

MY
VOICE
MATTERS

FROM HARDSHIP TO HOPE: CHANGING LIVES, ONE JOURNEY AT A TIME

Impact Report
2024/25



ENCOMPASS

MESSAGE FROM THE BOARD OF TRUSTEES

The Board of Trustees is proud to introduce Encompass Southwest's Impact Report for this year. The report highlights the incredible work undertaken by our dedicated team and partners to support people experiencing multiple disadvantages across Northern Devon and beyond. It reflects our shared commitment to delivering trauma-informed, person-centred support that empowers individuals to rebuild their lives and have their voices heard.

Despite the continued challenges faced by our communities, Encompass Southwest has remained steadfast in its mission to respond with compassion, innovation, and resilience.

We extend our heartfelt thanks to our staff, volunteers, funders, and partners whose unwavering support makes this vital work possible.

IT'S NOT ONLY ABOUT THE WORK,

IT'S THE WAY WE DO IT.

A group of people in wetsuits walking on a beach carrying surfboards. The scene is misty and the beach is wet, reflecting the light. The people are walking away from the camera towards the ocean.

We are proud to share that this report has been co-created through a participatory process, bringing together voices from across Encompass - including members of our team and trustees - to shape its foundations, structure, and messaging.

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Disclaimer

Some stories in this report may be sensitive. We believe it's important to share real experiences, and names are only used with consent.

OUR PLACE IN THE COMMUNITY

Encompass Southwest is a registered charity rooted in the rural communities across Northern Devon. Since 2000, it has continually evolved to meet the emerging needs of the community. In its infancy, it set out to support people who were rough sleeping to provide practical support. Now, it has expanded to support individuals facing multiple disadvantages, including poverty, domestic abuse, rough sleeping, mental health difficulties and trauma. We recognise that these difficulties don't exist in isolation, therefore, we aim to take holistic approaches to health, well-being and recovery.

Northern Devon is a place known for its coastlines, beautiful beaches and green landscapes. Behind this, exist challenges that shape daily life: a shortage of affordable housing, poor or non-existent public transport links, and increasing levels of poverty. These pressures are compounded by structural disadvantage. Public Health Reports* show us that many neighbourhoods in our region sit within the lowest brackets nationally for income, education, housing, and health. In general, people living in more deprived areas are more likely to face social and economic barriers that can make it harder to live a healthy and stable life.

Being part of the Voluntary, Community and Social Enterprise (VCSE) sector, we play a vital role in filling gaps in provision. We provide frontline services that meet immediate needs - from outreach and housing support, to influencing change in the wider system, whilst recognising we are also part of this system.



We do not claim to have all the answers, but we know that our values guide us to walk alongside people with compassion, courage, and integrity. We recognise the power we hold as an organisation and strive to use it responsibly - not to speak for people, but to create spaces where voices are heard and where change can happen. Our accountability is to the communities we serve, enriching lives rather than shareholders. Our role is to keep listening, learning, and adapting. Just as Northern Devon is always changing, we must continue to evolve in response to the realities people face every day.

*Ministry of Housing, Communities & Local Government (2019) *English indices of deprivation 2019*. Available at: <https://www.gov.uk/government/statistics/english-indices-of-deprivation-2019> (Accessed: 10th October 2025)

ABOUT US

Who We Are. What We Believe.

Our Mission

To support people experiencing multiple disadvantages with dignity, creativity, and humanity, and to work towards a world where our services are no longer needed.



Our Vision

A world where people who have experienced multiple disadvantage and trauma are responded to with courage and compassion, where relationships are prioritised, unheard voices amplified and people, not systems, are at the centre of lasting change.



Our Values

People First - Always start with the person.

Real Relationships - Be honest, human, and kind.

Brave and Responsive - Face the hard stuff with heart.

Creative Autonomy - Trust people to do good work well.

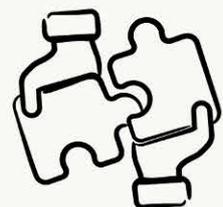
Go the Extra Mile - Walk with, not ahead.

Stronger Together - Collaboration is our superpower.

Compassionate Consistency - Stay steady, stay kind.

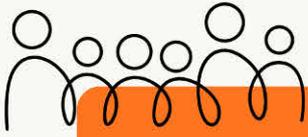
Keep Learning - Reflect, adapt, grow.

Purpose-Driven - Do what matters. Mean it.



THE YEAR IN NUMBERS

These figures tell part of the story, but every number represents a life impacted.



1286
instances of support sought from us (excl. ad-hoc calls and requests)

24
early morning outreach sessions carried out

1809
client statutory or community appointments supported



505
of those people received 1:1 intensive support from us

87
therapeutic support sessions carried out or supported

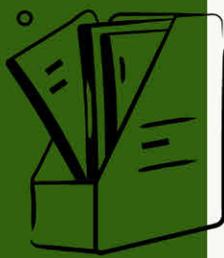


385
instances of support given to navigate system processes (e.g. benefit applications)

£318,002.44
in grants, benefits and savings (e.g. debt that has been written off) secured for clients to ease hardship

202
outbound referrals made in support of clients

510
contacts with professionals to support our clients



358
drop-in activities carried out or supported

481
home visits carried out

42
people housed or supported into our accommodation



OUTREACH

Connecting with People on Their Terms

Outreach is about showing up - **in the right place, at the right time, with the right kind of support**. We meet people where they are - in their communities, on the streets, in temporary housing, in hospitals, or wherever support is needed most. Under this umbrella are multiple projects, each designed to respond to different needs.

Brave Spaces

Brave Spaces aims to eradicate domestic violence for women in Devon. Now funded long term through the *Devon Domestic Abuse Alliance*: a partnership between ourselves, North Devon Against Domestic Abuse (NDADA), CoLab Exeter, More Positive Me, The Olive Project, CRAFT Training and Development and Surviving Abuse North Devon, the project offers safe accommodation, assertive community outreach, women-only groups, trauma stabilisation, and prevention programmes for women facing multiple disadvantages.



Housing First

A nationwide model funded locally, our *Housing First* project provides secure housing and tailored support for those most vulnerable, including people experiencing homelessness or rough sleeping in North Devon and Torridge. Guided by seven core principles- including “housing is a right” to “harm reduction” - support is responsive, flexible and person-led.

In-reach (Young Devon)

Providing one dedicated worker for young people in Northern Devon who have stayed on the paediatric ward in hospital, our *In-reach* project offers young people mentoring, wellbeing support, advocacy, and links to other services wherever it best suits the individual.



Torridge Rough Sleepers

Working to reduce rough sleeping, this council-funded project combines outreach and casework with short-term modular accommodation. Our support covers immediate needs and longer-term housing solutions, helping people rebuild stability. We are often working to meet the immediate needs of those sleeping rough due to inadequate and insecure housing options.

The Ripple (Youth Housing First)

This independently funded project supports care experienced young people and young people (aged 18–30) at risk of homelessness. With small caseloads and holistic support, *Ripple* addresses housing alongside benefits, careers, health, relationships, and hobbies.



FROM SURVIVAL TO STRENGTH: MY JOURNEY WITH BRAVE SPACES

Written by Leanne

There was a time when each day felt like a battle I wasn't sure I'd survive. Addiction had taken hold of my life, and homelessness stripped away my sense of safety, dignity, and hope. I was stuck in a cycle that felt impossible to break, until I found Brave Spaces.

When I first connected with Brave Spaces, I wasn't sure what to expect. I'd learned not to trust anybody easily, especially through a history of domestically abusive relationships. But they were persistent to help me, and from the very beginning, they met me with warmth, not judgment. They saw **me** and not just my addiction or circumstances, and that changed everything. I eventually felt comfortable opening up honestly about my struggles and not suppressing my feelings as I had done for so many years. Through their support, I found stability. They helped me access safe housing, navigate recovery and financial services to clear my debt, overcome grief when my daughter's father passed away, and support to rebuild the basic foundations of life and change my mindset of the world.

But more than that, they helped me rediscover myself and my worth, and helped me build positive relationships through various groups. Such as the weekly women's drop-in, arts and craft sessions, the food for thought programme, where we grew our own fruit and veg, and various other activities exploring nature including introducing myself and others to various volunteering opportunities with the National Trust. They believed in me when I couldn't believe in myself. As well as the emotional support, Brave Spaces have also helped me to access a grant to set me up with a laptop to help me complete online courses and research. My goal now is to work towards a career where I can help and support others who are going through hardship. This has been

inspired by all of the people who have helped me and given me constant support and confidence to now have the determination that one day, I can offer the same support to others.

Recovery hasn't been a straight line. There have been setbacks and hard days. But with Encompass and other support agencies by my side, I've learned to face those moments with resilience. I've reconnected with my passions such as crafts, nature and learning, built healthier relationships, and developed healthy coping strategies such as breathing exercises and yoga when things get tough.

Today, I'm proud to say I've come through recovery, and out the other side, thanks to the Brave Spaces team and the support they have given me over the past few years. I now have a place to call home, I've managed to save money, and I'm building a stable future for myself and my young daughter that feels meaningful. To anyone who feels lost: you're not alone. There is help. There is hope. And there are people who will walk beside you until you can stand on your own. Brave Spaces have shown me this.



HOUSING

More Than a Roof

Our accommodation services provide more than just a roof over someone's head - they offer stability, safety, and the space to recover and grow. Across a range of properties, from a nine-bedroom town centre house to individual flats, we provide 36 rooms with low, medium, and high levels of support, meeting a wide range of needs.

We walk alongside people as they move from crisis to independence, supporting those with multiple disadvantage including mental health issues, substance misuse and trauma. This includes our dedicated female-only accommodation for women who have experienced domestic abuse.

Day to day, our team helps residents maintain their tenancy, build life skills, and prepare for independent living. Support might include submitting housing benefit claims, managing finances, accessing health care, and



learning to live cooperatively alongside others with shared experiences of disadvantage.

Our work often begins with individuals leaving chaotic, unstable, and sometimes unsafe environments. We provide a calm, secure space and walk with them as they rebuild their lives. Over the last year, we have reflected on our practice, our properties, and our professional approach - always starting with the person first - to ensure thoughtful, creative, and compassionate decisions.

For instance, when more than one room becomes available in our supported accommodation, prospective clients are now shown them all. We then give them the choice over which room they would prefer, rather than making this decision for them. Additionally, on staff suggestion, our client working space in our accommodation has been reviewed. Furnishings and colours were chosen to enhance the feelings of calmness and safety. A hot drink 'drop in' station has also been installed.

One of our greatest achievements this year has been the relationships formed between residents and support staff. Challenges remain, particularly the lack of affordable, suitable housing for people to move on to. This reflects a wider systemic issue, but also highlights the resourcefulness and resilience of our team.

At Encompass, we are proud to walk alongside each person, helping them celebrate milestones, overcome barriers, and take confident steps toward independence.

FINDING JED

A poem written by one of our clients in residence

I found Jed.
The real one.

The soul behind the storms, the light behind the
years.

You always saw him -
Even when I couldn't.

Even when he was hidden in broken homes,
in silence, in scars, in a voice trembling too much to
speak.

From 32 houses,
to one home in my heart.
From running room to room, to finally standing still.

I didn't just survive

I became.

And you -Andy, Ben, James, Sophie, Rachel, Claire -

You angels in human form,
you didn't just help me live -
You helped me begin.

You looped me back into life,
stitched me into the rhythm of hope,
tied me gently to this earth again
when I was ready to float off for good.

And from every "FUCK OFF" I shouted,
every time I slammed the door,
you didn't flinch, didn't run-
you stayed seated.

Steady.

Kind.

Still there, waiting -
like love that doesn't give up.

You were my lifeline when I had none,
my chorus when I had no song.
Each of you, with your own light,
your own way of saying "we're not leaving."

You gave me two years of love -
not judgment, not rules - just love.

Two years of growth,
of learning how to breathe,
to laugh without fear,
to feel without shame.

You watched me unfurl like a spell cast right,
and now -

I am flying.

Wings strong with joy.
Heart pulsing with purpose.
Head high, spirit fierce, soul alight.

Everything I've learnt -
how to be, how to stay,
how to choose softness and survive -
came because of you.

You didn't just support me.

You helped me remember:

I was never broken. I was always becoming.

So thank you, from every part of me.
From Jed - the Jed you knew existed.
From the Jed I finally met.

And I swear, every step I take from here,
is for the love that lifted me.

Is for you.

NAVIGATING FINANCES TOGETHER

Our primary offers for financial advocacy are delivered through **Wi£rmoney**, a partnership between *Navigate Charity* and *Encompass Southwest*, with additional support from *Mind in Somerset*. There are two strands to this. Firstly, we have the **Transitions** project, this is funded by The National Lottery and works to strengthen the financial wellbeing and resilience of adults (18+) living in rural communities across Torridge and West Devon. We support people who are experiencing, or are at risk of, poverty, hardship, and financial or social exclusion. Secondly, we have the **British Gas Energy Trust (BGET)** project, funded by *British Gas*, which aims to alleviate fuel poverty. This operates across North Devon, Mid Devon and Somerset.

The past 12 months have brought significant change. Many people have been required to move from previous income based benefits to Universal Credit. Challenges of this have included limited internet access, difficulty navigating online systems, and the lack of face-to-face help as more services move to remote or telephone-based support. At the same time, the wider shift to digital - from utility bills and banking to benefit applications - has hit rural areas hard, with local bank closures adding further barriers.

Coupled with the rising cost of living, more people than ever are reaching out for support. We provide tailored money and debt advice, including budgeting, payment plans, debt management, maximising income, applying for grants, and ensuring people claim the benefits they're entitled to. For instance, this year, **£189,889.91** worth of debt was written off for those we support to ease hardship.

We also address hidden challenges: the anxiety of opening post, answering the phone, or responding to creditors. We stand alongside people through the entire process - opening letters together, advocating with agencies, and creating realistic payment plans - so they can move forward with confidence and control.

As one of the few services in Torridge and West Devon offering face-to-face and home visits, we provide practical, hands-on support. We help people make informed decisions about money, prioritise spending (such as rent to prevent homelessness), and, where needed, connect them to specialist agencies.

Encompass Southwest is regulated by the Financial Conduct Authority (FCA- 618752).



Before I met Encompass, I was lost. I didn't know anything about benefits or what help was out there. I had no money coming in and didn't want to see anyone. The support I got made a huge difference - they helped sort out my debts, guided me through my benefits tribunal, and now I'm financially stable. Having someone there to help and guide me has been fantastic. I'm more at ease now, and I even go to Headway, which keeps me socially active. Encompass has helped me find my new normal, and I'm just taking life as it comes.

Feedback from Alex, who was referred to us following a life changing stroke.

Additionally, led by a dedicated team of volunteers, our **Ilfracombe Advice Centre** offers both drop-in and appointment-based support for local people facing complex challenges. Over the past year, the centre has provided advice on energy, welfare, family support, appeals, employment, and signposting to specialist help. Acting as a interagency hub, it has hosted partners including Job Centre Plus/DWP, Wi£rmoney, 361 energy and MIND workshops.

Encompass, in partnership with Torridge District Council, apply for the **Household Support Fund** on behalf of households in the most need with food, energy, and water bills. Financial support was provided to **283** households.

HOW ANNA HAS HELPED ME

Written by Sadie

(Supported by Encompass through Wis£rmoney)

I had a stroke in March 2025. Prior to this, I had been completely self-sufficient working full time in a professional teaching role and had worked hard all my life to buy my home and pay my bills. I have never had any debt other than my mortgage loan, never had a credit card or missed a payment for any bill. I could manage my finances and make choices of affordability – if I did not have the funds, I did not spend the money. There was not much spare each month, but I did my best to save a little as an emergency fund should something happen such as my car breakdown or a repair be needed on the house.

The stroke left me with weakness in my left-side, struggling to communicate, with only a few words, with severe exhaustion needing to sleep every few hours, loss of memory and ability to focus. I was not able to manage daily living tasks never mind finances. The shock of what happened and loss of normal life which is taken for granted until it is gone, left me in low mood and extremely anxious about my future and fearful of losing my home.

When Anna first came, beyond a few words, I needed to communicate using a white board. Her patience and kindness and awareness of how much support I needed and my limitations due to memory and fatigue enabled small steps towards sorting out my finances. At this stage, I was in shock and denial and as a result unrealistic about the time it would take for me to begin to recover to be able to return to work. I was scared, emotional and exhausted. I had no knowledge about the benefits system or the length of time it would take to apply, be assessed and actually receive money. Anna's knowledge and her supportive, calm and practical approach to making applications and contacting and talking to all the different agencies and companies on my behalf has resulted in me now being in receipt of the benefits I am entitled to and having received the help mortgage and utility companies will offer. I have also received grants which initially gave me money for necessities – food, oil, etc. – and later enabled me to have oxygen therapy which has had a positive impact on my health. **I could not have done any of this without her support.**

Anna knew how to prioritise the tasks. Which order to do things in. She knew who to contact and what

could help. She was (and is) endlessly patient when I needed to find and give her information, reminding me what I was looking for, suggesting where it might be, setting up apps, whiteboard task lists and creating a file of documents to keep everything in one place to help me. She learnt my communication methods, tuned into my speech to help me with word finding and supports all verbal communication when I cannot express myself. I can type but memory and fatigue limit me. I get confused, can't remember what has been done or what needs to be done or I simply run out of steam and become unwell. **Anna is sensitive to how much I can manage and when I need to stop.**

The systems that are in place to help when you need them were inaccessible to me. I could not get to any services, did not have the energy to attend appointments or complete tasks. I could not communicate verbally. I did not have the ability to read forms and complete them or independently gather and provide the required information. In order to claim financial support, I was asked to do the very things I could not do to evidence my entitlement. Anna enables me. She provides experience and knowledge and practical help. As importantly for me (when so many people assume my speech and memory difficulties mean cognitive deficits and treat me as if I cannot understand or make choices), **Anna treats me as a capable person** guiding me through information and **supporting me to make decisions**, and gives me reassurance and time when I'm upset or frustrated with my difficulties. This has had such a **positive impact on my well-being** and helped me to start regaining some of my confidence.

My situation is still financially difficult, but I would have been facing crisis and significant debt by now without Anna's support. I am immensely grateful for all Anna has done for me. I now have some income from benefits, reductions have been made to my bills wherever possible and grants have helped keep me going with food and heat and therapy to give me a chance to recover and go back to work. The pressure and fear have been reduced and this in turn supports my rehabilitation. For people like me facing such a life changing event, **this service is invaluable.**

FLOW

Health Starts with Being Heard

Our FLOW programmes offer a unique, human-first approach to support. We see people beyond their symptoms or service labels, recognising that true well-being comes from understanding and responding to the full context of someone's life. Through a *Team Around the Person* approach, FLOW brings together local partners to help people identify what really matters to them and take steps towards their own goals. We have coordinated and facilitated 16 of these meetings this year.

Active across Northern Devon and Exeter, FLOW supports people with multiple and complex needs, creating space to build relationships and make their own decisions. We work with partners including **One Northern Devon**, the **RDUHT**, local authorities, and the

National Lottery Community Fund.

Because the approach is flexible, the support we offer is equally varied: helping someone find alternative housing, connecting them to community resources, providing advocacy, attending appointments, building confidence, or even joining in with a yoga session. Our teams face real challenges: long waiting lists, closure of community services, and uncertainty around funding. Many people we meet have "slipped through the gaps" - feeling unheard, socially isolated, lonely, and without anyone to advocate for them. FLOW caseworkers become that link, offering both a voice and a listening ear to those most vulnerable in our communities.

FLOW Highlights

Community Flow

Validated evaluation of the impact of **Community Flow** by the RDUH Business Intelligence Team found a:



High Intensity Use (HIU) Flow

For those we have supported on our **HIU** programme, we have seen:



We are proud of the recognition our teams have earned. The HIU FLOW Team won the Pride of DPT Award for Partnership Working, and the Community FLOW Team received the 'Using Our Money Well' Award at the NHS Southwest Integrated Personalised Care Awards 2024.



FLOW Programmes offered this past year include:

Community Flow

support for people post discharge from hospital

High Intensity Use (HIU) Flow

support for people who use emergency services more than expected

Lower Limb Therapy Services Flow

support for people with lower limb ulceration to maintain "Well leg status" to improve general health and well-being

High Flow

support for people experiencing multiple disadvantages

Housing Flow

Pilot Project with NDC Housing Team to provide support to people living in poor conditions or temporary accommodation in Ilfracombe

Help Overcoming Problems Effectively (HOPE) Programme

self management support for people experiencing health conditions

Secondary Care Flow

integrated within the pain team in the North Devon District Hospital, this programme supports people with complex needs to ensure that non-clinical needs are being met as part of the therapeutic interventions

ROGER'S STORY

Roger, aged 80, is a devote Christian, who has spent much of his life helping others. He was a talented Carpenter, Railway Engineer and Dress Maker, who has a great sense of humour and a kind, caring nature. Roger shared some of his early experiences with us. This included difficult experiences with his mother who, verbally and behaviourally, expressed that he was unwanted. He was also removed from school at an early age, which affected his literacy levels, having to enter the workforce at an early age. These early experiences continue to shape his daily life and confidence now, and contextualise the resilience that he has carried.

Later in life, after an unhappy marriage ended, Roger shared that his mental health deteriorated, which led to an admittance to a Psychiatric Ward. He shared that he's 'never been the same since'.

More recently, after moving between flats on the same block, and being unaware that he had to share this with the council, Roger incurred debt, and his Housing Benefit and Council tax benefit was stopped. With limited literacy and growing anxiety, these issues became increasingly difficult for him to manage.

Roger had multiple admissions to the hospital emergency department due to falls and general ill health, including a stroke in 2019. We asked Roger what mattered to him. He told us that the following were: his health, his home, living independently, reducing his loneliness, his friend, the church, his faith, his previous trades, being involved in the community, as well as a book that was written about him. To support Roger, there were many things we did to support his goals:

Health and Safety/Daily Living

- Care package arranged following a referral to Health and Social Care - this includes three carer visits a day, and 6 weeks of enabling support a week.
- Strong communication with the GP, resulting in a referral made to the Falls team.
- Referral made to Occupational Therapy Department and he is now better supported with his mobility issues.
- Through a strong relationship built with Roger's Housing Manager, all the pull alarms, for his safety, have been fixed in the property.
- Support through a minor operation from start to finish, including: reassurance, transport, company at the hospital and ensuring that he had everything he needed for recovery.
- We organised Ophthalmic appointments and eye tests for Roger, to determine why his vision was so poor.

Independence and Empowerment

- Support to buy an audible watch online - due to Roger's poor eyesight, he has found it difficult to see the time clearly. This was the first time Roger had ordered anything online. This created a new sense of independence and learning for Roger.
- Due to hearing difficulties, Roger often missed phone calls, which was a barrier in support. He was supported to get a lanyard that was attached to his phone, which has increased his access to communication.
- We supported him with grocery shopping - tasks sometimes deemed as 'small' to others can make such a difference to someone's daily life.

Reducing Isolation and Building Connection

- Roger expressed severe loneliness upon the beginning of support. We made a referral to Age Concern to a befriending service, and he now has a visit once a week.
- Roger has been supported to attend coffee mornings. Due to mobility, Roger struggled to get there safely and independently. Roger has been very grateful for this link back into the community, particularly due to his feelings of isolation.
- Roger has also been able to get out the house with his caseworker, Emma, for coffee.

Financial Stability

- Roger was supported to complete a Housing Benefit Application and he is now in receipt of this and he is no longer in debt.
- Through liaison with the Council Office, Roger is now exempt from paying Council Tax.
- We applied for Disability Living Allowance for Roger, which has been accepted. This covers the cost of his Care Package, which is a big relief for Roger.



You have gone above and beyond supporting me. If there were more people like you in the world, the world would be a better place.

- Feedback from Roger

INNOVATION AND TRANSFORMATION

Curious, Creative, Brave

At Encompass, we are committed to being part of the cultural and system change needed to create a system that works for everyone - inclusive, accessible, and fair. This means actively contributing to work that re-imagines how services are designed and delivered.

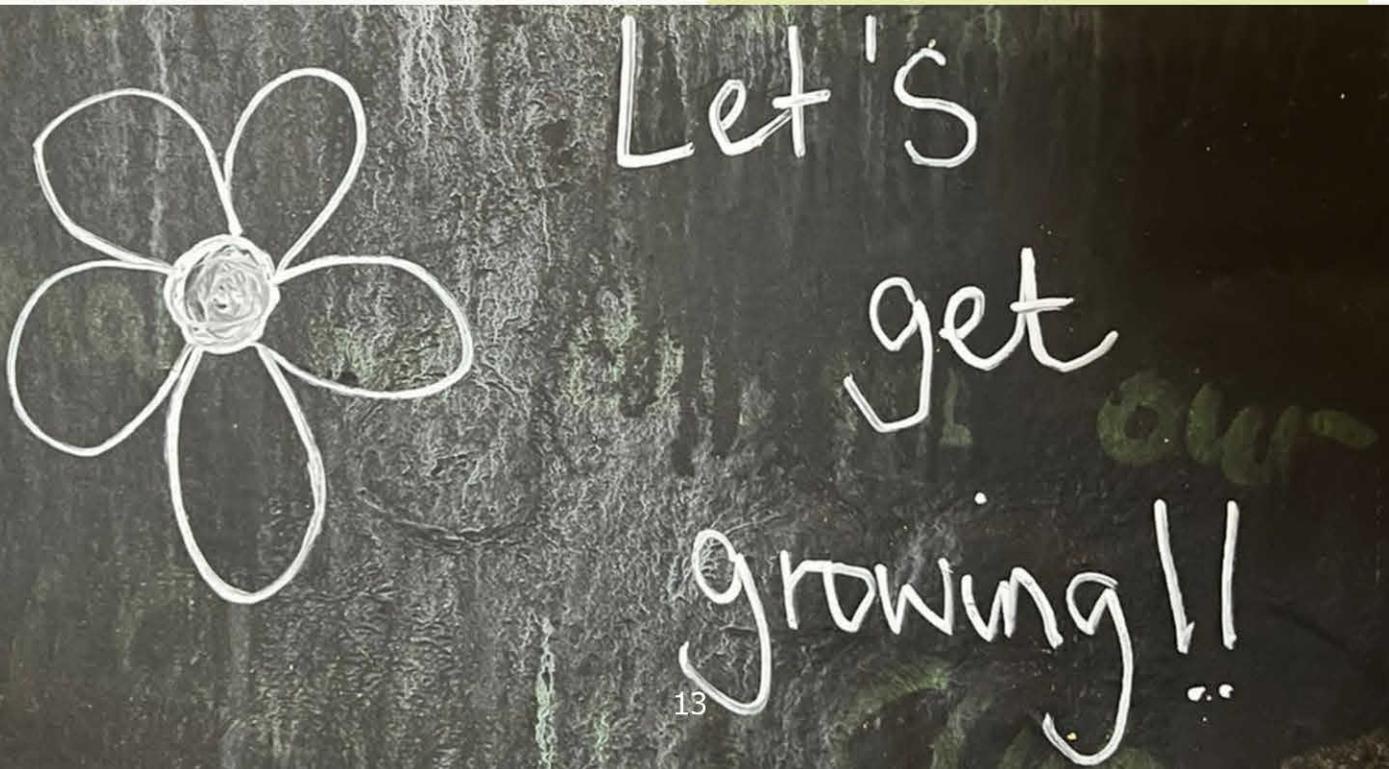
One piece of this jigsaw is our pivotal role in developing the *System Change Action Alliance (SCAA)* - a partnership of voluntary and public sector organisations, health providers, and commissioners united by the belief that support systems should be built around the whole person. Our focus has been on challenging the current system for people with multiple and complex needs. We have helped drive the alliance forward, holding the coordination and facilitation roles that keep its energy and momentum alive. The SCAA's 'test and learn' approach values trying new ideas as an essential step in creating meaningful change.



Another example includes hosting the Community Mental Health Development Lead for Northern Devon. This role strengthens communities to better meet local mental health

needs - from building partnerships and launching new projects, to filling gaps where services are lacking. One of the main focus areas has been the development of a local Mental Health Network, bringing together voluntary and statutory services in a shared space to connect, collaborate, and stay informed. The network has created a stronger sense of joined-up working across the system, enabling attendees to share updates, access new opportunities, and collectively tackle local challenges.

Additionally, *The Know Your Neighbourhood Fund* has created powerful opportunities for people across Torridge facing challenges such as homelessness, mental health issues, or isolation to reconnect and rebuild confidence. Between June 2023 and March 2025, Encompass Southwest supported over 130 people to take part in more than 40 activities they might otherwise never have accessed - from kayaking and horse riding to pottery, art, and storytelling. These sessions have become spaces of laughter, belonging, and discovery, helping people form friendships, improve well-being, and feel part of their community again.



How do we invest in Innovation and Transformation?

A Creative Health Story

From April to September 2024, Encompass partnered with *Taw Valley Organics* to deliver *Food 4 Thought*, a gardening and food project funded by the Devon Communities Foundation. Because it wasn't tied to strict targets, the project could explore creative ways of supporting health and well-being.

People came together to grow food, harvest ingredients, cook meals, and share conversations about diet, nature, and daily life. Some highlights included a wildlife walk spotting deer prints and frogs, learning horticultural skills, and taking fresh fruit and vegetables home to eat or plant. Engagement started slowly but soon grew into a waiting list, showing the value of this type of approach. One participant began their own gardening plot, one expressed interest in a career, and some formed new friendships that carried on beyond the project.

In this open, safe space, conversations also touched on trauma and recovery. Creative health approaches remind us that health is more than medicine - its about connection, creativity and community.

"When I was with you, I wasn't drinking. It made my life much better."
- *Food 4 Thought participant.*

"It's brought everyone in the house together. That's a big one - it's team building, isn't it? To be honest, I look forward, especially to Skern Lodge. I look forward to it all week. We are better at doing things as a team now."
- *Food 4 Thought participant*



To find out more, watch this video. We feature at 9.15 minutes: <https://www.youtube.com/watch?v=V65o5pJFN9U>

Community Awareness Event

In November 2024, the SCAA hosted an online Trauma Awareness Event on World Compassion Day. Attended by over 100 people from across the system, it featured speakers on race, drug misuse, homelessness, and their links to trauma.

Impact and Evaluation

We have invested in our ability to understand, communicate, and learn from our organisational work - through prioritising resource for reflection and shared sense-making, we are now better equipped to share and learn from the great work we are doing.

A MESSAGE FROM OUR CEO...

At Encompass Southwest, it's not only what we do, but how we do it that makes our team truly special. As Chief Officer, I am both proud and delighted to share with you the journey we have been on during 2024/25, and the impact we have made by providing person-centred, trauma-informed support to people across Northern Devon and beyond; many of whom have been impacted by a landscape of social and economic uncertainty, both locally and nationally.

I am reminded of a quote I heard recently: "Don't judge my story by the chapter you walked in on." This resonates deeply with our work. Each person we support carries a unique story, often shaped by experiences unseen at first glance. We feel humbled to walk with them and not ahead, to listen, and to share their journeys in a way that honours their strength and humanity. This report reflects more than outcomes and numbers, it highlights the dedication, time, and compassion our teams invest every single day to build strong, trusting relationships. Our staff and volunteers consistently show up with empathy and resilience, creating a culture that truly puts people first.

This past year has been one of reflection and learning. Together, we have been on a journey of discovery, giving ourselves permission to stop and re-imagine and re-define our vision, mission, and values to ensure our work has purpose and is congruent of the journey we have been on over the past 12 months. Collaboration has been at the heart of this progress. From our work on the FLOW projects in partnership with the Royal Devon University Healthcare NHS Foundation Trust, to our involvement with the Devon Domestic Abuse Alliance, we have seen first-hand the power of working together for the benefit of the people and communities we serve. These partnerships are a testament to our commitment to creating joined-up, sustainable support that reduces duplication and delivers better outcomes.

None of this would be possible without the trust and generosity of our funders, whose support ensures we can continue to meet the needs of people facing multiple disadvantages. A full list of our funders can be found at the back of this report, and we extend our heartfelt thanks to each of them for believing in our mission.

Thinking ahead – the philosopher Heraclitus famously stated "nothing endures but change" and that has never been more relevant than within the third sector. This next year will see Encompass go through a leadership restructure to prepare ourselves for what is on the horizon, to ensure that we have strength at our core to allow our teams to continue to be brave and courageous in their approaches, and to be able to respond to changes in both current and future landscapes. We will invest in our teams to ensure that we continue to provide values driven support to the people who need it most, we will continue to triangulate the data we collect to ensure we are telling real stories, backed up by data to influence social policy and enable sustainable change in the future.

Finally, we must remember behind every struggle or setback lies a lifetime of resilience, triumph, and valuable lessons. This year's report celebrates those stories, our shared achievement and will guide our future and the unwavering commitment of the Encompass team to create positive change in our community.

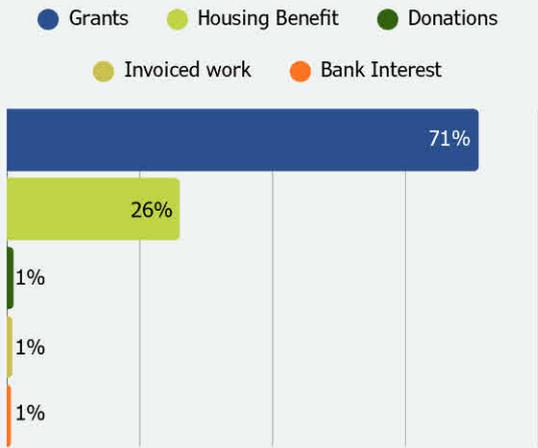
Claire Fisher
CEO



OUR FINANCIAL PERFORMANCE

In 2025, we have seen a **12.6% increase** in our turnover. This has resulted in an additional **£206,000 of income** into the charity.

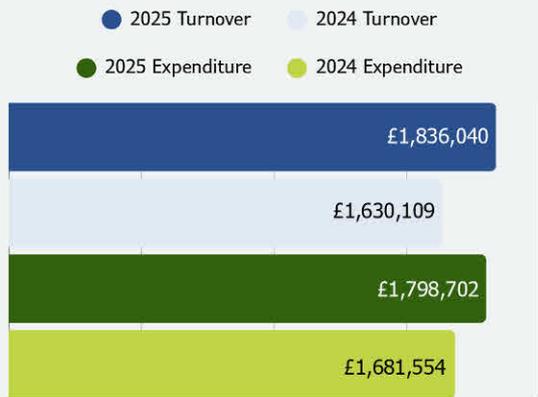
Where our Income came from:



Our Expenditure



Turnover vs Expenditure



Reserves in 2025



£220,830
(4.2 months)

CALL TO ACTION

Change happens when we work together. If you can offer time, resources, funding, or collaboration, please get in touch. Your support helps us to continue walking with people through life's challenges.



01271 371499



info@encompass-sw.org.uk

ELEVATING TOGETHER

We could not do this alone

TO OUR FUNDERS

A huge thank you - your support helps us turn compassion into action every day.

Ministry of Housing, Communities & Local Government - Night Shelter Transformation Fund

Devon County Council

Torrige District Council

North Devon Council

Young Devon

National Lottery Community Fund

Royal Devon University Hospital Trust

Integrated Care Board (ICB)/One

Northern Devon

Devon Communities Foundation

British Gas Energy Trust

The Pickwell Foundation

D.Wright

Charities Trust

TO OUR PARTNERS

Thank you for walking this journey with us.

Navigate Charity

North Devon Against

Domestic Abuse (NDADA)

Mind in Somerset

CoLab

Young Devon

North Devon Homes

Devon Mental Health Alliance

One Northern Devon

Royal Devon University

Hospital Trust

System Change Action

Alliance

TO OUR VOLUNTEERS

Your time and dedication makes a huge difference to us and your communities - thank you.