement with the accounting records and returns; or
- Certain disclosures of Trustees' remuneration specified by law are not made; or
- We have not received all the information and explanations we require for our audit; or
- The Trustees were not entitled to take advantage of the small company's exemption from the requirement to prepare a strategic report or in preparing the Report of the Trustees.

Responsibilities of Trustees

As explained more fully in the Statement of Trustees Responsibilities, the Trustees (who are also the Directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting, unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

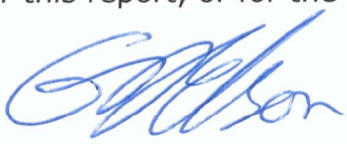
A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of Our Report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Gary David Elson, FCCA
Senior Statutory Auditor



For and on behalf of:

Elson Geaves Accountants Ltd
Chartered Certified Accountants and Statutory Auditors
12 Haviland Road
Ferndown Industrial Estate
Wimborne
Dorset
BH21 7RG

Date: 20 December 2021

Statement of Financial Activities for the Year Ended 31/03/21

	Note	Redecorating Reserve £'000s	Donated Funds £'000s	General Fund £'000s	Total Funds 2021 £'000s	Total Funds 2020 £'000s
Income						
Donations & legacies		-	10	-	10	-
Income from investments	2	-	-	15	15	28
Income from charitable activities	2	-	-	7,041	7,041	6,686
Total income		-	10	7,056	7,066	6,714
Expenditure						
Expenditure on charitable activities	3/4	-	-	7,162	7,162	6,640
Total expenditure		-	-	7,162	7,162	6,640
Net incoming / (outgoing) resources		-	10	(106)	(96)	74
Net gain/(loss) on investments	5	-	-	97	97	(82)
Net income / (expenditure)		-	10	(9)	1	(8)
Adjustment to prior year reserves	6	-	-	352	352	348
Net movement in funds		-	10	343	353	340
Reconciliation of funds						
Total funds brought forward at 1 April 2020		50	170	762	982	642
Total funds carried forward at 31 March 2021		**50**	**180**	**1,105**	**1,335**	**982**

Balance Sheet as at 31/03/21

	Notes	2021 £'000s	2021 £'000s	2020 £'000s	2020 £'000s
FIXED ASSETS					
Tangible Assets	7	126		81	
Investments	8	646		643	
			772		724
CURRENT ASSETS					
Debtors	9	511		633	
Cash at Bank and in Hand		707		676	
		1,218		1,309	
CURRENT LIABILITIES					
Creditors - amounts falling due within one year	10	(558)		(602)	
NET CURRENT ASSETS/(LIABILITIES)			660		707
TOTAL ASSETS LESS CURRENT LIABILITIES			1,432		1,431
PROVISIONS	11	(97)		(449)	
NET ASSETS			**1,335**		**982**
CAPITAL AND RESERVES					
General Fund			1,105		762
Redecoration Reserve			50		50
Donated Funds Reserve			180		170
			1,335		**982**

The accounts were approved by the Board of Directors on 20 December 2021 and signed on its behalf by

Chris Kennedy

Christopher Kennedy.

The notes on pages 20 to 28 form part of these financial statements

Cash Flow Statement for the Year Ended 31/03/21

	2021 £'000s	2020 £'000s
CASH PROVIDED BY OPERATING ACTIVITIES		
Per note below	22	(58)
CASHFLOWS FROM INVESTING ACTIVITIES		
Investment income	15	28
Purchase of tangible fixed assets	(100)	(35)
Proceeds from sale of investments	94	200
Cash provided (used in) investing activities	9	193
INCREASE IN CASH AND CASH EQUIVALENTS IN THE YEAR	31	135
Cash and cash equivalents at the beginning of the year	676	541
CASH AND CASH EQUIVALENTS AT THE END OF THE YEAR	707	676
ANALYSIS OF CASH PROVIDED BY OPERATING ACTIVITIES		
Net (outgoing)/incoming resources	(96)	74
Depreciation	55	32
Decrease / (increase) in debtors	122	(77)
(Decrease) / increase in creditors	(44)	(327)
(Decrease) in provisions	(352)	(80)
Investment income	(15)	(28)
Prior year adjustments	352	348
CASH PROVIDED BY OPERATING ACTIVITIES	22	(58)

Notes to the Accounts for the Year Ended 31/03/21

1 ACCOUNTING POLICIES

The principal accounting policies adopted, judgements and key sources of estimations in the preparation of the financial statements are as follows:

a) **Basis of Preparation**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) effective 1 January 2015 – (Charities SORP (FRS102)), the Financial Reporting Standard Applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006.

Encompass (Dorset) meets the definition of a public benefit entity under FRS102.

Assets and liabilities are stated at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note to the financial statements.

b) **Income**

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the items of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income from grants, whether capital or revenue, is recognised when the charity has entitlement to the funds, any performance conditions have been met, and the amount can be measured reliably and is not deferred.

For legacies, entitlement is taken at the time when a distribution is received from the estate of the deceased.

c) **Investment Income**

Interest and other investment income is included when receivable and the amount can be measured reliably by the charity. This is normally upon notification from the bank or fund managers.

d) **Fund Accounting**

Unrestricted (general) funds are available to spend on activities that further any of the purposes of the charity. Designated funds are unrestricted funds of the charity which the Trustees have decided at their discretion to set aside for specific purposes. Restricted funds are donations and legacies which have been received for a specific purpose.

e) **Expenditure, including Irrecoverable VAT**

Expenditure is recognised once there is a legal or constructive obligation to make payment to a third party, it is probable that settlement will be required and the amount can be measured reliably. Expenditure is classified under the following activity headings:

- Costs directly attributable to the principal activities of the charity.
- Support costs attributable to the principal activities of the charity.
- Costs attributable to the control and governance of the charity.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

f) **Allocation of Support Costs**

Support costs are those functions that assist the work of the charity but do directly undertake charitable activities. Support costs include head office costs, finance, personnel, and payroll and training costs. These costs are allocated between direct charitable activities and governance, and are set out in the notes.

g) **Operating Leases**

The charity classifies the leases of medical equipment and motor vehicles as operating leases. The title to the assets remains with the lessor. Rental charges are charged on a straight-line basis over the terms of the lease.

h) **Tangible Fixed Assets**

Individual fixed assets costing over £500 are capitalised at cost and are depreciated over their estimated useful economic life on a straight-line basis as follows:

Improvements to leasehold property	10% per annum
Fixtures and fittings	20% per annum
Computer equipment	33% per annum
Motor vehicles	25% per annum

i) **Investments**

Investments are valued at the current mid-market value. Any gain or loss on the investment is recognised in the Statement of Financial Activities.

j) **Debtors**

Trade debtors are recognised at the settlement amount due after taking provision for any doubtful debts. Prepayments are valued at the net amount prepaid.

k) **Cash at Bank and In Hand**

Cash at bank and in hand includes cash and short term highly liquid investments.

l) **Creditors and Provisions**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably.

m) **Financial Instruments**

The charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are recognised at transaction value and subsequently measured at their settlement value, the exception being the fixed asset investments which are valued at mid-market price.

n) **Pension Costs**

The charity operates three different pension schemes:

i) NHS Pension Scheme

This scheme is only available to those staff that transferred from the local Health and Social Authorities. It is a defined benefit scheme, with benefits depending on final salary and years of service and contribution. The NHS Pension scheme is a multi-employer defined benefit scheme. The Trustees are unable to confirm the charity's share of the underlying assets and liabilities of the NHS Pension scheme and therefore the scheme is accounted for as defined contribution scheme.

ii) Defined Contribution Scheme

This scheme is operated and administered by Aviva on behalf of the Charity.

iii) Auto Enrolment Scheme

This scheme is operated and administered by The Peoples Pension on behalf of the Charity.

Details of employee and employer contributions to these schemes are set out in note four of these financial statements.

2 CHARITABLE INCOME

General Fund	%	2021 £'000s	%	2020 £'000s
Fee Income				
Supported living	68.2	4,815	66.0	4,431
Outreach	1.6	114	2.3	155
Respite	4.6	322	8.8	590
Residential care	17.6	1,243	18.3	1,230
Other	4.9	348	0.2	16
	97.0	6,842	95.6	6,422
Other Income				
Rental income	2.0	138	2.1	141
Housing management	0.5	34	1.0	67
Interest	0.2	15	0.4	28
Other	0.4	27	0.9	57
	3.0	214	4.4	293
Total Income	**100.0**	**7,056**	**100.0**	**6,714**

NB: Other Fee Income included £322,000 of grants and additional income provided by Dorset Council to cover additional costs incurred due to Covid.

3 EXPENDITURE ON CHARITABLE ACTIVITIES

	2021				2020			
Costs directly allocated to activities	**Donations**	**Service user support**	**Governance**	**Total**	**Donations**	**Service user support**	**Governance**	**Total**
	£'000s	**£'000s**	**£'000s**	**£'000s**	**£'000s**	**£'000s**	**£'000s**	**£'000s**
Staff Costs	-	5,331	-	5,331	-	5,041	-	5,041
Facilitation of support*	-	620	-	620	-	329	-	329
Motor & Travel	-	37	4	41	-	44	5	49
Insurance	-	24	10	34	-	20	11	31
Recruitment	-	37	-	37	-	36	-	36
Audit Fees	-	-	14	14	-	-	17	17
	-	6,049	28	6,077	-	5,470	33	5,503
Support costs allocated to activities								
Head Office Staff	-	530	264	794	-	493	246	739
Depreciation	-	19	13	32	-	19	13	32
Training	-	-	53	53	-	-	30	30
Communications	-	21	9	30	-	28	21	49
Head Office Costs	-	92	45	137	-	125	62	187
Legal & Professional	-	-	39	39	-	-	39	39
	-	662	423	1,085	-	665	411	1,076
Total Resources Expended	**-**	**6,711**	**451**	**7,162**	**-**	**6,135**	**444**	**6,579**

NB: These staff costs include £619K, (2020: £569K), of agency costs. Agency costs are not included in Note 4, which gives employee salary costs only.

*Including depreciation

Directors' indemnity insurance of £3,538 (2020: £2,287) was charged in this year's accounts.

4 EMPLOYEES

	2021	2020
The average number of whole-time equivalent employees	198	192
The average number of employees	264	273
Number of employees whose annual emoluments came within the following ranges:		
£60,000 to £69,999	0	0
£70,000 to £79,999	0	0
£80,000 to £89,999	1	1

	2021 £'000s	2020 £'000s
The cost incurred in respect of all employees:		
Salaries and wages	5,033	4,664
Social security	396	354
Pensions	130	125
Apprenticeship Levy	10	8
	5,569	5,151

Employee contributions to the NHS Pension Scheme are set between 5% and 9% depending upon their individual pensionable salary. Contributions towards the Friends Provident Pension scheme are variable and The People's Pension (auto enrolment) schemes were 3%.

Encompass contributes 14.38% to the NHS scheme, between 3 and 5% to Friends Provident and 2% to The People's Pension.

5 NET GAINS / (LOSSES) ON INVESTMENTS

The company has recognised a gain of £97,295 (2020: loss of £81,743) in the market value of its investments.

6 ADJUSTMENT TO PRIOR YEAR RESERVES

During the year the Supreme Court ruled that, in interpreting the application of the National Minimum Wage Regulations 2015, that sleep-in care workers are only entitled to be paid the National Minimum Wage when they are awake on shift for the purposes of working, not when they are permitted to sleep. In prior years a provision had been made should it have been necessary to pay the National Minimum Wage for those sleep-ins.

This meant that we were able to release £352k back to the General Reserve in this year's Accounts.

7 TANGIBLE ASSETS

	Land & Building Improve	Fixtures, Fittings & Equip Purchased	Total
	£'000s	£'000s	£'000s
Cost			
As at 1 April 2020	10	160	170
Additions	-	100	100
Disposals	-	-	-
As at 31 March 2021	10	260	270
Accumulated Depreciation			
As at 1 April 2020	7	82	89
Charge for the year	2	53	55
Disposals	-	-	-
As at 31 March 2021	9	135	143
Net Book Value			
As at 31 March 2021	**1**	**125**	**126**
As at 31 March 2020	3	78	81

8 INVESTMENTS

These consist of a low-risk portfolio, including UK index linked Gilts, various unit trusts and equities.

	2021 £'000s	2020 £'000s
Charles Stanley Investment Portfolio	643	925
Sale of investments	(94)	(200)
Gain/(Loss) on investments	97	(82)
	646	643

9 DEBTORS

	2021 £'000s	2020 £'000s
Fee debtors	433	578
Prepayments	78	53
	511	633

10 CREDITORS

Amounts falling due within one year:

	2021 £'000s	2020 £'000s
Trade Creditors	95	57
Social Security and other taxes	110	104
Other Creditors	4	4
Accruals and Deferred income	349	437
	558	602

11 PROVISIONS

	2021 £'000s	2020 £'000s
Staff	50	402
Property and dilapidations	47	47
	97	449

12 CONTINGENT LIABILITIES

There are no contingent liabilities at the balance sheet date.

13 SERVICE USERS MONIES

The charity maintains bank deposit accounts for the benefit of many of the service users. At the year end these funds amounted to £196,017 (2020: £479,787).

14 CAPITAL COMMITMENTS

There were no capital commitments at the balance sheet date.

15 LEASING COMMITMENTS

The following leases were in place at the balance sheet date:

- A ten year lease for the head office in Millers Close, Dorchester. Expires - 30.04.2028 - £39,655 pa
- A fifteen year lease on a residential home at Rawleigh House, Sherborne. Expires - 17/12/2044 - £28,044 pa
- A ten year lease for a respite home at 5 Prince of Wales Road, Dorchester. Expires - 29/06/2032 - £81311 pa
- A five year lease on a residential home at Elsadene, Weymouth. Expires - rolling lease - £34,269 pa
- A five year lease on supported living accommodation at 46 West Allington, Bridport. Expires - rolling lease - £21,807 pa
- A five year lease on supported living accommodation at 32 Knightstone Rise,

Bridport. Expires - rolling lease - £8,755 pa

- A five year lease on supported living accommodation at The Coach House, Weymouth. Expires - rolling lease - £13,227 pa
- A ten year lease on supported living accommodation at 196 Abbotsbury Road, Weymouth. Expires - 31/03/2030 - £5442 pa

Total rental commitments for the year ended 31 March 2021 amount to £232,510.

16 **RELATED PARTIES**

No Board member receives any remuneration for services as members of the Board.

No Board member had any beneficial interest in any contract with the charity during the year.

There were no expenses re-imbursed to Trustees this year (2020: £698 were reimbursed to two of the Trustees).

Encompass Service Locations as at 31/03/21

Residential Care Homes:

Elsadene
1 Verne Road
Weymouth
Dorset
DT4 0RX

Rawleigh House
The Avenue
Sherborne
Dorset
DT9 3AJ

193 (Upstairs)
St Andrews Road
Bridport
Dorset

Respite Care Home:

Encombe
5 Prince of Wales Road
Dorchester
Dorset
DT1 1PW

Domiciliary Services:

Grove House
Millers Close
Dorchester
Dorset
DT1 1SS

5 Prince of Wales Road
Dorchester
Dorset
DT1 1PW

Supported Living Services:

193A and 193B
St Andrews Road
Bridport
Dorset
DT6 3BW

32 St Andrews Road
Bridport
Dorset
DT6 3BQ

46 West Allington
Bridport
Dorset
DT6 5BH

32 Knightstone Rise
Bridport
Dorset
DT6 3DR

2 Bullen's Mead
St. Swithins Road
Bridport
Dorset
DT6 5DP

Sandhills
Lower Road
Stalbridge
Dorset
DT10 2NJ

The Lime Tree Bungalow
Culverhays
Long Street
Sherborne
Dorset
DT9 3BY

109 Coldharbour
Sherborne
Dorset
DT9 4JL

111 Coldharbour
Sherborne
Dorset
DT9 4JL DT6 3BW

3 Prince of Wales Road
Dorchester
Dorset
DT1 1PW

5 Dick O' Th' Banks
Crossways
Dorchester
Dorset
DT2 8BJ

Beechcroft
20A Alexandra Road
Weymouth
Dorset
DT4 7QQ

196 Abbotsbury Road
Weymouth
Dorset
DT4 0NA

The Coach House
3-5 Verne Road
Weymouth
Dorset
DT4 0RX

18/20 Alexandra Road
Weymouth
Dorset
DT4 7QQ