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Message from the Chief Executive

Thank you for taking the time to read our annual social accounts. First and foremost, I want to extend my appreciation to our dedicated staff, volunteers, funders, students and partners for their support and commitment to our cause, which is to help people regain control of their lives, providing hope and a sense of purpose through the provision of Carers, Advocacy, Wellbeing, Counselling, and Volunteering Services. Through these efforts, we can fulfil our mission and serve those who require our support.

Looking back on the first year of our 2023-2026 strategy, I am filled with immense pride at what we have achieved. Despite the challenges presented by an ever-changing external environment, we have accomplished the following milestones:

- ✓ **Delivered high-quality services that have truly made a difference, with 100% of individuals supported stating that they would recommend our services to family and friends.**
- ✓ **Expanded our reach and impact – we have supported over 30,000 individuals and added services to our portfolio, including the Knowsley Advocacy Hub.**
- ✓ **Embraced innovation at every opportunity, including developing a Digital Advocacy Hub where individuals can access a wealth of information, available in easy-to-read and audio formats, empowering them to self-advocate.**
- ✓ **Invested in our employees by reviewing and enhancing our benefits package, ensuring their well-being and professional development. This has resulted in a record year for internal progression with 88% of employees agreeing that n-compass is a great place to work.**
- ✓ **Invested some of our reserves to protect them against the impact of inflation, ensuring our financial security and ability to continue serving communities while providing fair compensation to our employees.**
- ✓ **Strengthened our reputation, with 100% of stakeholders agreeing that n-compass is a good quality health and social care provider.**

All these achievements have been underpinned by our core values, which serve as the guiding principles in everything we do. I firmly believe we could not have accomplished all we have this year without PRIDE: Professionalism, Responsiveness, Innovation, Dynamism, and Empowerment—values that have been demonstrated day in and day out by our people. Despite these remarkable achievements, as we move into 2024-2025, we are committed to further expanding our reach across the North of England to make a positive difference to people, places and communities.

I hope you find this report informative and useful. Thank you once again for your interest and support.



Joanna Solanki, CEO

A handwritten signature in black ink that reads "Joanna Solanki".

WE SUPPORTED AND DELIVERED POSITIVE OUTCOMES FOR OVER

30,000

INDIVIDUALS DURING THE YEAR

THROUGH THE DELIVERY OF

£6.2m

WORTH OF HEALTH & CARE SERVICES

WITH A STAFFING TEAM OF

161

PASSIONATE PEOPLE

88%

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

“ The flexibility the organisation gives you to balance work and life, I really don't think you would get that anywhere else. The well-being of staff is so important to n-compass.”



“ The staff, the ethos, the vision of the company, the “family” we have created, the atmosphere, the difference we make to so many people's lives.”



“ Managers respect & trust you, good training programmes and visibility of Senior Management Team.”

SERVICE DELIVERY ACROSS THE NORTH OF ENGLAND

We are organised into five main service areas:



Carers' Services



Advocacy Services



Volunteering Services

We have a vibrant and active volunteer community that supports all our services.



Counselling Services



Wellbeing Services





**Delivering quality services
across the North of England**

We are very proud as an organisation to have achieved the following external recognition of the quality of our work.



Cert No. 9463



Social Value

Social value extends beyond financial considerations in public procurement. The Public Services (Social Value) Act (2013) mandates that public sector organisations and suppliers consider economic, social, and environmental benefits during commissioning and procurement. Local authorities are pivotal in driving social value through their commissioning programmes.

In turn, the development of social value has prompted third-sector providers to evolve, collaborate, and align their efforts with the communities they serve. Third-sector organisations must engage more closely with local communities, facilitate the co-production of services, proactively innovate and impact communities beyond their traditional roles.

Over the past twelve months, n-compass has delivered

£1.8m

of social value over and above its contracted services.

Jobs: Promote Local Skills and Employment

More local people in employment

85% of our dedicated employees live within the borough where they work. By hiring from within, we're not just providing jobs, we're reinvesting in the community, and that hard-earned income circulates back into the local supply chain, supporting businesses and families alike.

As a Real Living Wage employer, we seek to improve our employees' quality of life, helping them meet their everyday needs.

We're committed to sustaining this level of local employment, ensuring that at least 80% of our job openings are advertised locally.



Improved Skills for Local People/More Opportunities for Disadvantaged People

Volunteers

Over the past year, 185 volunteers have selflessly given 8851 hours to support others. Volunteering isn't just a gift, it's an opportunity to build skills, gain confidence, and take that crucial step up the employment ladder.

100% of our services offer volunteering opportunities for local residents. With options to volunteer while working from home, they are perfect for people with caring responsibilities or mobility issues.

All volunteers can access our training platform, My Learning, to build skills and confidence, boost employment prospects, and foster community growth.

MARK'S STORY

Mark's choice to volunteer for n-compass has been instrumental in developing his employability. His progression from a volunteer advocate to a professional within the NHS illustrates the significance of such work experience.

Mark recalled his journey,

"I wholeheartedly recommend volunteering to enhance employability. It aids in skill development, boosts confidence, and enhances career advancement."



Reducing inequality

During recruitment, we apply blind shortlisting, ensuring candidates are selected based solely on merit. This approach not only enhances workforce diversity but also elevates the overall quality of our services. We create a robust pool of potential candidates by encouraging more individuals to apply. At n-compass, we actively facilitate the recruitment of people with disabilities; 8% of all employees have declared themselves as disabled. Our collaborative partnership with Access to Work allows us to provide various workplace adjustments, ensuring an inclusive environment. n-compass will work with local authorities to generate employment opportunities for those who have been long-term unemployed.

Training

n-compass has a rich history of assembling highly skilled and experienced staffing teams. Our team members possess relevant qualifications that enable them to deliver high-quality services. We've established a robust training and development framework to ensure that all n-compass staff are adequately skilled and qualified regardless of their role. Additionally, our engaging development programme accelerates the onboarding process for new staff and provides growth opportunities for talented individuals.

During induction, all employees receive comprehensive training in Equality and Diversity, Safeguarding, Prevent, Data Security, and Health and Safety. Furthermore, we offer service-specific training for our front-line delivery staff, ensuring they are well-prepared to deliver services in accordance with the specified standards.

Growth: Supporting Growth of Responsible Regional Business

n-compass is committed to promoting local growth and sustainability through strategic investments in the local supply chain. We intend to positively impact the community by reinvesting a significant portion of our contract budget into the local economy.

On average, we reinvest 60% of the contract budget (excluding employee costs) directly into the local supply chain. By doing so, we support local businesses, create jobs, and contribute to the overall economic well-being of the region.

We actively utilise local delivery venues and office spaces. This ensures convenience for our operations and keeps rental expenses within the local authority, strengthening community ties and fostering collaboration with neighbouring businesses.

n-compass is dedicated to providing expert business advice to Voluntary, Community, and Social Enterprise (VCSE) organisations and Micro, Small, and Medium Enterprises (MSMEs). Our focus areas include leadership, finance, human resources, business development, and social value. We collaborate closely with local CVSs to identify suitable organisations and reflect local strategic priorities.

Environment: Decarbonising and Safeguarding our World

Our firm commitment lies in delivering high-quality services within a fiercely competitive market. However, we recognise a greater responsibility to minimise our ecological impact wherever possible.

To achieve this, we've taken decisive steps:

Net-Zero: n-compass is committed to actively contributing to the government's net zero emissions target by 2050. We are also committed to working with our local authority and ICB partners to help them achieve their carbon-neutral ambitions.

Smart Energy Practices: Our pragmatic approach to energy consumption involves using flexible office space – renting temporary space when needed rather than heating a permanent office which may be empty half the time. Additionally, our transition to a cloud-based IT infrastructure and use of energy-efficient equipment significantly reduces energy usage and heat production.

Recycling Culture: We empower our employees to be eco-conscious. Dedicated paper, cardboard, plastics, and metal recycling bins encourage responsible waste management. For 2024/25, we are introducing a new annual award – Eco-team of the Year, recognising the team that contributes most to our environment programme.

Community Engagement: We're forging partnerships with local environmental and conservation organisations. Together, we'll create structured outdoor activities for the people we support to explore and appreciate the green fabric of rural and urban spaces.

Giving Something Back

Every year, n-compass staff nominate a charity of the year and fundraise through various sponsored activities. For 2023-24, staff voted to support The Joseph Lappin Centre in Liverpool, raising a whopping £5000.

For 2024-25, staff have chosen **Caring and Sharing Rochdale** as our Charity of the Year.



Carers' Services

In 2023-24 n-compass provided carers services in Bury, Lancashire, Rochdale, Staffordshire and Warrington.



Bury Carers' Hub March 2023-February 2024

IDENTIFIED & SUPPORTED
428 
NEW CARERS

“What a wonderful group of carers & volunteers. A refreshing fun morning. Thank you for including me.”
CARER

DELIVERED
275
DIGITAL SUPPORT GROUPS AND ACTIVITIES TO CARERS

DELIVERED
49 
BRIEFINGS AND PRESENTATIONS ATTENDED BY

299 
PROFESSIONALS AND ORGANISATIONS

201 
REFERRALS MADE TO OTHER AGENCIES

“It was lovely to speak to you today, a relief to speak to someone who cares and knows their way around the carer's problems and day-to-day long goodbye to their loved one with a cruel illness.”
CARER

DELIVERED
143
HOURS OF LOCAL VOLUNTEERING

DELIVERED
393
ONE-TO-ONE SUPPORT SESSIONS

38 
CARERS SUPPORTED BACK INTO THE SERVICE FOR FURTHER SUPPORT

DELIVERED
320
ACTIVITIES ATTENDED BY
2305
CARERS

“Thank you for the information and for the very supportive phone call this morning. I appreciate your help.”
CARER

HARRY'S STORY

Harry contacted the Bury Carer's Hub, hearing about the service through a local dementia group. Harry was new to caring and was unsure of what services were available. He had also recently had health concerns himself and felt he needed extra support. A home visit was arranged because Harry had a hearing impairment and preferred face-to-face contact. Following a carer's assessment, Harry was referred for a statutory carer's assessment and Age UK for help with an Attendance Allowance application. Harry was also given information about home energy efficiency, council tax exemption and help with home adaptations for the person he cared for. Harry mentioned that before he came to the service, they had lost their social circle due to work, but as soon as they retired, the person he cared for became ill. It was overwhelming; he felt lost and alone. Harry was introduced to a local art group, Walk for Well-being, training courses and social events he can attend with the person he cares for.

Harry said, “The groups have made such a big difference to our quality of life”.



Carers' Hub Rochdale: Adult Carers



3484

CARERS REGISTERED WITH THE SERVICE



DELIVERED
1676

ONE-TO-ONE SUPPORT SESSIONS

92%

OF CARERS REPORTED IMPROVED WELL-BEING

14000

NEWSLETTERS DISTRIBUTED



IDENTIFIED & SUPPORTED
727

ADULT CARERS

“ I have been able to talk about things with you that I could not talk to my family about and I know you have listened and supported me. Very helpful service. Always someone to talk to when needed. ”

ADULT CARER

“ There is no judgement – just understanding and a goal to help you. ”

ADULT CARER

“ In all honesty, I know I would not be here today without the support from this group, my caring role is so hard and at 81 I didn't think I would still be in a caring role. Thank you so much for giving me this lifeline and continuing to be my saviours. ”

ADULT CARER

1651

CARERS ATTENDED CARERS' HUB GROUPS, ACTIVITIES & EVENTS

1507

CARERS BEING CONNECTED TO SPECIALIST SERVICES

“ Today taught me that I am not alone in this caring role and that there are people out there who make things that bit better. ”

ADULT CARER

JENNY'S STORY - ADULT CARER

Jenny is a full-time carer for her husband, who has dementia. She was referred to the Rochdale Carer's Hub to discuss respite from her caring role, which was taking over her life. Jenny took the time to travel to our Carer's Rights Day, where we carried out a carer's assessment. During the conversation, Jenny broke down, saying she felt overwhelmed as she could see no way out of her role. Jenny was introduced to representatives from the Alzheimer's Society and Springhill Hospice stalls to discuss her husband's care. She was also signposted to Willow's Dementia Hub, which offered both short-term respite and daycare sessions and referred for My Time vouchers to encourage her to prioritise her own mental health and well-being. Using the information from the Springhill hospice, Jenny had her husband referred by the GP and can now drop her husband off for daycare once a week; she is also looking into respite in care homes for a more extended break. She and her husband have just visited a care home that offers respite; she's excited to say that her husband is content to stay there when she goes on holiday later this year.

Carers' Hub Rochdale: Young Carers



365

YOUNG CARERS REGISTERED WITH THE SERVICE

“ I love to come here for an hour, I love every second – it's worth it. I come here to relax with my friends. ”

YOUNG CARER

DELIVERED
415

ONE-TO-ONE SUPPORT SESSIONS

“ Thank you for such a lovely event for our daughter. She felt really important and special. We really appreciate it as a family. ”

PARENT OF YOUNG CARER

“ My children loved the activities they did with Rosie and the young carers in the holidays. Not only did they find it fun, it was a well-deserved break for them and they loved being around other young carers. My daughter came home and said, 'I made a friend whose mummy is in a wheelchair too, isn't that really good!' ”

PARENT OF YOUNG CARERS

236

YOUNG CARERS ATTENDED CARERS' HUB GROUPS, ACTIVITIES & EVENTS

“ It was amazing and very good for the mental health; I would recommend any day. ”

YOUNG CARER

IDENTIFIED & SUPPORTED
155

YOUNG CARERS

82%

OF YOUNG CARERS REPORTED IMPROVED WELL-BEING

145

YOUNG CARERS BEING CONNECTED TO SPECIALIST SERVICES

ALBY'S STORY - YOUNG CARER

Alby lives in a single-parent household with his dad and provides emotional and practical support to his two brothers diagnosed with autism. Alby's youngest brother, who has a neuromuscular condition, is also nonverbal. Because of Alby's responsibilities at home and lack of transport, he can't socialise with other young people, which affects his self-esteem and confidence. It was recognised that he would benefit from our young carers youth group and participation in activities that foster friendships and bonds with other young carers. Allowing Alby to engage with peers who share similar experiences will help him develop supportive friendships and provide a sense of belonging and understanding. Alby engaged positively during all one-to-one sessions and made considerable progress. Through activities focused on exploring emotions, Alby openly expressed feelings of loneliness and isolation. Transportation was facilitated by the Young Carers Hub so that Alby could access our youth group. Without transport, he probably wouldn't have been able to attend. When asked about the changes he experienced, he expressed his newfound happiness in having friends and being part of young carer's.

The Lancashire Carers Service



IDENTIFIED
6044
HIDDEN CARERS

97% OF CARERS SAID THAT THEY HAD BEEN SUPPORTED TO IMPROVE THEIR HEALTH AND WELL-BEING

“ It is lovely to talk with other carers who actively know how it feels to be a carer, and to get advice from the helpful n-compass people when needed. ”
CARER

“ Thank you so much for all this information etc. It was lovely speaking to you this afternoon & I really appreciated your patience, help & understanding - it makes such a difference to speak to a truly caring professional. Thanks again for all your help & time. ”
CARER

COMPLETED
1302
NEW PEACE OF MIND PLANS WITH CARERS

99% OF CARERS SAID THAT THEY WERE TREATED WITH DIGNITY AND RESPECT

SUPPORTED
4797
CARERS TO HAVE A BREAK FROM THEIR CARING ROLE

97% OF CARERS SAID THAT THEIR NEEDS HAD BEEN MET

REVIEWED
12817
CARERS ASSESSMENTS WITH CARERS

“ Thank you so much for your support. You're a fantastic service and you really help the people that you work with. You've supported me through the worst time of my life, and I can't thank you enough for that. What a star! ”
CARER

MADE
11061
REFERRALS TO OTHER ORGANISATIONS TO FURTHER SUPPORT CARERS

COMPLETED
4049
NEW CARERS ASSESSMENTS WITH CARERS

NATALIE'S STORY

Natalie was referred to n-compass Carers' Service as she has found herself caring for both parents unexpectedly. Natalie has a diagnosis of Schizophrenia and has been sectioned under the Mental Health Act several times. Natalie's parents are separated, meaning she had to visit them independently, putting additional pressure on her. While her mum had domiciliary care in place, her father had resisted, putting extra strain on her mental health. Natalie spoke about wanting more time to herself but her caring responsibilities wouldn't allow it. We provided information on how direct payments could fund her father's care, relieving some pressure on her. We also advised Natalie how respite allowance could fund non-residential and residential care for her parents, allowing her to take a break. Finally, we put Natalie in touch with local arts and crafts groups that she could attend while her parents were being cared for and referred her to a counselling service to support her mental health. Natalie was thankful for the empathy shown by the service and felt 'listened to' as both a carer and someone with a mental health issue. She was grateful that her well-being was the focus of the discussion rather than that of her parents.

Staffordshire Together for Carers Service



Staffordshire
Together For Carers
Service

“ One to one support was very helpful. The breathing techniques that I was taught were helpful to help me feel better. I really like being at young carers group, I wish I could be here every week. I can meet new friends who are similar to me. ”
YOUNG CARER

DELIVERED
183 FACE-TO-FACE ACTIVITIES ATTENDED BY
880 ADULT CARERS

“ You have given us something to look forward to, we can't believe we have been so lucky to be supported by Staffordshire Together for Carers. ”
ADULT CARER

IDENTIFIED & SUPPORTED
574 ADULT CARERS AND
182 YOUNG CARERS

DELIVERED
80 FACE-TO-FACE ACTIVITIES ATTENDED BY
1201 YOUNG CARERS

“ It was great to meet other carers and have a chat, too, these events really lift the spirits, and it is good to be able to offer others support and realise you are not alone with your caring role. ”
ADULT CARER

DELIVERED
123 VIRTUAL ACTIVITIES ATTENDED BY
302 ADULT CARERS

“ She said that she no longer feels sad all of the time and looks forward to groups and activities with your service. ”
PARENT OF YOUNG CARER

283 ADULT CARERS AND
206 YOUNG CARERS HAVE BEEN SIGNPOSTED AND REFERRED TO OTHER ORGANISATIONS FOR FURTHER SUPPORT

DELIVERED
19 VIRTUAL ACTIVITIES ATTENDED BY
287 YOUNG CARERS

TOM'S STORY

Tom cares for his wife, who has complex mental health needs and a long history of relapse and mental health deterioration. She has to be monitored closely to ensure she doesn't pose a risk to herself or anyone else. Tom was referred to the local n-compass carer's service after completing his Carers Assessment. Following a home visit to introduce the service, the needs identified in Tom's carer's assessment were explored, and a support package was agreed. Tom shared how his caring role is impacting his well-being, taking away his free time, isolating him and causing anxiety. When he can go out, he can't leave his wife alone. Tom was referred to a local organisation to complete a 10-point wellness plan and access one-to-one telephone support. Tom said this is helping him develop a more positive mindset. Tom also wanted to access services he and his wife could attend together. We referred him to an online service where they could access resources such as art projects, book clubs and armchair archaeology.

Tom said, “I am grateful for the support. I no longer feel alone; we have made new friends, and I can take a break from my caring role.”

Warrington Carers Hub



IDENTIFIED & SUPPORTED

539 
ADULT CARERS AND
105 YOUNG CARERS

DELIVERED

412 YOUNG CARERS
ONE-TO-ONE SUPPORT SESSIONS

757

ADULT CARERS BEING CONNECTED WITH SPECIALIST SERVICES

353

YOUNG CARERS ATTENDING GROUPS AND EVENTS

“ There’s nothing out there like this for people like me. Without this support it’s a very lonely place. ”
ADULT CARER

“ The support means so much, to have someone to talk to, to be able to offload is at times better than any medication. ”
ADULT CARER

DELIVERED

376 
ADULT CARERS ONE-TO-ONE SUPPORT SESSIONS

“ Just wanted to say what an amazing day we all had yesterday at Gulliver’s World! The children adored it, and it was so magical! We could never have afforded to go to this without our tickets from young carers! ”
PARENT OF YOUNG CARER

406

ADULT CARERS ATTENDING GROUPS AND EVENTS

“ Thank you for coming into college to see me today; it meant a lot and was helpful, so thanks again. ”
YOUNG CARER

LUCY’S STORY - YOUNG CARER

Lucy is 13 years old and cares for her two younger brothers who have significant learning difficulties, with one currently being assessed for a neurological condition and autism. She was referred to the n-compass Young Carers’ Service by her school. A Young Carer’s Practitioner met with Lucy at her school to understand how she is coping with her caring role. Lucy talked about not sleeping very well, feeling overwhelmed and under pressure, she doesn’t really understand her brother’s illness and is worried she doesn’t know how to help him when he gets upset or agitated. Lucy was given information on neurological conditions and supported to feel more comfortable talking about her feelings. The Young Carer’s Practitioner also encouraged and facilitated space for Lucy to talk with her parents. An emotional toolkit was completed to help Lucy consider how to manage her feelings. Lucy engaged really well with each of the sessions, which have also provided the opportunity for her to open up about other issues (e.g. bullying) she is facing in school. Lucy said she feels much more confident in talking about her feelings and concerns, she now knows where she can find appropriate support.

Advocacy Services

In 2023-24 n-compass provided advocacy services across Bury, Blackburn with Darwen, Cumbria, Knowsley, Liverpool, and Wirral.



Bury Advocacy Hub



892

INTERACTIONS RECEIVED IN THE BURY ADVOCACY HUB

“ The advocate was absolutely amazing from the start – she was caring, kind and compassionate. She spoke when I couldn’t, she dealt with stuff and got it sorted on the ward. I can’t speak highly enough of her, I am very grateful. ”

CLIENT

251

INDIVIDUALS SUPPORTED UNDER THE MENTAL HEALTH ACT



98%

CLIENTS HAVE INCREASED KNOWLEDGE ABOUT THEIR RIGHTS AFTER SUPPORT FROM THE HUB



“ The advocate’s support enabled us to take positive risks for the person and ensure her wishes and feelings and the least restrictive option were considered. Excellent service. ”

PROFESSIONAL

611 SELF-HELP PACKS

DOWNLOADED FROM THE BURY ADVOCACY HUB WEBSITE

“ Thank you for all your help and support. You have put together all the information in a way it explains everything that happened step-by-step, details what I want as an outcome, and really details how important it is to me. Thanks. ”

CLIENT

682

STATUTORY RIGHTS UPHELD WITH THE SUPPORT OF AN ADVOCATE



99%

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



99%

PROFESSIONAL AND CLIENT SATISFACTION WITH THE SERVICE



“ You were so nice and listened to him patiently and with empathy. I am so very, very grateful for what you have done. ”

FAMILY MEMBER

JAY’S STORY

Jay is a man in his 60s who, following a stroke, was deemed unable to return home and so was being considered for a residential care home. Jay was assessed as lacking capacity, so an n-compass Independent Mental Capacity Advocate (IMCA) was assigned to support him through this decision. The IMCA met with Jay several times to gather his views and wishes and explore his hobbies and interests. For example, Jay enjoyed meeting his friends a few times a week. Jay made it clear during the visits that he wanted to return home. He also stated that twenty-four-hour care would be too restrictive and that he could look after himself. The IMCA assessed Jay as having capacity as he was consistent with his views and could weigh up his options. On this basis, the IMCA requested that the social worker review the capacity assessment and allow Jay to return home with a care package.

Blackburn with Darwen Advocacy Hub



1205

REFERRALS INTO THE BLACKBURN WITH DARWEN ADVOCACY HUB

“ Thank you for listening and giving me options. My mum’s voice and wishes can be made and taken into account. I feel more educated on the help that can be given to her and that she is entitled to. ”

FAMILY MEMBER

100%

PROFESSIONAL AND CLIENT SATISFACTION WITH THE SERVICE



92%

CLIENTS HAVE INCREASED KNOWLEDGE ABOUT THEIR RIGHTS AFTER SUPPORT FROM THE HUB



“ I only felt able to speak up for myself because you were there and helped me plan for my meetings with the mental health team, so I wouldn’t forget what to say. I couldn’t have done it without you. Thank you. ”

CLIENT

397 SELF-HELP PACKS

DOWNLOADED FROM THE BLACKBURN WITH DARWEN ADVOCACY HUB WEBSITE

“ Advocate was able to attain some thoughts from service user, despite her having cognitive impairment. Good communication from IMCA, professional and friendly service. ”

PROFESSIONAL

“ Thank you so much for everything so far, I can’t thank you enough for what you are doing. ”

CLIENT

715 STATUTORY RIGHTS

UPHELD WITH THE SUPPORT OF AN ADVOCATE

425 INDIVIDUALS SUPPORTED UNDER THE MENTAL HEALTH ACT



95%

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



94% CLIENTS FEEL THAT

THEY HAVE INCREASED PARTICIPATION IN THE PROCESS AFTER SUPPORT FROM THE HUB

BEN’S STORY

Ben struggled with his memory due to mental health issues and was referred to n-compass to support him through a review of his support plan as he was unhappy with aspects of his care. Due to Ben’s memory and mental health issues, the n-compass advocate met with Ben on several occasions to discuss different stages of the process so there wasn’t too much information for him to consider in one go. The advocate worked with Ben to create a document outlining his main concerns. Once Ben was happy that he had expressed all his views, the document was sent to the social worker for review. Some of Ben’s suggestions were accepted. However, the social worker had concerns over other areas that posed a risk if they were changed as Ben requested. After explaining the safety concerns to Ben, he agreed to keep them in as he understood why they were needed. He engaged with his care package, stating he felt listened to.

Cumbria IMHA Advocacy Hub



531

REFERRALS RECEIVED INTO THE CUMBRIA IMHA HUB

“ Definitely advocates are very much appreciated and valued on the ward, because it’s so easy for us to overlook things when we are busy. ”
PROFESSIONAL

467

INDIVIDUALS SUPPORTED UNDER THE MENTAL HEALTH ACT

“ I wanted to say thank you for facilitating that the client could join us at church today. Much appreciated. ”
COMMUNITY LEADER

259 SELF-HELP PACKS

DOWNLOADED FROM THE CUMBRIA IMHA HUB WEBSITE

“ Thanks for your input with mum. The support received from yourself, and the ward has been amazing. ”
FAMILY MEMBER

100%

PROFESSIONAL AND CLIENT SATISFACTION WITH THE SERVICE

“ Your support about my tribunal was invaluable, and I’m not half as frightened about it now. ”
CLIENT

94%

CLIENTS HAVE INCREASED KNOWLEDGE ABOUT THEIR RIGHTS AFTER SUPPORT FROM THE HUB

98%

CLIENTS FEEL THAT THEY HAVE INCREASED PARTICIPATION IN THE PROCESS AFTER SUPPORT FROM THE HUB

84%

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

AMY’S STORY

Amy is a patient detained under Section 3 of the Mental Health Act. At the point of referral, she had been in seclusion for eighty-four hours due to aggressive and violent behaviour; however, she didn’t have a formal diagnosis. Attempts had been made to return Amy to the ward, but this was unsuccessful due to threats of physical violence. An n-compass advocate was assigned to support her. During the advocate’s first visit, Amy would not engage; the advocate was informed by staff that she lacked capacity. After a few visits, Amy started to engage, saying she’d like to use some colouring materials, which the hospital staff had declined on health and safety grounds; a power they have under a Section 3 order. The advocate challenged the Section 3 because Amy didn’t have a diagnosis and wasn’t on any medication; pre-requisites of a Section 3. Following discussions with hospital staff, safety measures were implemented to allow Amy to access the lounge. Amy became calmer and engaged in conversation without shouting. After a period of settled behaviour, the advocate requested that she be moved back to the main ward, lifting her restrictions and allowing access to colouring materials.

Liverpool Statutory Advocacy Hub



1943

RECEIVED INTO THE LIVERPOOL ADVOCACY HUB

“ The advocate had a great professional rapport with the service user and was able to reassure and support the service user to engage in the safeguarding enquiry thoroughly and appropriately. Really beneficial to have him present and I found him lovely to work with. ”
PROFESSIONAL

1807

STATUTORY RIGHTS UPHELD WITH THE SUPPORT OF AN ADVOCATE

GED’S STORY

Ged was hit by a car and suffered a traumatic brain injury, requiring him to spend a significant amount of time in hospital. His mobility and speech were affected, and Ged now needed a wheelchair. Ged’s home became vandalised and infested during his absence. Ged moved temporarily into a care home while decisions could be made about his living arrangements. An n-compass advocate worked with him for several months, during which it became apparent that he wanted to return home. As such, the advocate asked for Ged’s Deprivation of Liberty order to be reviewed because a less restrictive alternative accommodation option, his own home, existed at the time. The review was carried out, which prompted a discussion about Ged’s home and his well-being. The advocate suggested involving Ged’s son. The social worker, Ged, his advocate and his son met regularly to develop a plan. His son hired builders to return the property to a habitable state, made adaptations to support his mobility needs, and the social worker arranged support. After six months, Ged was back in his own home, living independently.

“ The advocate was compassionate, kind, like a friend. I really valued our meetings. Also liked advocate’s chats and advice were invaluable. ”
CLIENT

660 SELF-HELP PACKS

DOWNLOADED FROM THE LIVERPOOL ADVOCACY HUB WEBSITE

99%

CLIENTS FEEL THAT THEY HAVE INCREASED PARTICIPATION IN THE PROCESS AFTER SUPPORT FROM THE HUB

100%

PROFESSIONAL AND CLIENT SATISFACTION WITH THE SERVICE

“ Special thank you to the Advocate who over the years has worked tirelessly to support the mentally ill and extremely vulnerable groups in our society. I’m very impressed by her dedication and consistency which clearly are her strengths. ”
PROFESSIONAL

98%

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

98%

CLIENTS HAVE INCREASED KNOWLEDGE ABOUT THEIR RIGHTS AFTER SUPPORT FROM THE HUB

“ I’d like to thank you for all the work and research you have done on my son’s behalf. I’d personally like to say thank you for coming to us at a time when I was really starting to feel that I couldn’t cope with it all any longer. You really made a difference to my wellbeing at a really difficult time. ”
FAMILY MEMBER

824

INDIVIDUALS SUPPORTED UNDER THE MENTAL HEALTH ACT

Knowsley Advocacy Hub: 1st September 23 - 31st March 24



653

REFERRALS RECEIVED INTO THE KNOWSLEY ADVOCACY HUB

“Your professionalism has been exemplary personified by your devotion and commitment to those clients in times of added stress and difficulties.”
PROFESSIONAL

225

INDIVIDUALS SUPPORTED UNDER THE MENTAL HEALTH ACT

151 SELF-HELP PACKS DOWNLOADED FROM THE KNOWSLEY ADVOCACY HUB WEBSITE

“I wanted to thank you for all the hard work that you are doing with our son's case with the children's hospital. Since day one you have supported us, and we could not ask for much better.”
FAMILY MEMBER

100%

PROFESSIONAL AND CLIENT SATISFACTION WITH THE SERVICE

“Thank you for helping me to speak to the staff about my issue, I felt more confident to do this while you were with me.”
CLIENT

92%

CLIENTS HAVE INCREASED KNOWLEDGE ABOUT THEIR RIGHTS AFTER SUPPORT FROM THE HUB

96%

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

“Thank you so much for your response. Hearing from you has been the only light in a very dark day.”
CLIENT

95%

CLIENTS FEEL THAT THEY HAVE INCREASED PARTICIPATION IN THE PROCESS AFTER SUPPORT FROM THE HUB

503

STATUTORY RIGHTS UPHELD WITH THE SUPPORT OF AN ADVOCATE

SOPHIE'S STORY

Sophie was a 62-year-old lady who had lived with her parents all her life. Sophie had learning disabilities, physical disabilities and was paralysed down one side of her body. Sophie's parents were in their 90s; her mum had late-stage dementia, and her dad found it difficult to care for them both. As such, Sophie was being looked after by her brother, who also lived in the family home. Sophie had other siblings, but the family was in conflict, arguing about where she should live and making allegations of financial abuse. When Sophie returned from a short spell in respite, she became distressed, clearly not wanting to be there, so she moved back into respite, and an n-compass advocate was assigned to support her. The advocate took time to get to know Sophie and how she communicated. As the relationship grew, Sophie conveyed that she understood the family dynamic but enjoyed staying at the respite home. The advocate spoke to Sophie about living in supported accommodation, similar to the respite setting. Sophie liked the idea. Supported living accommodation was found, and Sophie moved in. She expressed to her advocate that this was the happiest she had felt in years.

Wirral Advocacy Hub



1324

REFERRALS INTO THE WIRRAL ADVOCACY HUB

“The Advocate was really knowledgeable throughout, she attended the professionals meeting, engaged with the patient and the process ended with a positive outcome for the patient.”
PROFESSIONAL

1045

STATUTORY RIGHTS UPHELD WITH THE SUPPORT OF AN ADVOCATE

MICHAEL'S STORY

Michael had a diagnosis of Emotional Unstable Personality Disorder and Autism. He was detained under Section 3 of the Mental Health Act due to the risk he posed to himself and others. Michael was allocated an n-compass advocate to support him at 'Best Interest' meetings arranged to decide whether restrictive interventions were required to prevent him from causing harm to himself. The ward staff told the advocate that Michael had demonstrated impulsivity on the ward and had assaulted ward staff and other patients. Reducing the restrictions had a detrimental effect. The staff agreed, though, that there had been no incidents of aggression for some time. Michael disclosed to his advocate that he felt despair being on the ward and wished to be discharged. At the Best Interests meeting, the advocate asked if there was a way of reducing Michael's restrictions as there had been no aggression since the start of the supervision. A plan to ease restrictions was agreed, lessening Michael's dependency on staff and improving his mental health. Over time, Michael's restrictions were lifted further until he was eventually discharged as per his wishes. He is now enjoying good support and a much less restrictive routine.

429

SELF-HELP PACKS DOWNLOADED FROM THE WIRRAL ADVOCACY HUB WEBSITE

“The advocate was great to work alongside and was helpful throughout the time we worked together. I found it useful to have someone so experienced support with a case where there were some difficult dynamics at play.”
PROFESSIONAL

470

INDIVIDUALS SUPPORTED UNDER THE MENTAL HEALTH ACT

100%

PROFESSIONAL AND CLIENT SATISFACTION WITH THE SERVICE

“Thank you so much for the support the last few months. It has been extremely helpful to have you supporting.”
CLIENT

94%

CLIENTS HAVE INCREASED KNOWLEDGE ABOUT THEIR RIGHTS AFTER SUPPORT FROM THE HUB

90%

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

“Thank you so much for all your help, I feel safer now and know you're on my side.”
CLIENT

82%

CLIENTS FEEL THAT THEY HAVE INCREASED PARTICIPATION IN THE PROCESS AFTER SUPPORT FROM THE HUB

Counselling Services

In 2023-24 n-compass provided counselling services delivered in Fylde and Wyre and Preston, Chorley and South Ribble.




Fylde & Wyre




94 
CHILDREN AND YOUNG PEOPLE SUPPORTED

“It helped me with issues and goes at your own pace. It helped me to find calming and better ways of dealing with stuff I was struggling with.”
YOUNG PERSON

100% 
REDUCED OR CEASED SELF-HARMING BEHAVIOUR

100% 
REDUCED OR CEASED SUICIDAL IDEATION OR THOUGHTS

100% 
IMPROVED PSYCHOLOGICAL AND EMOTIONAL WELLBEING


98% 
INCREASED UNDERSTANDING OF HEALTHIER COPING MECHANISMS

100% 
INCREASED SELF-ESTEEM AND POSITIVITY

“Been good to be open and talk about deep stuff. Feels good to share it. I've loved working with my counsellor. Best counsellor I've had!”
YOUNG PERSON

99% 
INCREASED KNOWLEDGE OF MINIMISING RISK

“I've enjoyed everything about counselling. The sessions are really good. I've worked with Jenny and it's been amazing.”
YOUNG PERSON

93% 
REDUCED FEELINGS OF ISOLATION

JAMIE'S STORY

Jamie was referred to the n-compass counselling service by their school, who were concerned about their well-being and potential for self-harm. Jamie did not want to talk during the initial sessions and would end them early. The counsellor honoured their decisions, hoping to instil trust and respect, and offered to relocate the sessions from the school environment to where they felt less stressed. This made Jamie feel more in control and created a better environment in which to work through their issues. Jamie began to open up and spoke of suicide in the family, which left them feeling confused and upset. Jamie had attempted to end their own life but hadn't felt comfortable talking about it before. They explored thoughts and feelings of suicide, and Jamie began exploring uncomfortable feelings. During the final session, Jamie said they had reached out to their mentor and started to accept their help. Counselling had developed their relationships outside of sessions and positively impacted their connection and engagement with others. Jamie described feeling optimistic about the future and said they had enrolled in a college course, building their self-worth and self-esteem.

Preston, Chorley & South Ribble



320



CHILDREN AND YOUNG PEOPLE SUPPORTED

92%



REDUCED OR CEASED SUICIDAL IDEATION OR THOUGHTS

89%



INCREASED UNDERSTANDING OF HEALTHIER COPING MECHANISMS

87%



INCREASED KNOWLEDGE OF MINIMISING RISK

“ My Counsellor was absolutely lovely, and now I’ve completed my sessions with Butterfly and Phoenix I feel rather sad that the experience is over! Incredibly helpful, I feel like I’ve grown as a person.”

YOUNG PERSON

90%



IMPROVED PSYCHOLOGICAL AND EMOTIONAL WELLBEING

90%



INCREASED SELF-ESTEEM AND POSITIVITY

93%



REDUCED FEELINGS OF ISOLATION

97%



REDUCED OR CEASED SELF-HARMING BEHAVIOUR

“ It was a lovely time talking with the counsellor she was amazing at helping me through most of my issues! ”

YOUNG PERSON

KAI'S STORY

Kai was referred to the n-compass counselling service by their mum, who was concerned about their low mood after losing their father to suicide nine months previously. During the first session, Kai was withdrawn and unsure about discussing their problems, speaking about not wanting to burden others. The counsellor helped Kai explore feelings linked to the word burden. Kai said they often bottled up difficult emotions as they didn't know how to deal with them. Together, they explored helpful ways of working through emotions, identifying barriers and options for sharing with others. They continued working together to identify ways to understand emotions better and communicate their feelings to others. Establishing a positive relationship of trust, Kai was able to explore the loss of their father and have a better understanding of suicide. Expressing their experiences also helped them identify its negative impact on school and their relationships and find healthy ways of moving forward. During the final session, Kai said they felt confident about doing well at school and excited about attending college.

Wellbeing Services

In 2023-24 n-compass provided well-being services in Lancashire



Connect 5 Training



“ Thank you for this training today, I found it excellent and very appropriate. I have definitely picked up more skills and awareness of mental health and well-being. It has given me more confidence in speaking to patients in my job. ”

SOCIAL WORKER

57 TRAINING SESSIONS DELIVERED

23 INDIVIDUALS RECEIVED TRAINING

“ Really enjoyed the day. Refreshing in approach and looked at well-being in a completely different way. I learnt a lot!! Thank you! ”

HMP STAFF MEMBER

90%

REPORT IMPROVED SKILLS AND CONFIDENCE TO DISCUSS MENTAL HEALTH AND WELLBEING ISSUES WITHIN DAILY PRACTICE

“ Really enjoyable morning. Very relaxed and informal. Learned something to take away. Definitely recommend this training to others. ”

BARNARDO'S SUPPORT WORKER

“ Often training can be tedious and lacklustre. However, I thought the way Neil engaged with the group and delivered the training was great. Professional and personable. Thanks for a change from the status quo. ”

COMMUNITY CONNECTOR

“ I like your style of teaching. You are very engaging and there's no pressure which is very refreshing, especially for someone who struggles learning. Very relaxed and you have a very enthusiastic and positive energy thank you. ”

SOCIAL PRESCRIBER

98%

REPORT SATISFACTION WITH COURSE DELIVERY AND MATERIALS

89%

REPORT IMPROVED AWARENESS OF MENTAL HEALTH

“ Very good course. Very useful for me. ”

STROKE ASSOCIATION MEMBER

Deaf Link Service

FACILITATED

ACCESS TO HEALTH APPOINTMENTS, SOCIAL CARE ASSESSMENTS, LEGAL ADVICE

“ We don't need to keep fighting and explaining, you just know it's such a relief. ”

SERVICE USER.



SUPPORTING LANCASHIRE CONSTABULARY TO BE ACCESSIBLE TO THE DEAF COMMUNITY

“ We don't want to think of what would have happened without you fighting for my parents. ”

FAMILY OF DEAF CARER.

SUPPORTS THE HOSTING OF THE BSL FORUM



SUPPORTING LANCASHIRE HOSPITALS TO BE ACCESSIBLE TO PEOPLE WHO ARE DEAF

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

“ Thank you for supporting my team to understand about the Deaf community. ”

PALLIATIVE CARE NURSE.

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



SUPPORTING DEAF PEOPLE TO ACCESS COMPLAINTS PROCESSES

SUPPORTING THE WORK OF LANCASHIRE COUNTY COUNCIL HEARING IMPAIRMENT TEAM

INCREASED AWARENESS OF THE BARRIERS FACED BY DEAF IN LANCASHIRE WITH 2500+ PROFESSIONALS

“ You've broken ground with these forums, and they just keep growing in numbers and success. ”

SERVICE PROVIDER.

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

SUPPORTS ACCESS AND UNDERSTANDING OF SPECIALIST HEALTH SERVICES



“ We can't thank you enough for all the support that you have provided. ”

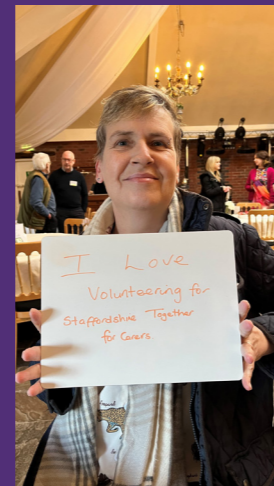
HEALTHWATCH TEAM.

STEVE'S STORY

Steve is a 50-year-old, culturally Deaf man who attended a drop-in hosted by n-compass' Deaf Link Service. He had previously applied for the Personal Independence Payment benefit, but without interpreters present or anyone who understood cultural deafness, he felt his benefit award was low. He would like support in requesting a review. The n-compass Deaf Link Worker supported Steve in requesting a mandatory reconsideration of his claim, referred him to a DWP visiting officer who would come out with a BSL interpreter, and offered to attend the meeting with him to provide the cultural brokerage. The Deaf Link worker raised issues that Steve didn't, providing the necessary information for an increased award. The Deaf Link Worker also supported Steve in installing Deaf equipment around the house. Steve relies heavily on his mum for all aspects of safety within the home, and she was fearful of becoming ill or infirm while Steve relied so heavily on her. A referral was made to the hearing impairment team for accessible smoke alarms, carbon monoxide monitors, and a doorbell for the Deaf. The Deaf Link Worker also helped Steve download the 999 BSL app, Sign Live and Sign Video to his phone.

Volunteering Services

In 2023-24 n-compass provided volunteering services across all our service areas



The Volunteer Hub



201  SITTING IN SESSIONS COMPLETED BY VOLUNTEERS

858  CHATLINE PHONE CALLS MADE BY VOLUNTEERS

185  VOLUNTEERS DURING 2023/2024

1069 HOURS DONATED BY COUNSELLING VOLUNTEERS

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

355  HOURS COMPLETED BY ADVOCACY VOLUNTEERS

“ Meeting Jayne, the Bury Carers’ Hub manager and her lovely team has been amazing. From day one, they treated me as a member of the team and not just as a volunteer. ”
BURY CARERS’ HUB VOLUNTEER

8851 HOURS DONATED BY VOLUNTEERS

306  PEN PAL LETTERS SENT BETWEEN CARERS AND VOLUNTEERS

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

“ She’s a wonderful lady and truly inspiring! I’m so glad I signed up to volunteer! ”
CHAT LINE VOLUNTEER

SANDY’S STORY

With uncertainty looming at the start of the pandemic, Sandy, a recently furloughed employee, took the opportunity to make a difference by volunteering after the government’s call for support. Eager to contribute, Sandy began delivering food boxes in their community, utilising their energy and willingness to help. However, it wasn’t until they stumbled upon n-compass that they discovered a unique way to provide support—a chat line that offered a listening ear to carers in need. After completing the training, the Volunteer Hub matched Sandy with a carer, and Sandy soon found themselves making regular calls. “My volunteering became very important to me” they shared. For Sandy, offering support over the phone became a source of fulfilment. The impact of the volunteer’s commitment extended far beyond the routine calls. The carer, expressing gratitude, revealed, “We chat for over an hour most weeks, discussing everything. Sometimes we would giggle, and sometimes we would cry; both were very important to me. In their shared moments, a genuine connection was forming. They recently met for lunch, embracing each other like long-lost friends. Their journey, which started with a little uncertainty during challenging times, had evolved into a meaningful bond.

Service Users Satisfaction Survey Results

100%

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



“ Everyone I spoke to was kind and understanding. They ‘got’ how I was feeling and I immediately felt less isolated.”

“ I have already recommended your services to people I know who didn’t know about the service. The way your service helps not only for practical things but can also help to talk things through and help you see things from a different perspective!”

“ I was so relieved to find there was someone I could turn to for advice & help.”

Stakeholder Satisfaction Survey Results



“ I thoroughly enjoy working with n-compass. The staff are professional, friendly, and supportive.”

100%

Would recommend n-compass to their friends and family

100%

Believe that n-compass is a good quality provider of health and social care services

100%

Agreed that the overall opinion or impression of n-compass is a positive one

100%

Agreed that they understood the breadth of service that n-compass delivers

Volunteer Satisfaction

96%

of our volunteers surveyed feel proud to be part of this organisation



“ I have not been volunteering for long but am impressed with the whole organisation and the services offered and the inclusive way volunteers are treated.”

“ I feel part of a team which helps my confidence.”

“ Brilliant organisation, wonderful staff offering so much support.”

“ You have brought me back to some sense of humour and worth.”

Financial Statements 2023-2024

	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
INCOME AND ENDOWMENT FROM Charitable Activities				
Advocacy	1,611,708	-	1,611,708	1,730,448
Counselling	337,281	-	337,281	371,612
Carers	4,257,568	-	4,257,568	4,541,859
Activities for generating funds	27,160	-	27,160	40,200
Investment Income	11,659	-	11,659	-
Total income	6,245,376	-	6,245,376	6,684,119
EXPENDITURE ON Charitable activities				
Advocacy	1,927,634	-	1,927,634	1,829,558
Counselling	402,503	-	402,503	380,441
Carers	3,939,696	-	3,939,696	4,398,761
Payroll Benchmarking	26,000	-	26,000	52,000
Central Service improvements	7,496	-	7,496	42,504
Total expenditure	6,303,329	-	6,303,329	6,703,264
Net gains/(losses) on investments	(26,435)	-	(26,435)	(3,168)
NET INCOME/ (EXPENDITURE)	(31,518)	-	(31,518)	(22,313)
Total funds brought forward	1,097,779	-	1,097,779	1,120,092
TOTAL FUNDS CARRIED FORWARD	1,066,261	-	1,066,261	1,097,779

We help people regain control of their lives, providing hope and a sense of purpose in helping them stay well. We place people at the centre of everything we do and deliver excellence by using people's strength to get them back on their feet.

n | compass
towards a **brighter** future


n-compass Head Office


1 Edward VII Quay
Navigation Way
Ashton on Ribble
Preston
Lancashire
PR2 2YF

Tel: 01772 280030

Email: admin@n-compass.org.uk

www.n-compass.org.uk

 @_ncompass

 @ncompass.org

 n-compass

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SOCIAL VALUE
QUALITY MARK

