

# AUTUMN / WINTER 2021 NEWSLETTER



Teresa Jennings - CEO

## Message from the CEO

From an n-compass point of view, 2021 has seen us grow and we are optimistic and excited about what the future holds as we navigate the 'new normal'. We have been fortunate that we have continued to grow well, despite the global pandemic, whilst maintaining our quality services and our healthy workplace culture.

I was delighted to invite colleagues from across the organisation to our first face to face conference in two years in October. Delivering support services to vulnerable and disadvantaged people during a prolonged lockdown is incredibly stressful. As Chief Executive, you can't help but worry what effect this will have on confidence and morale. I needn't have worried! The atmosphere in the room was electric, and the amazing spirit for the work we do was palpable. But more of that later!

As a result of the pandemic, we will continue to develop new ways of working. For example, we have adopted hybrid working across the home, office, and community settings, focusing on achieving the best outcomes for our service users rather than being fixed to a particular location. We will maintain online conferences and virtual meetings where they offer benefits to service delivery and will continue developing our award-winning digital transformation programme. From a leadership perspective, I had to re-evaluate how I connect and remain visible within the organisation. Virtual CEO 'time for a brew' coffee mornings and regular VLOG updates seem in keeping with the new normal, facilitating better use of time and reducing 'car miles'. I must admit, though, I am looking forward to having more and more face-to-face meetings back in the diary, so see you soon...

## Growing Well

n-compass continues to go from strength to strength in fulfilling our 'growing well' aspirations. Since our last newsletter, we have secured three new services. Staffordshire Together for Carers went live on the 1st of April. Cumbria IMHA Advocacy Services started on the 1st of June, and our newest service, the Liverpool Advocacy Hub launched on the 1st of October.



Staffordshire  
Together For Carers  
Service



Cumbria  
IMHA Hub



Liverpool  
Advocacy Hub



Barbara Aird - Former Chair



Cathy Scivier - New Chair

## All change at the top!

Our Chair Barbara Aird stood down in September at the AGM after nine years of fantastic service to n-compass. During that time, she has overseen our journey alongside our other Trustees. We owe a huge debt to her, and I want to personally thank her for her support of n-compass and the senior team during her time with us. From September, our Vice-Chair, Cathy Scivier, takes on the role of Chair.

*Teresa Jennings, CEO*

[Find out more about Cathy and our Board >](#)



## Staff Conference

October saw our first face to face staff conference in over two years. During those two years, our staff have worked tirelessly to adapt and evolve our services balancing the critical needs to work safely during the pandemic whilst supporting people in a sensitive and appropriate way to ensure we are always providing the best possible service, despite the most trying of times. The timing felt right to continue our transition out of lockdown and get people together in the same room, but more importantly, to say a big thank you to our staff and give them an opportunity to let their hair down a bit after the stresses of the past two years!

We all had an amazing time. Looking back at what we had achieved, looking forward to new opportunities, and celebrating the individuals who make n-compass such a great organisation. We reconnected with old friends and welcomed new colleagues to the team and now feel energised and enthused to move forward with purpose and passion.

## What do our stakeholders think about us?

Each year we ask key stakeholders to give us feedback via an online survey on what we are doing well and where we can improve. We take this survey seriously and use the information to inform continuous development. Our key measure is whether stakeholders think we are a good quality provider of health and social care services. This year 100% of stakeholders agreed that we are.

[Read a summary of the other results >](#)



## Our Digital Transformation journey

The digital age brings fantastic opportunities to connect with people around the world and access limitless information twenty-four hours a day. It is inevitable and proper that we harness the benefits of digital technology to improve access to our services and create better support networks.

Our Digital Transformation journey is two-fold. It is an ambitious programme to continually develop our services, making the best use of the internet and digital communication platforms to connect people to support services and each other, to enhance communication and reduce friction in process. It's also an enabling programme, helping people who lack confidence, technical know-how or the equipment required to access the digital world.

The pandemic certainly accelerated some of these developments, but we were working on these programmes before lockdown without perhaps thinking of it as digital transformation!

Developments include our Carers Community Network, an Advocacy APP, text-based feedback, an internal digital ambassador network, enhanced social media and website presence and improved CRM/HR Systems

**We have lots more planned, so watch this space!**

## Shortlisted for the 2021 National HSJ Awards

We are delighted to announce that the Carers Digital Community Network has been shortlisted for System Led Support for Carers Awards at the HSJ Awards 2021, recognising its outstanding contribution to healthcare – in what has been an exceptional and challenging period across the sector.

[Find out more >](#)



## Tech4Good Awards

n-compass has won its category in the Tech4Good awards for the Carer's Community Network Volunteer CHAT Line and Care for Carers Project. This award recognises the impact digital transformation can have on vulnerable and isolated communities.

[Find out more >](#)

