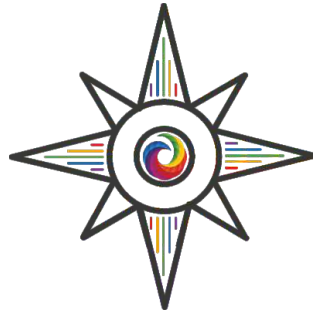




n|compass
towards a brighter future

Social Accounts 25/26

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Message from the Chief Executive

Thank you for taking the time to read our latest Social Accounts. This year marks the final year of our 2023–2026 strategy, a moment to reflect on what we have achieved together, while laying strong foundations for the next phase of the N-Compass journey.

Over the last twelve months, our focus has been on delivering excellence, sustaining growth, and embedding innovation, ensuring we remain a trusted provider and partner across the communities we serve. We have worked hard not just to grow, but to do so responsibly, sustainably and in line with our values.

During 2025/26, we strengthened our service portfolio across England, retaining all key contracts due for renewal and securing new services, including Westmorland & Furness Carer Support Service and St Helens Advocacy. These services are closely aligned to our mission, expanding our reach and ensuring more people can access high quality support.

Innovation has remained a key priority. We continued to invest in digital infrastructure, data improvement and system development, building on earlier work to further explore AI and digital automation.

This journey will continue, with a clear focus on reducing administrative burden and giving our teams more time to focus on what matters most – supporting people.

We are proud of the growing recognition of our work and practice. During the year, N-Compass was named one of the UK's Best Workplaces in Charity, Not-for-Profit and Healthcare, reinforcing our commitment to being a supportive, values-led employer. We also successfully achieved Investing in Volunteers accreditation renewal, reflecting the quality, care and consistency of our volunteer offer and the vital role volunteers play across our services.

Supporting and valuing our workforce has remained central throughout this year. We continued to strengthen learning and development opportunities, progressed leadership capacity across the organisation, and listened closely to colleague feedback through engagement activity. This ongoing dialogue helps ensure our culture remains open, inclusive, and rooted in continuous improvement.

We have also continued to play an active role in shaping policy, practice and system-wide thinking, working closely with

commissioners and partners to ensure that people with lived experience are central to service design and delivery. This collaborative approach strengthens outcomes and helps ensure services remain responsive to changing needs.

None of this would be possible without the commitment and dedication of our staff, volunteers, trustees, funders and partners. Your continued support enables us to help individuals build brighter futures for themselves and their communities.

As we look ahead beyond 2026, we do so with clarity and confidence. N-Compass enters its next chapter as a stable, ambitious and values-driven charity, ready to build on strong foundations and continue making a meaningful difference to people, places and communities.

Thank you for being part of our journey.



Joanna Solanki,
CEO



WE SUPPORTED AND
DELIVERED POSITIVE
OUTCOMES FOR

30,000

INDIVIDUALS DURING
THIS YEAR

THROUGH THE
DELIVERY OF

£7.6m

WORTH OF
HEALTH CARE
SERVICES

WITH A STAFFING
TEAM OF

186

PASSIONATE
PEOPLE

88%

OF STAFF
AGREE THAT
N-COMPASS IS
A GREAT PLACE
TO WORK



WHERE WE OPERATE

N-Compass provides a range of services that support vulnerable adults and young people alike.

We are organised into five main service areas:



Carers' Services

We deliver in:

Bury
Lancashire
Rochdale
Staffordshire
Warrington
Knowsley
Westmorland and Furness



Advocacy Services

We deliver in:

Blackburn with Darwen
Bury
Knowsley
Liverpool
Wirral
Westmorland and Furness
St Helens



Counselling Services

We deliver in:

Lancashire



Wellbeing Services

Deaf Support and Connect 5 Services

We deliver across:
Lancashire



Volunteering Services

We have a vibrant and active volunteer community that supports all our services and includes social work students as part of their university placement programme



Delivering Quality Services Across England

We are very proud to have achieved the following external recognition of the quality of our work



Certificate Number 9463
ISO 9001



Our Award Nominations



How We Think About Social Value

Social Value as Everyday Practice

At N-Compass, delivering social value is embedded in how we work every day. It is not treated as a separate strand of activity or a set of additional initiatives layered onto our services. Instead, it emerges from the way we design, deliver and sustain support for people, and from the decisions we make about how we operate as an employer, a partner and a local organisation.

Our work, which includes advocacy, support for unpaid carers, counselling, well-being services, volunteering and community participation, is rooted in a consistent approach: placing individuals at the centre of decisions that affect them and working to strengthen the wider communities and systems in which they live. The impact of this approach extends beyond immediate outcomes for individuals. By improving access to support, helping people navigate complex systems, and addressing issues earlier, our services contribute to improved well-being, reduced isolation and greater resilience over time.

We work on a place-based basis, tailoring delivery to local needs, priorities and partnerships. This helps ensure services are accessible, responsive and grounded in the realities of the communities they serve. It also keeps value local through employment, volunteering, partnerships and the use of local suppliers, supporting the sustainability of local economies and individual well-being.

In this way, social value is not something we add to our contractual responsibilities. It is the cumulative effect of thousands of everyday interactions, choices and relationships, delivered with care, consistency and accountability.

“*At N-Compass, social value is created through everyday decisions about people, place and partnership.*”

Principles That Shape Our Decisions

Our approach to social value is guided by a set of practical principles, developed through experience of delivering public services across diverse communities and settings.

People with lived experience strengthen services

We believe services are most effective when shaped by the people who use them. Through our organisation-wide co-production programme, Your Voice, lived experience informs service design, delivery and review. From user-led support planning to our Citizen Involvement Board, people who use our services have meaningful influence over how they operate and evolve. This approach ensures support remains relevant, respectful and responsive.

Place matters

Where and how services are delivered directly affect accessibility and trust. We recruit locally wherever possible, work in partnership with local organisations, use community venues and reinvest in local supply chains. These decisions help public investment circulate locally while ensuring services reflect each area's character, strengths and needs.

Prevention supports sustainability

Supporting people earlier by improving access to information, advocacy, well-being, and emotional support can help prevent issues from escalating. Our services are designed to enable people to navigate systems, make informed decisions, and sustain their well-being, thereby contributing to longer-term resilience for individuals and communities.

Responsibility must be proportionate

We recognise our responsibility to operate ethically and sustainably, while remaining realistic about the constraints of commissioned services. Our approach to environmental and organisational responsibility focuses on practical, achievable actions that align with local priorities and do not detract from frontline delivery.

Social Value Across the System

Supporting Individuals and Strengthening Communities



Individual outcomes

A core element of our social value is supporting individuals in being heard, understood, and able to engage with decisions that affect their lives.

Through our advocacy services, individuals are supported in navigating complex health and social care systems, asserting their rights and accessing appropriate support. Our counselling and well-being services provide safe spaces for people experiencing emotional distress to explore challenges and develop coping strategies.

We also work with groups who face specific barriers to accessing services. Our Deaf Link Service, for example, supported British Sign Language users in accessing essential information and services, collaborating with partner organisations to improve accessibility

and inclusion. For unpaid carers, our tailored support helps balance caring responsibilities with their own health and well-being, recognising the personal and social value of sustainable caring roles.

Across all services, the emphasis is on empowerment rather than dependency: enabling people to make informed choices, build confidence and retain control of their own lives.

Community outcomes

Beyond individual support, our work helps build stronger, more connected communities. Volunteering is central to this, offering inclusive and flexible opportunities for people to contribute, build skills and gain confidence. Through our Volunteer Hub, which includes remote opportunities such as Chat Line and

PenPals roles, individuals who might otherwise face barriers to participation can connect with and support others.

These roles provide mutual benefits: volunteers gain purpose, skills and social connection, while service users experience reduced isolation and greater contact. Over time, these connections help build community resilience and strengthen informal support networks.

We have received support from 143 volunteers in 2025/26

“

Volunteering has enriched my life in ways I didn't anticipate. It has allowed me to connect with others, gain a deeper understanding of myself, and feel part of a supportive community.” - Volunteer

Workforce and System Sustainability



Workforce outcomes

A stable, skilled and supported workforce is essential to delivering high-quality public services. We are proud that 85% of our employees live within the boroughs they serve, reflecting our commitment to local recruitment and community investment. As a Real Living Wage employer, we support employees in meeting everyday living costs, which contributes to improved retention, well-being and service continuity.

“The benefits and rewards package is amazing”,
Employee

We actively work to remove barriers to employment and progression. 8% of our workforce have declared a disability, and we work closely with Access to Work to ensure appropriate adjustments are in place. All employees undertake comprehensive induction and ongoing training, including Equality and Diversity, Safeguarding and service-specific learning, to support consistent, inclusive practice throughout the organisation.

88% of employees agree that N-Compass is a great place to work.

System outcomes

Working in this way contributes to wider system sustainability. By supporting people earlier, improving access to information and advocacy, and strengthening community and workforce capacity, our services help reduce avoidable pressure on statutory services.

We work collaboratively with commissioners and partners to co-design and refine services, using performance data and feedback to drive continuous improvement. This partnership approach ensures services remain aligned with local priorities and responsive to changing needs. Recent feedback highlights the strength of these relationships, with commissioners expressing confidence in our delivery approach and responsiveness.

“A trusted provider offering structured, responsive, and tailored services.” Stakeholder

This approach supports the shared ambitions of local authorities, Integrated Care Systems and Health and Well-being Boards to promote prevention, reduce inequalities and deliver sustainable, community-based support.

Social Value, Evidenced and Accounted For

Alignment with Recognised Social Value Outcomes – People and Place

Our approach to social value closely aligns with nationally recognised social value frameworks, including TOMs, and with local strategic objectives, providing transparency and consistency for commissioners and partners. Our social value programme has been accredited by the Social Value Quality Mark.

People

We create value through local employment, fair pay, workforce development and volunteering. By recruiting locally, paying the Real Living Wage and investing in training, we help individuals into meaningful work while maintaining service quality and continuity. Our volunteering opportunities further extend this impact, enabling people to develop skills, confidence and social connections.

100% of front-line delivery roles are advertised locally

Place

We contribute to local economies and community resilience through a strong focus on place-based delivery. On average, 60% of our non-pay contract expenditure is reinvested in the local supply chain, supporting small businesses and community organisations. We also make active use of local venues and office space, helping public funding circulate within the areas we serve and supporting accessible, community-based delivery.



**Cheshire and
Merseyside**
Health and Care Partnership

**SOCIAL VALUE
AWARD**



Planet and Overall Social Value

Planet

As a charity supporting some of the most vulnerable people in our communities, we are mindful of the need to balance environmental responsibility with the realities of commissioned service delivery. Our approach focuses on practical measures that reduce our impact without compromising frontline support. These include using flexible office space to avoid heating unused premises, adopting cloud-based IT systems and energy-efficient equipment.

We encourage environmentally responsible behaviour through employee engagement, including accessible recycling and our 'Eco-Team of the Year' award. Our Environmental Management System is externally certified by Green Small Business, and we maintain an independently reviewed carbon-reduction plan aligned with local authority and Integrated Care System objectives.



GREEN
SMALL
BUSINESS
CERTIFIED

Overall social value delivered

Over the past twelve months, N-Compass has delivered more than £3.9 million in social value beyond our contractual obligations. This reflects the cumulative impact of our integrated approach to service delivery, employment, volunteering, partnership working and sustainability.

We remain committed to learning, transparency and continuous improvement, and we work openly with commissioners, partners, employees, and communities to ensure our social value remains meaningful, proportionate and relevant.

The £3.9 million social value figure is calculated using the TOMs proxy values, applied to our recorded activity and outcomes over the year.

Give Something Back

Every year, N-Compass staff nominate a charity of the year and fundraise through various sponsored activities. For 2025-26, staff voted to support Blue Flamingo Community Hub, raising a whopping £10,274.24

For 2026-27 staff have chosen Manna House-Housing Advice, Advocacy & Support as our Charity of the Year.



Carers' Services

In 2025-26, N-Compass provided carer services in Bury, Lancashire, Rochdale, Staffordshire, Warrington and Knowsley.



Bury Carers' Hub March 2025 - February 2026

IDENTIFIED
& SUPPORTED

364

NEW CARERS



DELIVERED

27



CARER AWARENESS/
CARER CHAMPION/
CARER BRIEFING
SESSIONS

“ Thank you. It's very reassuring to know that I'm not alone. ”

CARER

75

CARERS
SUPPORTED BACK
INTO THE SERVICE



“ Having attended some of your gatherings on behalf of Bury Hospice, I have witnessed the fantastic work you do in bringing carers and their loved ones together for a time of respite, advice and signposting. Thank you for letting us be part of this Hub. ”

PROFESSIONAL

UPSKILLED

222



PROFESSIONALS IN
CARER IDENTIFICATION
AND SUPPORT

DELIVERED

244

CARER ACTIVITIES TO

2641

CARERS, INCLUDING
DIGITAL OPTIONS

“ Thanks for the offer of a call. Things are becoming more stable with my son (thankfully), so it is a good time to pause the calls. It is impossible to put into words how grateful I am for your support and advice when I was at my lowest. You are a true hero! ”

CARER

LUCY'S STORY

Lucy, aged 19, was referred to the Bury Carers' Hub as part of transition work from Bury Young Carers. She is the primary carer for her mum, who has both physical and mental health needs, and has received intermittent support from young carers services over several years. Lucy's first contact with the Hub was a joint appointment with her Young Carers Worker and the Young Adult Carer Lead, ensuring continuity as she moved into adult services. During this session, Lucy spoke openly about the impact of her caring role and her wider circumstances. She shared that she has a supportive relationship with her grandparents, who regularly check in to make sure she is coping. Lucy is not currently in education, employment or training and explained that ongoing health conditions, which are still being investigated, can affect her well-being and engagement. She is also in the early stages of her gender transition, which is an important aspect of her identity and support needs. Together, we explored available services and discussed support options at Lucy's pace. Information about a statutory carer's assessment was shared, and Lucy expressed interest in volunteering once her health is more stable.

1843



CARERS REGISTERED
WITH THE SERVICE

“ Thank you for all the support you have given me over the past months. Without your genuine concern for my situation, I don't know where I would have ended up, and your kindness and attention to detail are a tribute to your professionalism. ”

ADULT CARER

18000

NEWSLETTERS
DISTRIBUTED

1019

ONE-TO-ONE
SESSIONS
DELIVERED



“ No matter what question I ask you, you always seem to know the answer. Thank you! ”

CARER

IDENTIFIED
& SUPPORTED

817

NEW CARERS



2658

CARERS REGISTERED
WITH CARERS
COMMUNITY NETWORK

“ My coffee and chat mean everything to me, and no matter how I am feeling, I know you are there to listen, and I am sorry I was so upset at the last one, but you sorted me out and made me feel listened to. ”

ADULT CARER

98 %

OF CARERS REPORTED
IMPROVED WELL-BEING



3236

ATTENDANCES AT
GROUPS AND EVENTS

“ I was really struggling this time; you helped me breathe and gave me positive support in putting me back on track. Thank you! ”

ADULT CARER

1173

CARERS
CONNECTED TO
SPECIALIST SERVICES



SHELLEY'S STORY

Shelley was referred to the service by Adult Social Care while caring for her husband, who lives with several long-term health conditions, including a neurological condition that significantly affects his mobility. By the time she reached out, Shelley was exhausted and overwhelmed. Most days felt relentless, and early discussions showed that her well-being and quality of life had been significantly impacted. From the start, a Carers Information and Support Officer took time to understand Shelley's situation and what mattered most to her. Through calm, supportive conversations, Shelley felt able to share her priorities and was fully involved in decisions about her support. She was guided through the Statutory Carer's Assessment process in a way that felt clear and manageable, with her views kept central throughout. With the right support in place, Shelley accessed a personal budget and explored respite options, including support through Carefree Breaks. She also received broader information on well-being and was encouraged to engage in carers' activities, which helped her feel less isolated. Over time, Shelley felt more supported and more confident. She described the service as a “lifeline”, saying she felt listened to, validated, and better equipped to continue caring with renewed resilience and with the reassurance that she wasn't on her own.

Carers' Hub Rochdale: Young Carers

318

**YOUNG CARERS
REGISTERED WITH
THE SERVICE**



“The trips are always very well organised, and I feel so safe with new friends. Our guardians are so understanding both at school sessions and on trips, always listening and looking out for us.”
YOUNG CARER

**IDENTIFIED
& SUPPORTED**

236

YOUNG CARERS



“The service is amazing. The support that was offered to my son has been a huge help. Before young carers were involved, my son was struggling, but since he has been under the service, he seems to be a lot more settled, knowing there are other young carers that are his age, he can relate to. The staff are kind, patient and welcoming, and my son loves the pool table and basketball too! Thank you to everybody at Young Carers for the continued support for my son. It has made a massive difference to his mental health.”
PARENT

DELIVERED

873

**ONE-TO-ONE
SUPPORT SESSIONS**



533

**YOUNG
CARERS
ATTENDED
CARERS' HUB GROUPS,
ACTIVITIES & EVENTS**

“I just received some wonderful feedback from a mum. She mentioned that C really felt comfortable and had a sense of belonging at the We Care session. He even made a connection with another young carer and had a great chat with them. He said it felt like a safe and secure place where he wanted to be. So lovely and exactly why we're doing the programme to help build those connections and bonds!”
PROFESSIONAL

84 %

**OF YOUNG CARERS
REPORTED IMPROVED
WELL-BEING**



“It was really fun- we were never bored, and we got food, which is always a bonus!”

YOUNG CARER

326

**YOUNG CARERS HAVE
BEEN CONNECTED TO
SPECIALIST SERVICES**



TANYA'S STORY

Tanya is a young carer who supports her older sibling, who has ADHD. She helps with practical tasks at home and offers emotional support, especially during times when her sibling experiences emotional dysregulation. Tanya is mature, empathetic and deeply responsible, but over time, the pressures of caring began to affect her own emotional well-being. She found herself feeling worried, frustrated and unsure where to turn. Tanya was offered one-to-one support from a Young Carers Practitioner, providing her with a safe and supportive space to talk openly about what life looks like at home. Together, they focused on helping Tanya understand her emotions, build coping strategies, and strengthen her resilience. Sessions explored emotional awareness, neurodiversity and personal boundaries, using practical tools such as the Circle of Control to help Tanya recognise what she can manage and when it's okay to ask for help. With this support in place, Tanya's confidence has grown, and she now feels proud to recognise herself as a young carer. She reports improved well-being and feels better able to balance caring with school and social time. Tanya feels recognised, supported, and less alone.

The Lancashire Carers Service

IDENTIFIED

6115
NEW CARERS



“I feel like I'm being heard now, thank you so much. I'm trying to get a hold of so many people and not getting anywhere; I am so grateful.”

CARER

COMPLETED



499

PEACE OF MIND
4 CARERS PLANS

6289

REFERRALS MADE TO
OTHER ORGANISATIONS

“When my mother was diagnosed with Vascular Dementia, my wife and I began to feel very isolated as her condition deteriorated, and this became the hardest thing I have ever had to deal with. Siobhan was so warm, kind and sympathetic that she helped us feel we were not on our own, and thanks to her, that dark place has become that bit brighter.”

CARER

3624

CARER
ASSESSMENTS
COMPLETED

98 %

OF CARERS HAD
THEIR NEEDS MET



SUPPORTED

9405

CARERS TO HAVE A BREAK
FROM THEIR CARING ROLE

100 %
OF CARERS

HAD BEEN SUPPORTED
TO IMPROVE THEIR
HEALTH AND WELLBEING

“Thank you so much for doing my carers assessment for me. For the first time in a very long time, I felt as though I was talking to someone who truly understood what carers deal with on a daily basis. The information you sent through has been very helpful, and I really appreciate it. Your kindness and understanding really made my day, so thanks again.”

CARER

12283

CARER ASSESSMENT
REVIEWS COMPLETED

“Thank you so much for today. I'm overwhelmed with the support. I really thought no one cared and didn't know help was out there to this degree.”

CARER

EMMA'S STORY

Emma was referred to the service by her GP while caring for both of her elderly parents. One parent is living with dementia, while the other has multiple long-term health conditions. Emma was providing daily, hands-on support, often travelling between homes and returning late in the evening. Alongside work and family life, the demands of caring were taking a real toll on her own physical and emotional health. Emma shared that she felt exhausted, isolated and emotionally drained. Fractured family relationships meant much of the responsibility rested with her, leaving little time to pause, recover, or focus on her own well-being. With space to talk openly about what life looked like day to day, Emma was supported to explore what might help her continue caring in a healthier, more sustainable way. She accessed tailored support, including peer support groups and counselling, as well as practical information to help her plan breaks and manage work commitments alongside caring. Emma was also awarded a Carer's Personal Budget, which enabled her to prioritise her own health by returning to regular exercise, something she had previously been forced to give up. With the right support around her, Emma said she felt listened to, understood and less alone.

Staffordshire Together for Carers Service



“ It was great to chat to you too; you were very warm and friendly. Thank you for all your advice and for putting it all in an email. I have already received a welcome letter regarding a carer's assessment, so that's brilliant. I will start with that, one step at a time, as you say. **”**

ADULT CARER

DELIVERED

146 FACE-TO-FACE ACTIVITIES

ATTENDED BY

924 ADULT CARERS

“ Staffordshire Together for Carers is the best thing that has ever happened to me. **”**

YOUNG CARER

ORGANISED
2 FOUR NIGHT RESIDENTIAL BREAKS

ATTENDED BY

17 YOUNG CARERS



DELIVERED
85 FACE-TO-FACE ACTIVITIES

ATTENDED BY

889 YOUNG CARERS

DELIVERED
168 VIRTUAL ACTIVITIES

ATTENDED BY

663 ADULT CARERS

“ For me, it helps that she has access to a group session because it means she can get out and try new things without us. Scary at first, but it's worth it for the opportunities available to her and for me to have time to just care for one child that needs me.

PARENT OF YOUNG CARER **”**

REFERRED

25 YOUNG CARERS TO ACCESS A WEEKEND BREAK

SUPPORTED CARERS TO ACCESS OVER

1151 COUNSELLING SESSIONS WITH PARTNER ORGANISATIONS

PARTNERED WITH

9 ORGANISATIONS TO INCREASE THE SUPPORT OFFER FOR CARERS

DELIVERED

8 VIRTUAL ACTIVITIES



ATTENDED BY

84 YOUNG CARERS

LAURA'S STORY

Laura supports her younger brother, who has Autism Spectrum Disorder, Sensory Processing Disorder, Global Developmental Delay, PICA, and is non-verbal. She plays an important role within her family, helping her mum with practical tasks such as fetching medication and wipes, and offering reassurance to her brother during periods of distress. Laura was identified as a young carer following a Young Carers Assessment. Because of her brother's complex needs, family outings can be challenging, limiting the experiences available to Laura and affecting her social life. Over time, these pressures meant Laura sometimes felt different from her peers and was unsure how to manage her own emotions alongside her caring responsibilities. Laura was offered one-to-one support from a Young Carers Practitioner, providing her with a safe space to talk openly and better understand her brother's needs. Sessions focused on emotional well-being, coping strategies, and building confidence. An emergency plan was also developed with Laura and her mum, helping her feel clearer about what to do in a difficult situation. Laura was supported to attend young carers groups and activities, with transport arranged so she could take part. Laura now feels more confident, more able to talk about her feelings, and enjoys time away from caring while building friendships with other young carers.

1335

ADULT CARERS AND

441



YOUNG CARERS
REGISTERED WITH
THE SERVICE

435



NEW ADULT CARER
REFERRALS

2018

NEWSLETTERS DISTRIBUTED

“ I had assistance from Warrington Carers Hub, and it was amazing. I don't think I would have got through caring for my mum with Alzheimer's whilst she was living with us, whilst I was also working full time, and in finding a suitable care home for her, without the help. I don't know what I would have done without the support. Helen's support when I was dealing with caring for my mother with Alzheimer's was amazing. I don't think I would have got through the year mum was living with us if Helen had not been there to provide support when I was struggling to cope, and practical advice when I needed guidance. She never failed to help when I needed her, usually with a funny, relevant anecdote from her experience to make me feel brighter as well. I cannot overstate the impact she made and how grateful I am to her for being there for me. She is amazing! ”

ADULT CARER

1208

ADULT CARERS BEING
CONNECTED WITH
SPECIALIST SERVICES

“ Aimee was amazing and very polite and friendly. She had some challenging questions! ”

PROFESSIONAL

“ This has been the best experience I've ever had, I have never spoken so much about my own feelings, not even to the school well-being/pastoral team. I was able to get so much out, 100% the truth, and it has made a difference, thanks to you. ”

YOUNG CARER

525

YOUNG CARERS
ATTENDING GROUPS
AND EVENTS

1718



ADULT CARERS
ATTENDING GROUPS,
EVENTS AND
TRAINING

253

NEW YOUNG CARER
REFERRALS



JACKIE'S STORY

Jackie was caring for her mum, who has been living with dementia since 2020, when she reached out for support. At the time, Jackie's mum lived independently in a village 70 miles away, requiring two-hour trips each way. As her dementia progressed, her mum's support needs increased. A move into sheltered accommodation didn't work out, as the promised activities never materialised. Jackie continued providing more support from a distance. Both Jackie and her mum live with anxiety, and the motorway travel began to affect Jackie's mental health. To cope, she brought her mum to stay at the family home more often, and it became clear that independent living was no longer safe. Jackie received one-to-one support from a Carers Information and Support Officer, including emotional support, safety planning, tailored information, and signposting to national dementia resources. She was supported through difficult conversations and decisions, and explored local care options at her own pace. With the right support in place, Jackie secured a care home placement close to home, allowing her mum to settle before Christmas. Jackie now feels supported, reassured and less alone in her caring role.

64 %

OF REFERRALS ARE SELF-REFERRALS, WHICH HAVE COME FROM A FRIEND OR FAMILY MEMBER OF THE CARER OR HAVE BEEN GENERATED THROUGH A KNOWSLEY CARERS HUB ENGAGEMENT EVENT.

“ The Carers hub has been a lifeline. I finally feel like I am not alone in this and having someone to ring who listens, thanks for being there. ”

CARER

7505

CARERS CURRENTLY REGISTERED WITH THE SERVICE

“ Just knowing there's someone at the end of the phone who understands makes such a difference, thank you. ”

CARER

£2,233,430

GAINED COLLECTIVELY BY CARERS THROUGH WELFARE BENEFITS, ADVICE AND SUPPORT

1461

REFERRALS RECEIVED

“ The help and care the Knowsley Carers Hub team has given me has been unmatched. I was feeling so lost and alone dealing with the care of my father until I contacted them. They have given me so much guidance when needed. I am extremely grateful for it all, especially their level of understanding and compassion. ”

CARER

97 %

OF REFERRALS ACKNOWLEDGED CONTACT WITHIN 1 WORKING DAY

1484

REFERRALS MADE TO OTHER ORGANISATIONS

“ I felt my voice was heard for the first time in years, and the lady I spoke to was kind, caring and gave me lots of helpful information. I now feel I have somewhere to turn to if I feel I need help. Thank you all. ”

CARER

890

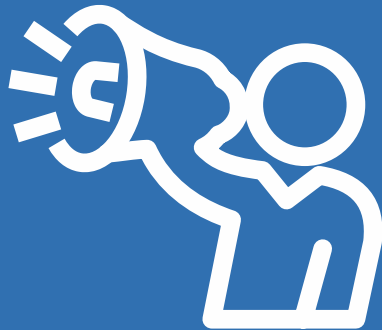
CARERS ATTENDED COFFEE & CHATS

KAREN'S STORY

Karen, aged 59, was caring for her husband when she reached out to Knowsley Carers Hub for support. Her husband lives with several health conditions, and by the time Karen got in touch, she felt overwhelmed, isolated and low in mood. Money worries were adding to the pressure. With space to talk openly, Karen received one-to-one support from a Carers Assessment and Support Officer, who offered reassurance and practical guidance. To reduce isolation, Karen was introduced to Coffee and Chat groups, the CHAT Line service, and the Hub's closed Facebook group, and was encouraged to speak with her GP about additional support. Financial concerns were addressed quickly. Karen received immediate food support through vouchers, was referred for a benefits check with a specialist adviser, and was supported in accessing a fuel bank voucher. Karen also shared worries about leaving her husband alone overnight, fearing she would not hear him if he needed help. A referral was made to Knowsley Council's Assistive Technology service to explore options that could help her feel safer at home. Karen now feels more supported and less alone, with practical help in place to ease both her caring role and financial worries.

Advocacy Services

In 2025-2026,
N-Compass provided
advocacy services
across Bury, Blackburn
with Darwen, Knowsley,
Liverpool, Westmorland
& Furness and Wirral



1321 

**INTERACTIONS INTO THE
BURY ADVOCACY HUB**

“ The advocate has been fantastic throughout their input with the client; they engage well with them and always make sure their voice is heard. The advocate continues to be a huge support to the client and Bury Adult Care.”

PROFESSIONAL

1048

**INDIVIDUAL'S STATUTORY RIGHTS
UPHELD WITH THE
SUPPORT OF AN ADVOCATE**

“ I appreciated the time you took to listen to our journey & the impact it's had upon my step-mum and us as a family.”

CLIENT

7394 **HOURS
SPENT
ON CASE-WORK**

96 %



**CLIENTS HAVE INCREASED
SELF-ADVOCACY SKILLS
AFTER SUPPORT
FROM THE HUB**

593 

**INDIVIDUALS
SUPPORTED UNDER THE
MENTAL HEALTH ACT**

“ The advocate has been excellent for the client during safeguarding proceedings. The advocate maintained regular, appropriate contact with the client and all of those involved.”

PROFESSIONAL

“ Thank you once again for what you're doing. With you helping me, I'm starting to feel a big weight lifted off me. I'm feeling positive about my situation for the first time in over 4 years.”

CLIENT

257 

**INDIVIDUALS
SUPPORTED
BY OUR DUTY
ADVOCACY TEAM**


100 %

**PROFESSIONAL AND
CLIENT SATISFACTION
WITH THE SERVICE**

SARAH'S STORY

Sarah was 22 years old when she was referred for advocacy support through safeguarding concerns. As a care leaver, she had moved to another borough and was left without consistent support. Over two years, almost 20 housing placements broke down, leaving her without stability. Sarah lives with a personality disorder, but was not receiving mental health support. She lived alone with her four cats, in living conditions that had deteriorated significantly, placing her at risk of eviction. Sarah was mistrustful of professionals because of past experiences and found it hard to engage with social care. She struggled to manage bills, attend appointments, and care for herself and her pets. A social worker assessed that she lacked the capacity to prevent serious self-neglect, highlighting the need for independent advocacy. The Advocate introduced herself gradually, agreeing contact at Sarah's pace through messages, phone calls and later home visits as trust grew. With time, Sarah shared her goals: keeping her cats, improving self-care, and pursuing her long-held interest in catering. With advocacy support, Sarah engaged with her GP, started mental health treatment, secured supported accommodation, and enrolled on a college catering course. She is no longer self-neglecting and is now living safely and independently, with renewed hope for the future.



1167
PEOPLE SUPPORTED
THROUGH THE BLACKBURN
WITH DARWEN HUB

98%
OF CLIENTS'
KNOWLEDGE ABOUT THEIR
RIGHTS HAS INCREASED
AFTER WORKING WITH
AN ADVOCATE

“ Thank you for thinking of
my son as an actual person and
not just a number. ”
FAMILY MEMBER

3585 HOURS
SPENT
ON CASE-WORK


503
INDIVIDUALS
SUPPORTED
BY OUR
DUTY ADVOCACY TEAM

“ Advocate provided a
prompt, effective response, and
this enabled safeguarding
enquiries to be completed in a
timely manner. ”
PROFESSIONAL

300 
INDIVIDUALS
SUPPORTED
UNDER THE MENTAL
HEALTH ACT

“ I just want to say thank you
for your input during this time,
the service really captured P's
voice and his current situation. ”
PROFESSIONAL

100% 
CLIENT AND PROFESSIONAL
SATISFACTION WITH THE
SERVICE DELIVERED BY
BLACKBURN WITH DARWEN

“ BwD Advocacy provides a
vital service and does so with
care, professionalism, and heart. I
would highly recommend them to
anyone in need of advocacy
support. ”
CLIENT

CHERI'S STORY

Cheri was living in a care home after acquiring a brain injury from alcohol misuse. She was subject to a Deprivation of Liberty Safeguards authorisation, with an advocate as her Relevant Person's Representative. Cheri told her advocate she was unhappy and wanted to go home to her husband, Frank, whom she had been married to for 40 years. She felt distressed by supervision and loss of privacy. Cheri did not accept that returning home would be risky and had limited insight into her care needs. She asked her advocate to support a legal challenge and share her wishes with social care. The social worker explained that Frank's health had deteriorated and he was now living in a care home. The family home was unsafe and unfit to return to. A Best Interests meeting was held, which Cheri attended with her advocate. Although going home was recognised as the least restrictive option and Cheri's preference, it was not considered safe. Alternatives were explored to respect her wishes while keeping her safe. It was agreed that Frank would move into the same care home so they could be together. Cheri and Frank have since settled together, and the legal challenge concluded following a Best Interests decision.

Liverpool Statutory Advocacy Hub



2678

REFERRALS RECEIVED INTO THE LIVERPOOL ADVOCACY HUB

“ The advocate has advocated for a number of people we support and has always provided a professional and caring service. In a service where people are not always willing to engage with external professionals, they have always taken the time to sit and chat with him due to his caring, knowledgeable and person-centred approach.”

PROFESSIONAL

212

INDIVIDUALS RECEIVED MORE THAN ONE STREAM OF ADVOCACY

2015

STATUTORY RIGHTS UPHELD WITH THE SUPPORT OF AN ADVOCATE

100% 
OF CLOSED CASES INVITED TO SHARE FEEDBACK

95% OF WHICH FELT MORE INVOLVED IN THE STATUTORY PROCESS WITH THE SUPPORT OF AN ADVOCATE

96 %



PROFESSIONAL AND CLIENT SATISFACTION WITH THE SERVICE

“ I would like to thank Liverpool Advocacy Hub for all of their help through such a stressful time. The support they have given me over the past year has been amazing. But I would like to personally thank my advocate. Without her help and guidance, I physically and mentally wouldn't have been able to do what we have done. She has been a rock, a sympathetic ear, a friend and just an amazing person.”

CLIENT

“ You were the first person who I felt listened to me. I didn't feel that I could speak to the staff here. I didn't know what was going to happen. You helped me to understand my rights and what was going on. It's so isolating being here, but to have someone who is impartial, I felt so supported, and I can't thank you enough.”

CLIENT

663



INDIVIDUALS SUPPORTED BY OUR DUTY ADVOCACY TEAM

“ The advocate is always very professional, responds in a timely manner, and evidences person-centred representation and involvement with the service-user.”

PROFESSIONAL

JOE'S STORY

Joe had been living in a care home following an alcohol-related brain injury and multiple long-term health conditions. With no family or close friends involved in his care, an advocate was appointed when his GP began considering a Do Not Attempt Cardiopulmonary Resuscitation (DNACPR) decision. The advocate met Joe to explain the proposed decision in clear, accessible language. Although Joe was assessed as lacking the capacity to make the decision independently, he showed insight into the situation and was clear that he did not agree with a blanket DNACPR order. He shared thoughtful views about resuscitation, explaining that outcomes could vary depending on circumstances and clinical judgement. With Joe's consent, the advocate relayed his views to the GP and supported a joint meeting to enable Joe to be involved directly. The GP explained the medical rationale for considering more conservative care, and Joe was supported in restating his wishes and asking questions. Although Joe was assessed as lacking capacity, the GP recognised the importance of his expressed views. Taking Joe's wishes, medical factors and the advocate's report into account, the GP decided not to implement a DNACPR order. Joe remained for full resuscitation, with his voice reflected in the final decision.

1068

REFERRALS RECEIVED
INTO THE KNOWSLEY
ADVOCACY HUB

“ I like it when you visit me, it helps me stay on track. ”
CLIENT

702

STATUTORY RIGHTS UPHELD
WITH THE SUPPORT OF AN
ADVOCATE

“ Great service for patients to access! ”
PROFESSIONAL

1051



INDIVIDUALS
SUPPORTED BY OUR
DUTY ADVOCACY TEAM

“ Thank you for being there for my daughter and helping her. ”
FAMILY MEMBER

100 %



OF INDIVIDUALS WERE
SATISFIED WITH THE SERVICE
RECEIVED BY THE
KNOWSLEY ADVOCACY HUB

“ It's like having a soft cushion to fall back on, having you as my advocate. ”
CLIENT

49

INDIVIDUALS
RECEIVED
MORE THAN ONE
STREAM OF ADVOCACY

95 %



OF INDIVIDUALS FEEL
MORE ABLE TO
SELF-ADVOCATE

THE KNOWSLEY TEAM
WORKED WITH
PEOPLE FROM

14

DIFFERENT
ETHNIC
ORIGINS
IN 2025/2026

PENNY'S STORY

Penny was involved in Child Protection Proceedings for her two children, aged six and eight. Facing a Family Court hearing, she felt overwhelmed and unsure how she would manage the process alone. The hearing was adjourned to allow her to receive support from an independent advocate. The advocate met Penny beforehand to explain their role and reassure her that her wishes and feelings would be heard. Together, they talked through what to expect at court, the interim nature of the proceedings, and Penny's parental responsibilities. The advocate also supported Penny to meet her barrister, helping her understand what was being discussed and ask questions at her own pace. On the day, Penny's anxiety was recognised, and adjustments were agreed, including breaks and access to a room, with the hearing viewed via video link. Penny was supported to speak about her children and the importance of remaining involved in their lives. Although the court decided the children would temporarily enter foster care, Penny was supported in understanding that this was not a final decision. After the hearing, the advocate maintained contact, offering reassurance and support. With advocacy involvement, Penny engaged with assessments, support and planning. Six weeks later, her progress and commitment led to her children returning home.

93% 
OF INDIVIDUALS
FELT MORE ABLE TO
SELF-ADVOCATE AFTER
THE SUPPORT
OF AN ADVOCATE

“ Thank you, heartily, for this email! It is probably the only thing about this period of turmoil that will help me to make sense of all these phone and visit issues, in their complexity. Your help has done me proud; your service skill does you proud. Do the service a favour...never leave!

CLIENT ”

170 
INDIVIDUALS RECEIVED
MORE THAN ONE
STREAM OF ADVOCACY

“ Thank you so much for listening to me, you have made me feel human again, made me feel like I matter again, I feel so much better now, thank you. ”

FAMILY MEMBER

611
INDIVIDUALS HAD THEIR
RIGHTS UPHELD
UNDER THE
MENTAL HEALTH ACT

98% 
PROFESSIONAL AND
CLIENT SATISFACTION
WITH THE SERVICE

“ As a working professional, I find their support through advocacy for my clients to be invaluable. I have called this morning and spoken to an advocate who was able to guide me in relation to a complicated matter, and we were able to come up with a plan to best support the client's needs. ”

PROFESSIONAL

1588
INDIVIDUALS
SUPPORTED WITHIN THE
WIRRAL ADVOCACY HUB

“ Thank you very much for taking the time to update me. Yes, it puts our minds at ease so much more. Thanks again for everything ”

FAMILY MEMBER

435 
INDIVIDUALS
SUPPORTED BY OUR
DUTY ADVOCACY TEAM

JAMES'S STORY

James was caring for his elderly mother while subject to a Community Order requiring weekly volunteering. His home had no electricity or hot water, he had no income due to benefit issues, and he was unable to wash properly. Communication breakdowns with services left James and his mother without essential medication. He was asked to pause volunteering due to health concerns. Isolated, mistrustful and overwhelmed, James said life was spiralling out of control. An N-Compass advocate who already knew James offered generic advocacy and worked with his probation officer to rebuild trust and coordinate support. They focused on James's priorities: caring safely for his mum and restoring stability. With consent, the advocate attended a DWP drop-in with James, where errors were identified and corrected. James was awarded the correct benefits, including Carer's Allowance and emergency support, to restore electricity and meet basic needs. The advocate also worked with the GP to reinstate medication for James and his mother, supported contact with the landlord, and helped request wider care and carer assessments. With essentials in place, James felt more in control, resumed volunteering and began looking towards future employment. This helped him overcome the immediate crisis and rebuild a daily routine.

168 
**CLIENTS SUPPORTED
BY OUR DUTY
ADVOCACY TEAM**

“ The time between the referral and the allocation of an advocate was quick, and this meant that there were no delays. The advocate maintained good communication, before and after, and it was evident that they had a good understanding of the client's situation. ”
PROFESSIONAL

“ The advocate is knowledgeable and person-centred to the client. They created a very good bond, which was evident with the client. They were friendly and approachable. The advocate had experience and could share strategies to help better support, which was really helpful. ”
PROFESSIONAL

587 
**INDIVIDUALS
HAD THEIR
STATUTORY RIGHTS
UPHELD**

100 %
**OF INDIVIDUALS
FEEL MORE ABLE TO
SELF-ADVOCATE**

“ At last, my dad was moved last week & seems to have settled well. Thank you for all your help with this, it's greatly appreciated. ”
FAMILY MEMBER

3852 **HOURS
SPENT**
**ON SUPPORTING
INDIVIDUALS**

755
**INDIVIDUALS
SUPPORTED WITHIN THE
WESTMORLAND & FURNESS
ADVOCACY HUB**

“ The advocate was very professional, helpful and decisive in her attitude and did an excellent job supporting me. ”
CLIENT

100 %
**INDIVIDUAL AND PROFESSIONAL
SATISFACTION WITH THE
SERVICE RECEIVED**

ALAN'S STORY

Alan, 75, lived alone in his flat. Neighbours became concerned when he began knocking on doors at night and driving while disoriented. Carers noticed he was missing medication, and after a GP visit, found him unwell and neglected, so he was taken to the hospital. A DoLS authorisation was put in place, and an advocate met Alan to understand his wishes. Alan said he felt fine and wanted to go home. He described himself as sociable and enjoying retirement. When concerns about night-time wandering and missed medication were raised, Alan could not recall them and felt he could manage. The advocate spoke with the consultant, who had assessed Alan as lacking the capacity to decide where he should live and what care he needed. Dementia was suspected, and a scan identified an abdominal mass. At a Best Interests meeting, Alan attended with his advocate and the risks of returning home were explained. It was agreed he now needed nursing care. Although shocked, Alan accepted he could not return home but asked to live near friends and still go out for meals and trips. A home within two miles was found, Alan liked it, and he moved in with ongoing advocacy support.

Counselling Services

In 2025-26,
N-Compass provided
counselling services
to carers across
Lancashire



Counselling Services



52 ADULT CARERS RECEIVED CBT THERAPY

“ I do think I have learned some strategies that have helped. For example, planning something to look forward to when I have felt depressed and overwhelmed with low energy levels. That really helped and gave me a motive to do washing and shower and prepare meals ahead of time, so I will continue using that strategy in the future. I have also found a local cafe, and I plan to go next week and also make plans this weekend in an attempt to do more things for myself. I am hoping this will gradually change how I perceive myself and form relationships in the future. ”

CARER

“ Having never received CBT before, I have found it extremely helpful. I have been able to speak with Chris on a weekly basis, explain how I felt, what concerns I had and through discussing the issues, he was able to make me see and explore solutions. I appreciate CBT may not be for everybody, but I am extremely grateful to have been given the option to receive 6 sessions with Chris and would fully recommend it, to anyone in a similar situation that I have found myself in. ”

CARER

“ I wanted to take a moment to thank you for the support you've given me over the past couple months. Your understanding, patience, and calm presence made a real difference when things felt overwhelming. I'm especially grateful for the practical advice and guidance you offered, and allowing me to offload everything that was on my mind. Knowing I was listened to and supported without judgment meant a great deal to me. ”

CARER

“ The issues I have with my son is not an easy problem to discuss with other family members or friends, so I often feel alone with my problems, but chatting through things with you has really helped. Thank you for the time, care, and compassion you've shown throughout our work together. It has genuinely helped me move forward with greater clarity and confidence. ”

CARER

“ I really cannot find the words to express how thankful I am with the way you have helped me. A couple of months ago I felt I was falling into a black hole but with your help I now see a light, I feel positive, calmer, and more at ease, as I now have strategies in place I am using daily. I know and accept there may be bumps in the track along the way, but I am confident I will keep putting into practice your wise words and guidance. Thanks again. ”

CARER

ANNA'S STORY

When Anna, a dedicated professional and devoted daughter, began caring for her mother, the impact on her own well-being was profound. Over time, she found herself feeling constantly anxious and overwhelmed, struggling to relax or switch off. Her sleep was disrupted, her energy low, and the things she once enjoyed no longer brought the same comfort. She described feeling “on edge” much of the day, with worry often spiralling and affecting her confidence. Over six sessions of Cognitive Behavioural Therapy, Anna was supported in gently exploring what lay beneath these feelings. Together with her therapist, she developed practical strategies to manage anxiety, understand her thinking patterns, and respond differently in moments of stress. This included learning to set healthy boundaries, communicate more assertively, and make space for her own needs alongside her caring role. Mindfulness techniques and guided reflection helped her slow down, regulate her emotions, and regain a sense of balance. By the end of her journey, Anna felt calmer, more hopeful, and better equipped to cope. She described feeling more like herself again, able to think clearly, connect with others, and face challenges with greater confidence and self-compassion.

Wellbeing Services

In 2025-26,
N-Compass provided
wellbeing services in
Lancashire



Connect 5 Training

“ The course was very informative and helpful in increasing my understanding of how to discuss mental well-being issues. ”

T-LEVEL PLACEMENT STUDENT

“ An absolute pleasure to be involved. Superb and impactful delivery, helping all involved to connect and self-reflect. ”

SOCIAL PRESCRIBER

“ Very well presented by Neil, very knowledgeable in the subject area. Made to feel comfortable sharing ideas, etc. ”

COUNCIL TEAM

35



TRAINING SESSIONS
DELIVERED

337



INDIVIDUALS RECEIVED
TRAINING

94%

IMPROVED SKILLS &
CONFIDENCE TO DISCUSS
MENTAL WELLBEING

“ Really good course to help deal with others who may need to talk. Also, good ideas to help myself. ”

GP'S RECEPTIONIST

“ Good, interesting course, and it has improved my skills and knowledge in dealing with sensitive conversations relating to people's mental well-being. Good conversations on dealing with the issues of suicide. ”

HEALTHCARE ASSISTANT

“ Neil was brilliant. Useful discussions, interactive session. Very helpful for my role as a GP, but also in maintaining my own well-being. ”

GP

95%



IMPROVED AWARENESS
OF MENTAL WELLBEING

97%



SATISFACTION WITH
COURSE DELIVERY &
CONTENT

“ Fantastic session. Didn't feel like a typical training session. Interactive, well-designed. Trainer was excellent. ”

PRACTICE MANAGER GP SURGERY

FACILITATED ACCESS TO
HEALTH APPOINTMENTS,
SOCIAL CARE ASSESSMENTS,
LEGAL ADVICE

SUPPORTED TO NAVIGATE
HOUSING AND BENEFITS
PATHWAYS, LIAISED WITH
UTILITY COMPANIES

**INCREASED AWARENESS
OF THE BARRIERS FACED
BY DEAF PEOPLE
IN LANCASHIRE
WITH OVER** **3000**
PROFESSIONALS

“Your dedication went above and beyond my expectations.”

SERVICE USER

SUPPORTING LANCASHIRE
CONSTABULARY
TO BE ACCESSIBLE
TO THE DEAF COMMUNITY



SUPPORTING LANCASHIRE
HOSPITALS
TO BE ACCESSIBLE TO
PEOPLE WHO ARE DEAF



SUPPORTED
LANCASHIRE AND SOUTH CUMBRIA
TO ESTABLISH ACCESS FOR THE
DEAF COMMUNITY THROUGH THEIR
**TRANSFORMATIONAL
MENTAL HEALTH WORK**



“Without your input and advice about BSL users, it's unlikely we would have been able to remain compliant. We have now managed to prepare such a strong case.”

LANCASHIRE POLICE

SUPPORTING THE WORK OF
LANCASHIRE COUNTY COUNCIL
HEARING IMPAIRMENT TEAM

SUPPORTING DEAF PARENTS
TO UNDERSTAND AND NAVIGATE
THE **EDUCATION SYSTEM**
AND SEND SERVICES



SUPPORTING DEAF PEOPLE
TO ACCESS
COMPLAINTS PROCESSES



SUPPORTS THE HOSTING
OF THE BSL FORUM

SUPPORTS ACCESS AND
UNDERSTANDING OF
SPECIALIST HEALTH SERVICES

“We need your knowledge and experience.”

MEDICAL PROFESSIONAL

JANE'S STORY

Jane, a deaf woman, was admitted to hospital following a stroke and experienced a serious breakdown in access to communication. Members of the Deaf community raised concerns after discovering she had been in hospital for over a week without a British Sign Language (BSL) interpreter. During this time, Jane had little understanding of her care and was unable to communicate effectively with staff. A Deaf Link Worker visited Jane on the ward and arrived while physiotherapy was taking place. Jane was visibly distressed. Through supported communication, Jane explained she had congenital conditions affecting her mobility, which staff had mistakenly assumed were caused by the stroke. This crucial information had been missed due to a lack of accessible communication. Once Jane's history was understood, it became clear that the therapy being provided was inappropriate and causing unnecessary pain. Jane's treatment plan was reviewed immediately and adapted to reflect her actual needs, resulting in significant improvements in her comfort and care. Alongside supporting Jane, the Deaf Link Worker worked with hospital staff to explain their legal duties under the Equality Act and the Accessible Information Standard. Practical guidance was shared to improve access to communication, ensuring Jane's needs were met.

Volunteering Services

In 2025-26,
N-Compass provided
volunteering opportunities
across all our services



The Volunteer Hub - Volunteers

70 SITTING-IN SESSIONS
COMPLETED BY
VOLUNTEERS 

" I find N-Compass to be especially supportive towards their volunteers and keep them updated with training and other things.

VOLUNTEER **"**

3514 HOURS DONATED
BY VOLUNTEERS

" N-Compass is very supportive. **"**
VOLUNTEER

" Everyone is very friendly, and that makes the role so much easier! **"**
VOLUNTEER

355 HOURS OF TIME SPENT BY
VOLUNTEERS & CARERS
CHATTING ON THE PHONE 

551 HOURS
DONATED BY
VOLUNTEERS SUPPORTING
OUR ADVOCACY SERVICES 

" They really do look after their volunteers, and I feel appreciated. **"**
VOLUNTEER

1068 CHATS HELD
BETWEEN
CARERS AND VOLUNTEERS

207 PEN PAL LETTERS
SENT BETWEEN CARERS
AND VOLUNTEERS

" There's always support available when I need it. **"**
VOLUNTEER

113 VOLUNTEERS
DURING 2025/2026

33 VOLUNTEERS
WHO ARE 
REGISTERED CARERS/FORMER CARERS
WITH N-COMPASS

LORRAINE'S STORY

After graduating in July with a first-class degree in Health and Social Care, Lorraine wanted to build practical experience to complement her academic learning. Passionate about supporting others, she chose to volunteer with N-Compass as a Chat Line volunteer while working towards employment. From her first enquiry, Lorraine found the process welcoming and straightforward. She completed an expression of interest, met with the Volunteer Co-ordinator and finished training in a supportive, well-structured environment. Expectations were clear, and Lorraine felt reassured that guidance would be available, helping both volunteers and carers feel valued. Through her Chat Line role, Lorraine has gained first-hand experience of the importance of listening and offering reassurance. She has seen how simple, regular conversations can reduce isolation for carers, especially during difficult weeks, and help people feel heard without judgement. The role has strengthened her confidence, communication skills and understanding of lived experience. Looking ahead, Lorraine sees volunteering as a strong foundation for her career. While her degree provided knowledge, volunteering has brought practical insight, confidence and personal growth, as well as skills she can take into future roles. She would encourage others to volunteer, recognising it as a chance to give support, build skills and gain a lasting perspective.

The Volunteer Hub - Students

100%

OF STUDENTS WOULD RECOMMEND
N-COMPASS AS A GOOD PLACE TO
COMPLETE A STUDENT PLACEMENT

“ I was given the opportunity to be a part of such a wide array of different experiences, and I really feel I've gotten a little bit of everything out of it. ”

“ Absolutely everybody I've met has been so supportive and lovely. I have been put at ease and felt so comfortable with everyone I've worked with, and I've never once felt like I was left on my own. ”

100%

OF STUDENTS FELT THEIR INDUCTION
WAS RELEVANT TO THEIR PLACEMENT

“ N-Compass is a good place to work or for placement. They have so many professionals and supportive staff. I am recommending them already. ”

STUDENTS HAVE SUPPORTED
OUR SERVICES WITH

4410

HOURS IN 2025-2026



100%

OF STUDENTS FELT THEY WERE
SUPPORTED BY N-COMPASS
COLLEAGUES

“ I like my team members; they are so supportive, I feel like I do not want to go. ”

100%

OF STUDENTS TOLD US THEIR
PLACEMENT MET THEIR
LEARNING EXPECTATIONS

JACKIE'S STORY

Jackie's journey into social work has been shaped by resilience and determination. At 18, she secured a place at Lancaster University to study Accounting and Finance, but shortly before her exams, she discovered she was pregnant. Choosing to prioritise her family, Jackie put her university plans on hold. Four children later, she felt ready to return to education and pursue her ambitions. Initially drawn to working with children, Jackie completed an apprenticeship in Early Years Education. Over time, her interests shifted towards supporting adults, and she enrolled on the Social Work course at the University of Lancashire. From her first year, Jackie felt confident she had chosen the right path. As part of her second year, Jackie completed a 70-day placement with N-Compass. Although nervous about working in an office environment for the first time, she quickly felt welcomed and supported. Comprehensive induction and training helped her develop confidence and practical skills. During her placement, Jackie supported carers through assessments, reviews, referrals and Peace of Mind plans, gaining valuable experience linking legislation to practice. At the end of her placement, she chose to remain with N-Compass as a Chat Line volunteer and plans to advocate for carers in her career.

Service Users' Satisfaction Survey Results

99%

of service users said they would recommend our services to friends and family



“

My daughter has been working with Jo from the Rochdale team. She always talks so fondly of Jo and counts down the days until Jo visits her at school. Young Carers has been an incredible service for my young daughter; it's allowed her to meet others and have time just for herself, away from her carer role. Thank you so much for such a wonderful service. Jo, in particular, had been a great support and a credit to the service.”

PARENT OF A YOUNG CARER

“

The help that is provided and available is really good, and just knowing it is available is reassuring. I just want to say that I have received excellent service today. I was not aware of the help available to carers. The people I have spoken with have been so lovely and helpful, it makes a real difference.”

CARER

“

I felt like I had someone to guide me through the process of the complaint. Someone to listen, who was empathetic.”

CLIENT

Stakeholder Satisfaction Survey Results



“

N-Compass provides excellent support services that genuinely help individuals and communities maintain independence and well-being.”

100%

of stakeholders understand the breadth of services that N-Compass delivers.”

“

The organisation is reliable, compassionate, and makes a real difference in the community.”

100%

of stakeholders understand how they can refer people to N-Compass services.”

“

A trusted provider offering structured, responsive, and tailored services.”

93%

of N-Compass staff are professional and act with integrity at all times.”

93%

of my queries are dealt with positively and efficiently.”

Volunteer Satisfaction

100%

of our volunteers told us they would recommend N-Compass as a great place to volunteer.”



“

My volunteering journey with N-Compass has been nothing short of transformative. While my degree gave me the theoretical foundations, volunteering has provided me with the real-world experience that brings those concepts to life.”

“

I've always felt appreciated and part of the team. I've had such excellent support over the years. I've recently started as a pen pal and have completed my first letter to my carer. I shared lots about my hobbies and interests, and I'm really looking forward to receiving a reply.”

Financial Statements 2025-2026

INCOME AND ENDOWMENT FROM Charitable Activities	Unrestricted funds £	Restricted funds £	2026 Total funds £	2025 Total funds £
Advocacy	2,118,649	-	2,118,649	2,036,161
Carers	5,588,685	230,896	5,819,581	4,837,625
Activities for generating funds	8,830	-	8,830	26,950
Investment Income	5,225	-	5,225	12,901
Total income	7,721,419	230,896	7,952,315	6,913,637
EXPENDITURE ON Charitable activities				
Advocacy	2,310,446	-	2,310,446	2,319,199
Carers	5,409,048	48,822	5,457,870	4,544,552
IT Infrastructure and Data Strategy	35,036	-	35,036	44,963
Total expenditure	7,754,530	48,822	7,803,352	6,908,714
Net gains/(losses) on investments	35,508	-	35,508	(216)
NET INCOME/ (EXPENDITURE)	2,397	182,074	184,471	4,707
Total funds brought forward	1,070,968	-	1,070,968	1,066,261
TOTAL FUNDS CARRIED FORWARD	1,073,365	182,074	1,255,439	1,070,968

Our Fantastic People



**Team-Building
in Pooley Bridge**



Woodland Art Class



**Windy Walk
on the Coast**



Competition Time



Teamwork



Cake Making



**Food Tour
-Manchester**

We provide high-quality, person-centred services that empower individuals to take control of their lives, uphold their rights, and improve their wellbeing.



n|compass
towards a **brighter** future

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