

Annual Stakeholder Survey Results 2022

What we do...



83% agreed that they understood the breadth of service that n-compass delivers

“ I am aware of the value of the services to carers ”

“ Very person-centred approach.”



95% agreed that they understand how they can refer people into n-compass services

“ Referrals are quickly responded to.”



65% would recommend n-compass to their friends and family

“ I have had a positive experience of the service in my professional role ”

“ Professional, responsive, well organised ”

93% agreed that the overall impression of n-compass is positive

“ Honest, open, trusting relationship between Commissioners and n-compass ”

How we do it...

“The Butterfly and Phoenix Project has supported my daughter and has improved her emotional wellbeing considerably.”

86% agree that queries are dealt with positively and efficiently

86% agreed that n-compass understands and is responsive to the needs of stakeholders

“My interactions with the advocacy service have been efficient and professional.”

72% agreed that n-compass was accountable and transparent

79% feel there is sufficient and appropriate communications between n-compass and its stakeholders

86% agreed that n-compass staff are professional and act with integrity at all times

72% believe that n-compass delivers what it says it will by the agreed timescales

93% believe n-compass is a good quality provider of health and social care services



93% agreed that n-compass will act upon the feedback it received from this survey

“A very professional organisation that provides a quality and safe service”