

# SOCIAL ACCOUNTS

2022-2023



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## MESSAGE FROM THE INTERIM CHIEF EXECUTIVE



I am delighted to share with you our social accounts for 2022-2023 which

- ✓ Include everything our charity has been doing over the past 12 months
- ✓ Celebrate what our service users, staff, volunteers and students have achieved
- ✓ Highlight the broader outcomes n-compass has delivered in communities where we have provided services including economic, environmental, employment, education, social and community outcomes

In delivering these outcomes we have contributed towards

- ✓ Creating stronger, more resilient communities by reducing inequalities
- ✓ Creating a stronger, more resilient local economy
- ✓ Improving places and reducing environmental impact
- ✓ Encouraging healthier, happier people in our communities

This has only been made possible by all those who have played a part. I'd like to thank all of our passionate, dedicated, skilled staff who have provided vital support across our wide range of services and our amazing volunteers, students and partners who have significantly increased the scope of our offering.

Interim CEO Joanna Solanki

WE SUPPORTED AND DELIVERED POSITIVE OUTCOMES FOR OVER	THROUGH THE DELIVERY OF	WITH A STAFFING TEAM OF
28,000	£5.6m	152
INDIVIDUALS DURING THE YEAR	WORTH OF HEALTH & SOCIAL CARE SERVICES	PASSIONATE PEOPLE

86% OF STAFF AGREE THAT N-COMPASS IS A GOOD PLACE TO WORK

“The support we are offered, whether that be around our business needs or wellbeing. I have never known a more genuinely caring workplace”



## IN 2022-23 WE DELIVERED SERVICES ACROSS THE NORTH OF ENGLAND

We are organised into five main service areas:



**Carers' Services**



**Advocacy Services**



**Volunteering Services**

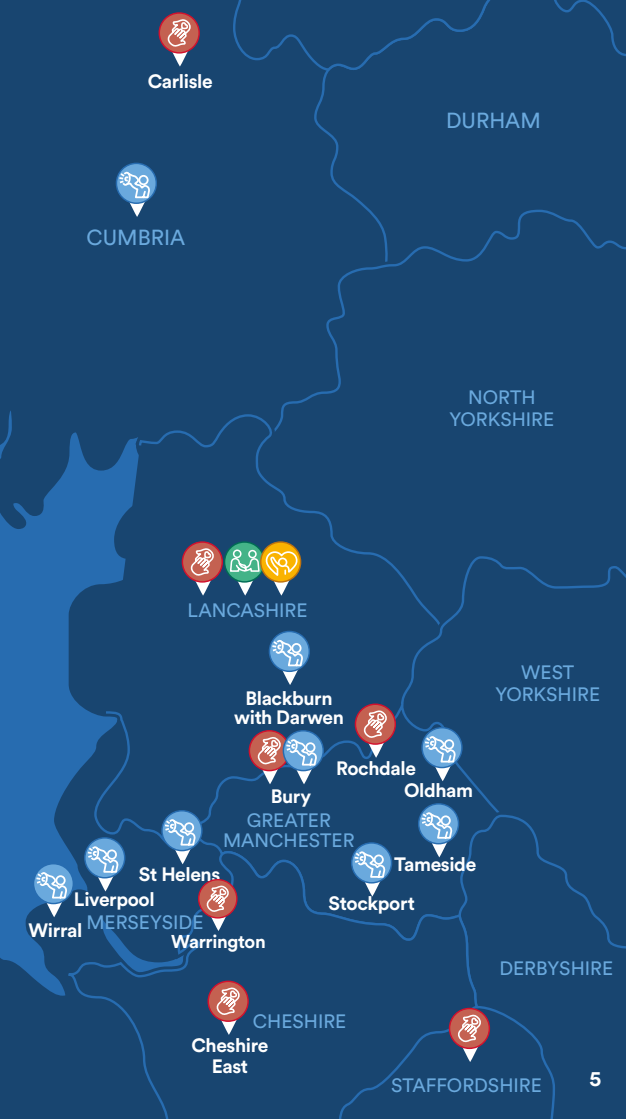
We have a vibrant and active volunteer community that supports all our services.



**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



In terms of social value, we are already at Level 1 of the Social Value Quality Mark – which is an external audit and verification programme for organisations that deliver social value. We are committed to working our way through the levels until we reach level 4 standard.



# Social Value

**Social value is the added value we provide to the communities in which we work over and above our commissioned services. While we are providing carers and advocacy services, or supporting young people, we are constantly looking for other ways to support the residents and organisations around our services and reduce our impact on the local environment.**

**Social value is not new, corporate social responsibility has been around for many years, and n-compass aspires to not just be a socially responsible organisation but lead the field in developing social responsibility.**

**OVER THE PAST 12 MONTHS  
N-COMPASS HAS DELIVERED**

**£1.6m**  
**IN ADDITIONAL  
SOCIAL VALUE** ✓

## More local people in employment

80% of our employees live within the local authority that commissions their service. This means that we are creating opportunities for local people, and a large proportion of their income is reinvested back into the local supply chain. n-compass is a Real Living Wage employer, raising quality of life and allowing families to meet their everyday needs.



We commit to maintaining this level of local employment and will ensure at least 80% of our vacancies are advertised locally.

Over the past twelve months, 190 volunteers have delivered over 9000 hours of their time to help others. Volunteering is a very generous gift – individuals sharing their time, energy and skills for free, making a real difference to the lives of the people we support.

Volunteering is also an opportunity to build skills and confidence and get a leg-up on the employment ladder. At least 80% of our services will provide volunteering opportunities for local people, and within that, we will train and mentor our volunteers giving an extra boost to their employment prospects.

**“ I used to feel unworthy, I had lost my identity... volunteering gave me the confidence to go for an interview... ”**

## Reducing inequality

As part of our wellness offer n-compass is proud to deliver a Deaf Link Service that supports British Sign Language users who are struggling to access information and support from services in their communities. We also provide information in BSL on our website, helping BSL users understand and access our services.

We apply blind shortlisting in our recruitment process ensuring candidates are selected on merit alone. This improves the diversity, and quality of the workforce, will encourage more people to apply and create a larger pool of candidates. n-compass facilitates the recruitment of people with disabilities (10% of employees in 2022-23). We work in partnership with Access to Work and provide a range of workplace adjustments. n-compass will work with the local authorities that commission its services to create employment opportunities for people who are long term unemployed.



## Improved skills

n-compass has a long history of building staffing teams that are highly skilled and experienced and posses the relevant qualifications to deliver high-quality services. We have a robust training and development framework that ensures all n-compass staff in every role are suitably skilled and qualified, and an engaging development programme that brings new staff up to speed quickly and offers progression opportunities for key talent.

During induction all employees receive training in Equality and Diversity, Safeguarding, Prevent, Data Security and Health and Safety. We provide service-specific training for all front-line delivery staff ensuring they are suitably skilled and qualified to deliver the commissioned service in line with the specification.

All Multi-Specialist Advocates will be trained to City & Guilds Level 4 Independent Advocacy Practice within twelve months.

Students and volunteers will be recruited locally (student placements sourced from local universities) ensuring that the learning benefits local communities. All students and volunteers have access to n-compass' My Learning platform, core training programme, supervision and employability support.

Developing an apprentice programme is an effective way of growing talent and developing a motivated, skilled and qualified workforce as well as providing excellent opportunities for local people. Where we can, we will include apprenticeships into our front-line delivery services.

### CASE STUDY

Abi was a 1st-year social work student on placement with an n-compass advocacy team. Abi had a good understanding of the Care Act and Mental Capacity Act from her studies but had never applied her knowledge in the field and had not worked with them in conjunction with Human Rights Act or Equality Act.

“Working with the advocacy team helped me develop my understanding of this legislation, particularly concerning best-interest assessments. I am developing my assessment skills and feel more confident applying my learning.”

During the placement, Abi attended training in various subjects, i.e. Non-instructed Advocacy, Statutory Advocacy Awareness, and advocacy approaches and techniques.

“My first placement experience has been truly exceptional and has benefited my development as a professional. The skills and knowledge I have learned will hopefully open more choices for my career development in the future.”

## More opportunities for local VCSEs/SMSs

n-compass is an expert in its field and employs highly qualified and experienced staff. Our senior management team has over 70 years' experience in organisational leadership. We are happy to share our expertise, sitting on the Boards of smaller organisations, and taking part in forums and working groups advising on legislative changes, or quality assurance.



We commit to providing expert business advice to VCSE and MSMEs in the areas of leadership, finance, human resources, business development and social value, and will work with local CVSs to identify suitable organisations.

n-compass invests at least 10% of its project funding into the local supply chain.

We will prioritise local VCSE organisations where we can.

## Improved staff wellbeing

All n-compass employees have full access to our comprehensive and multidimensional wellbeing programmes including CBT. All front-line staff undertake a 1-day course in Inclusive Communication Coaching, supporting their own and client's mental health.

Our in-house Wellbeing Working Group publishes a monthly mental health wellbeing offer. We support the following campaigns through our internal and external communications: Time to Talk day, Stress Awareness Month, Mental health Awareness Week, Men's Health Week, Carers Week, and World Mental Health Day.

We are also an active partner in the national Mental Health First Aid campaign (MHFA England), improving personal resilience and helping people recognise and respond to signs of mental illness.





## Safeguarding the natural environment

While our priority will always be providing high quality services in a competitive market, we understand our responsibility to lessen our impact on the environment where we can. n-compass supports Net-Zero and has engaged Salford University's environmental management sustainability practice module to quantifying our environmental impact and develop an action plan to reduce our carbon footprint.

We reduce energy consumption through pragmatic use of office space – renting temporary space when required, not heating empty offices. Our move to a cloud-based IT infrastructure and use of low-energy IT equipment reduces energy consumption and heat production. We encourage employees to recycle and provide dedicated bins for paper, cardboard, plastics, and metal.

We will partner with local environmental/conservation organisations and develop more structured outdoor activities and opportunities to learn about green rural/urban space make-up, and history for the people who use our services

## Social Value Quality Mark

We deliver social value across all our commissioned services, supporting local employment, reducing inequalities, supporting the local supply chain, and safeguarding the natural environment. Our social value programme has achieved Level 1 of the Social Value Quality Mark. We commit to achieving L2 in 2023.



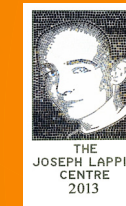
n-compass has achieved the Cheshire and Merseyside Social Value Award and is accredited as an Anchor Institution by the Cheshire & Merseyside Health and Care Partnership



## Giving Something Back

Every year n-compass staff nominate a charity that they want to raise money for throughout the year through a variety of sponsored activities. For 2022-23 staff voted to support Leave a Light On (LALO).

We were able to raise a whopping £4300 for Leave a Light On as a result of various staff led fundraising activities, and have chosen a Liverpool based good cause called The Joseph Lappin Centre as our Charity of the Year for 2023-2024.





# Carers' Services

In 2022-23 n-compass provided Carers' Services in Bury, Carlisle, Cheshire East, Lancashire, Rochdale and Staffordshire



## Bury Carers' Hub 1st March 2022-28th February 2023



IDENTIFIED  
& SUPPORTED

426

NEW CARERS

"You have no idea of the difference you all make"  
CARER

"Bury Carers' Hub is an oasis of help and understanding"  
CARER

DISTRIBUTED

1634

NEWSLETTERS TO  
ADULT CARERS AND  
PROFESSIONALS

DELIVERED

89

BRIEFINGS AND  
PRESENTATIONS  
ATTENDED BY

420  
PROFESSIONALS

DELIVERED

275

DIGITAL SUPPORT  
GROUPS AND  
ACTIVITIES TO CARERS

"Shout out to Jim who has supported us so well, thanks for all your support Jim"  
DISCHARGE TEAM

9

NEW VOLUNTEERS  
RECRUITED

DELIVERED

128

COFFEE & CHATS  
ATTENDED BY

1844  
CARERS

87

VOLUNTEERS  
SUPPORTING OUR  
CARERS HELP AND  
TALK LINE (CHAT)

DELIVERED

574

ONE-TO-ONE  
SUPPORT SESSIONS

202

CARERS CONNECTED  
TO OTHER SERVICES

### PAT'S STORY

Pat is a 60 year old lady and primary carer for her father, who is 90 and has very poor mobility following an injury sustained when he fell. He lives alone but relies heavily on Pat for daily care and activities. Pat was struggling with the demands of her caring role and juggling family life and was starting to think she wanted to take a step back.

Pat met the n-compass carers team at a social prescribers event in her local town. She was unaware she could receive support as a carer and agreed to be referred to the service.

An n-compass Carers Support Officer called Pat a few days later, talked with her about her dad's care needs, and provided information about a local day-care centre. The Carers Support Officer also suggested that Pat have a statutory carers assessment to see what other help might be available to support Pat. As a result, Pat was awarded a personal budget. She visited a Day Care Centre with her father, and he now attends one day a week. He has also had a care needs assessment and some aids provided in his home.



# Carers’ Hub Rochdale



**1472**  
1:1 SESSION  
COMPLETED TO  
SUPPORT CARERS TO  
ACHIEVE OUTCOMES

“ You have changed my life in the caring role, and I now have respite. Since you came and discussed my situation, you were the first to listen and realise I had cared for 3 years without a day off, I was at breaking point. Now my life as a carer is so much calmer ”  
ADULT CARER

“ Carers have voiced to me on several occasions that the Carers Hub has changed their lives in so many different ways. Some even see the Hub as extended family – which has to be a good indicator of its dedicated staff and how successful this service is ”  
PROFESSIONAL CARER

**IDENTIFIED  
& SUPPORTED**  
**954**  
ADULT AND YOUNG  
CARERS

**100%**  
ADULT CARERS  
REPORTED IMPROVED  
WELL-BEING FOLLOWING  
ASSESSMENT & SUPPORT  
FROM THE HUB

“ I get to do fun things, and I don't have to worry about anyone else ”  
YOUNG CARER

**235**  
CARERS RECEIVED  
MY TIME VOUCHERS  
TO SUPPORT THEIR  
HEALTH, WELLBEING  
AND LEISURE NEEDS

“ The Carers Hub is an amazing service and deserves much more recognition for the fantastic work you all do, going above and beyond for everyone. Just knowing you were there in the background gave me a sense of security as I could call on your caring, knowledgeable experience ”  
ADULT CARER

“ You have helped me with a lot - you are a kind person. I like it when you come and see me as it makes me happy, I can talk to someone who understands ”  
YOUNG CARER

**1887**  
CARERS ATTENDED  
CARERS’ HUB GROUPS,  
ACTIVITIES & EVENTS

**1001**  
OUTGOING REFERRALS  
MADE TO OTHER  
SERVICES

## DOROTHY’S STORY - ADULT CARER

Dorothy is 77 and cares for her husband, Fred, who cannot speak after suffering from a stroke. Dorothy’s role as Fred’s carer has, at times, been lonely and frustrating due to Fred’s inability to communicate. Dorothy cannot leave Fred alone, so she has no time for herself or people around her for support. Dorothy was introduced to the n-compass carers team in her area, who immediately referred Fred for a care needs assessment, which enabled him to access respite at a local day centre. Dorothy also received MyTime Vouchers, allowing her to pamper herself when Fred was at the centre. Fred’s respite became crucial when Dorothy had an accident and needed hospitalisation. As Fred was comfortable at the centre, they temporarily accommodated him whilst Dorothy recovered, giving her peace of mind knowing he was being looked after by people she trusted. Dorothy told us that if she hadn’t been introduced to n-compass and the respite service, Fred would have been placed in a residential home where he knew nobody. That reassurance enabled Dorothy to focus on her recovery and rehabilitation, knowing that Fred was being looked after.

# Carlisle Carers



**IDENTIFIED  
& SUPPORTED**  
**574**  
NEW ADULT, PARENT  
AND YOUNG CARERS

“ What a joy to sit and chat to people who know what I am going through without having to explain it to everyone ”  
ADULT CARER – LUNCH CLUB

**COMPLETED**  
**460**  
STATUTORY CARERS  
ASSESSMENTS

“ Thank you so much for helping me out in a crisis, mum is getting the right support for her needs at last. This takes a lot of pressure off me now and gives me time to tend to my own health need ”  
ADULT CARER

**COMPLETED**  
**555**  
CARER SUPPORT PLAN  
REVIEWS

“ The crisis team recommend your service to all our carers because we know what a good professional and quick service you offer. We have had a lot of good feedback from people we have referred to you ”  
PROFESSIONAL

**797**  
REFERRALS / CALLS  
MADE TO OTHER  
ORGANISATIONS ON  
BEHALF OF OUR CARERS

**288**  
PEER SUPPORT  
GROUPS/ ACTIVITIES  
MADE AVAILABLE TO  
OUR CARERS

“ I want to go to university like Cheree, if she can go twice, I can go once then I can help people like she does ”  
YOUNG CARER

“ Thank you for coming along to our Health & Wellbeing Group. I was not there at the session to meet with them both, but we received positive feedback from attendees about the session, so I'm grateful for your involvement ”  
PROFESSIONAL

**1684**  
HOURS DONATED  
BY VOLUNTEERS  
SUPPORTING OUR  
CARERS HELP AND TALK  
LINE (CHAT)

## A FAMILY’S STORY

The n-compass carers team in Carlisle received a referral from a primary school stating that they believed two of their children were young carers and asking if we could assess them and provide support. A Young Carers Support Officer contacted the children’s mother, who confirmed they helped care for their father, who had an acquired brain injury. She also explained she had an older daughter at secondary school who was taking on the bulk of the caring role. The parents didn’t live together, and the father didn’t want his ex-wife to support him. A visit to the family home was arranged, and a young carer’s assessment was undertaken for all three children. The assessment identified that support was required to help the children understand their father’s condition, receive better support at school and have a break from their caring role. During the assessment, the older child mentioned that, when leaving school, she faced over twenty messages from her dad asking questions and wanting reassurance. School policy restricted access to mobile phones, meaning she could not check her phone during the day. This made her feel very anxious. The Young Carers Support Officer contacted the schools, informed them that the children were carers, and agreed on ways the schools could provide support. This included allowing the oldest child to check her phone and make calls during breaks. The younger children’s school also asked if n-compass would join their Holiday Activities and Food meetings to help better support the family.

# Cheshire East Carers' Hub 1st April 2022-31st December 2022



IDENTIFIED  
& SUPPORTED

862

NEW ADULT AND  
YOUNG CARERS

" Just a message to say how much I appreciate all you have done for me, you have been very kind and there's not enough of that these days but I have found it in the Carers Club "

CARER

767

STATUTORY  
CARERS ASSESSMENTS  
COMPLETED

" A big thank you to all at the Carers Hub. I've really enjoyed a meal out which I wouldn't have thought to do or afforded without your help. I have learned to give myself permission for me time "

CARER

WE DISTRIBUTED

506

INDIVIDUAL  
LIVING WELL  
GRANTS TO CARERS

" Life is very challenging but you have made it easier, thank you all so very much "

CARER

177

GROUP SESSIONS DELIVERED

2392

CARERS PROVIDED  
WITH A BREAK

23

SERVICE BRIEFINGS  
ATTENDED BY

213

PROFESSIONALS

" It has meant everything having this time to just chat and be normal, I've even managed to make the wreath! Thank you for arranging this for us "

CARER

152

VOLUNTEERS  
SUPPORTING CARERS

1237

REFERRALS  
RECEIVED FOR ADULT  
AND YOUNG CARERS

1672

REFERRALS MADE TO  
OTHER ORGANISATIONS

## STEVEN'S STORY - YOUNG CARER

Steven supports his brother who has autism and ADHD. He was referred to n-compass to get support around his caring role. We helped Steven complete a young carer's assessment and arranged 1-1 sessions to give him space to talk about his caring role. When Steven first came to us, he scored himself five out of ten; he was anxious about his brother and didn't really understand his condition and had no time to himself. Through 1:1 support, and talking to other young carers, Steven started to understand his brother's condition and how best to support him. Steven said he would like to join some groups to meet new friends and have fun and so was introduced to the local Scout group and invited to go on trips, days out and camps. This has been great for Steven's independence. Steven was given a Living Well fund grant, which he spent on a Scouting uniform and football boots. Since getting support from n-compass, Steven has made new friends and been away on many trips and camps, learning new skills and getting a break from his caring role. Steven now scores himself at a remarkable 10!

# The Lancashire Carers Service



IDENTIFIED

5557

HIDDEN CARERS

" I shall endeavour to spread the word about Lancashire carers/N Compass. I know only too well of the struggles of a carer and it's so important that we try to support each other and spread the information about where we can get some support and help "

PROFESSIONAL

COMPLETED

3943

NEW CARERS  
ASSESSMENTS

737

CARERS  
SUPPORTED THROUGH  
OUR CARERS HELP AND  
TALK (CHAT) LINE

" You have been a breath of fresh air; I feel like I am now on a calm sea after the rough day I've had and I feel so much better. The fog was starting to clear and now you have cleared it even more, keep up the good work "

CARER

1807

CARERS THROUGH OUR  
VIRTUAL CARERS  
COMMUNITY NETWORK

CARRIED OUT

9764

ANNUAL CARER  
ASSESSMENT REVIEWS

" I just wanted to express my heartfelt thanks for all your input from the Lancashire Carers Service. All the advice and information has been so helpful, and it is such a comfort to me to know that there is this service "

PROFESSIONAL

11387

REFERRALS  
TO PARTNERS TO  
SUPPORT CARERS IN  
THEIR CARING ROLE

COMPLETED

1674

NEW PEACE OF MIND  
PLANS

" We are very happy with the level of support you have provided. My wife and I are both confident if we feel we need extra support we have every confidence in yourself and your colleague "

CARER

106

SERVICE BRIEFINGS  
ATTENDED BY

633

PROFESSIONALS

## BRIAN'S STORY

Brian cares for his wife, who recently had an accident and is bed-bound. He has given up work to care for her, and whilst coping, he is anxious about their finances. Brian was referred to the n-compass carer's service by his GP. A Carers Support Officer met with Brian and completed a Carer's Assessment to see what support he could access. As a result, Brian was supported to access additional benefits, get some helpful adaptations installed in the house, and referred to a mental health charity for support with his anxiety. Brian has local family members who can offer support, but this is not always available. A Peace of Mind for Carers plan was implemented so that Brian can be confident that care will always be available. Similarly, Brian has lost touch with his friends and often feels lonely. We introduced him to a local carer group and our online Carers Community Network, where he can make new friends and get support from other carers. Finally, Brian received a Carers Personal budget which he can use to take short breaks. Brian said the support he has received from n-compass has made a real difference.



# Staffordshire Together for Carers Service



WE HAVE SUPPORTED

**530**

NEW ADULT CARERS

AND **142** NEW YOUNG CARERS

“ The support worker gave her confidence to be herself, validated her feelings and helped her find ways to manage the challenges at home. She’s also more aware of the daily difficulties I face and is supportive to me as well. We’re more able to find a way through the challenges together. It’s made a positive difference to her and me and I’m very grateful for STfC support. The service is a light in the dark for our family ”

PARENT OF YOUNG CARER

WE HAVE REFERRED

**252**

ADULT CARERS

TO **116** ORGANISATIONS

AND

**106** YOUNG CARERS

TO **10** ORGANISATIONS

WE HAVE DELIVERED

**154**

VIRTUAL ACTIVITIES ATTENDED BY

**371** ADULT CARERS AND

**22** VIRTUAL ACTIVITIES ATTENDED BY

**279** YOUNG CARERS

“ I don’t know what I would’ve done if it hadn’t been for your service. You’re walking angels! ”

ADULT CARER

WE HAVE DELIVERED

**149**

FACE-TO-FACE ACTIVITIES ATTENDED BY

**706** ADULT CARERS AND

**84** FACE-TO-FACE ACTIVITIES ATTENDED BY

**987** YOUNG CARERS

## TINA’S STORY

Tina has an older sibling who is autistic. She regularly provides emotional support, helping him relax after feeling anxious, angry or frustrated. Tina was referred to Staffordshire Together for Carers (STfC) to get support in her caring role and find ways of processing her emotions. She struggled to understand her brother’s condition and was concerned she was doing something wrong. One-to-one support sessions helped Tina feel more confident in processing emotions and coping when upset and frustrated. She was provided information on autism, helping her understand the condition better and not feel so responsible. Tina was also introduced to some young carer activities, which allowed her to take a break from her caring role and make new friends. Tina is now speaking more positively about herself and feeling optimistic about the future.

*My daughter was struggling with the situation at home, having to help her older sibling, who is autistic. The support provided by STfC helped her understand her emotions more and be more positive about herself. I’m very grateful; the service is a light in the dark for our family.*





# Advocacy Services

In 2022-23 n-compass provided Advocacy Hub Services across Bury, Blackburn with Darwen, Cumbria, Liverpool, St Helens, Tameside, Stockport, Oldham and Wirral



## Bury Advocacy Hub



**802** 

REFERRALS RECEIVED  
INTO THE BURY  
ADVOCACY HUB

“ The advocate is one of the best professional advocates I have worked with ”  
**PROFESSIONAL**

“ I feel like you are the only one who has listened to me for years. You're a lovely, lovely person ”  
**CLIENT**

**571** **SELF-HELP PACKS**  
DOWNLOADED FROM THE BURY  
ADVOCACY HUB WEBSITE

**596** 

STATUTORY RIGHTS  
UPHELD WITH SUPPORT  
OF AN ADVOCATE

“ That's amazing thank you. It's a huge weight off my mind. I know it's been frustrating, but it turned out just great. Thanks again for everything ”  
**PROFESSIONAL**

“ You've been amazing, nobody has ever listened to me as much as you have. I am very pleased with you ”  
**CLIENT**

**99%** **CLIENTS & PROFESSIONAL SATISFACTION WITH THE SERVICE**

**229** 

INDIVIDUALS SUPPORTED  
UNDER THE MENTAL HEALTH ACT

“ Thank you for being so informative and taking the time to explain what your service provides, and the legal aspect needed to make best interest decisions for the client who has not got capacity. It is reassuring to know that the people who can't voice their opinion has someone impartial to make sure they are cared about ”  
**PROFESSIONAL**

**97%** **OF CLIENTS HAVE INCREASED KNOWLEDGE ABOUT THEIR RIGHTS AFTER SUPPORT FROM THE HUB**

### FARID'S STORY

Farid is a 28 year old male living in residential care under a Deprivation of Liberty Safeguard (DoLS) authorisation due to an acquired brain injury. Under DoLS, a person is entitled to a Relevant Persons Representative (RPR) to protect their rights – typically a family member or friend, but Farid had no family or friends, so an n-compass RPR was appointed. Farid was a practising Muslim and was allocated a Muslim RPR who would better understand his particular needs. Farid's religion is a big part of his life, and before his accident, he attended his local mosque regularly and prayed five times a day. While in the care home, Farid was to be supported to pray at the correct time. The RPR noticed that Farid had not been praying at the correct times or in the right direction. Knowing how important this would be to Farid, the RPR put the care home in contact with the local Imam who visited Farid and the care home manager, and provided them with up to date times and showed them the direction that Farid should be facing to pray. Farid was delighted to be practising his religion again as he used to before his accident.



# Blackburn with Darwen Advocacy Hub



1089



REFERRALS  
RECEIVED INTO THE  
BLACKBURN WITH  
DARWEN ADVOCACY HUB

“ It's nice to know someone is looking out for me ”  
CLIENT

“ You have a really professional but warm manner with the staff and patients. They seem to trust you with ease ”  
PROFESSIONAL

“ We could do with someone like you here all the time. You really seem to get the patients ”  
PROFESSIONAL

476

INDIVIDUALS  
SUPPORTED UNDER THE  
MENTAL HEALTH ACT

“ You are extremely good at just listening ”  
CLIENT

152



SELF - HELP  
PACKS DOWNLOADED  
FROM THE BLACKBURN  
WITH DARWEN ADVOCACY  
HUB WEBSITE

100%



PROFESSIONAL AND  
CLIENT SATISFACTION  
WITH THE SERVICE

725



STATUTORY RIGHTS  
UPHELD WITH THE  
SUPPORT OF AN ADVOCATE

93%

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

“ 10 out of 10, very good service ”  
PROFESSIONAL

## MABEL'S STORY

Mabel is 80 years old and has been deemed to lack capacity under the Mental Capacity Act after the police found her wandering the streets, disorientated. Mabel was admitted to hospital after it became apparent she had travelled across several counties and absconded from her residential care home. Discussions were taking place considering where she should move to next. Mabel was allocated an advocate specialising in mental capacity to ensure that her best interests were taken into account when decisions were made. The advocate spent time with Mabel, getting to know her views and wishes about where she wanted to live. Mabel informed the advocate she did not want to return to the care home but wanted to stay in the Blackburn area. She had family in Blackburn but had no contact for several years. The advocate worked with a social worker to locate Mabel's family and ensure the social worker respected Mabel's wishes. The social worker agreed, and Mabel remained in Blackburn.

It is still unknown how Mabel travelled several counties alone...

# Cumbria IMHA Advocacy Hub



“ I wouldn't have been able to get through it without you. Thank you ”  
CLIENT

184 SELF HELP  
PACKS

DOWNLOADED FROM CUMBRIA  
IMHA HUB WEBSITE

“ I have had the opportunity to attend meetings with the advocate, they really fought for the rights of client, and upheld their rights. It is nice to see the impact of Advocacy especially in some challenging situations ”  
PROFESSIONAL

“ 10 out of 10 Excellent Service received ”  
PROFESSIONAL

429



INDIVIDUALS  
SUPPORTED UNDER THE  
MENTAL HEALTH ACT

“ Thank you for your help, it was much appreciated. I feel like I'm getting back on track ”  
CLIENT

506

INTERACTIONS  
INTO THE CUMBRIA  
IMHA HUB

100%



PROFESSIONAL AND  
CLIENT SATISFACTION  
WITH THE SERVICE

95%

OF CLIENTS

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

## AMY'S STORY

Amy is a young person detained in hospital under Section 2 of the Mental Health Act. She was seven months pregnant and worried about the baby being removed by social services. Amy refused to engage with health and social care professionals to the extent that she wouldn't attend any meetings arranged to discuss her situation. An Independent Mental Health Advocate (IMHA), was allocated to Amy to ensure her wishes were taken into consideration, she spent time with her, building trust, explaining the situation, and supporting her to think about what she wanted and how best to articulate it.

Amy wanted the advocate to attend the meetings without her initially, but the advocate encouraged her to attend too. With the advocate's support, Amy agreed but managed to negotiate that only certain professionals would be there. Amy felt so empowered that she asked all the questions by herself and decided to engage with the professionals, working together to plan the baby's arrival. Amy said, "I couldn't have attended meetings or spoken up for myself without the advocate's support."

# Liverpool Statutory Advocacy Hub



1645  
STATUTORY RIGHTS  
UPHELD WITH THE SUPPORT  
OF AN ADVOCATE



“ IMCA promptly visited the patient and spent some time with patient identifying patient’s wishes, feelings, beliefs and values, identified the concerns raised by the patient and fed them back to the MDT ”  
PROFESSIONAL

“ Service user’s needs were at the front of the investigation and advocate had an input in making safeguarding personal. I am very appreciative of the advocate service and the support they have provided during the investigation ”  
PROFESSIONAL

100%  
PROFESSIONAL AND  
CLIENT SATISFACTION  
WITH THE SERVICE

“ Pleasure to work with staff from advocacy hub, reassuring to know they support with decisions being made and act in service users’ best interest ”  
CLIENT

811  
INDIVIDUALS  
SUPPORTED UNDER THE MENTAL  
HEALTH ACT



246  
SELF-HELP PACKS  
DOWNLOADED FROM THE LIVERPOOL  
ADVOCACY HUB WEBSITE

“ Client commented that advocate did not just tell him what he wanted to hear. My advocate was courteous. I felt better and more confident about things. Good service ”  
CLIENT

1765  
REFERRALS RECEIVED INTO  
THE LIVERPOOL  
ADVOCACY HUB



# St Helens Advocacy Hub



472  
REFERRALS  
RECEIVED INTO THE  
ST HELEN’S ADVOCACY HUB



“ My advocate was professional ”  
CLIENT

153  
INDIVIDUALS  
SUPPORTED UNDER THE  
MENTAL HEALTH ACT

377  
STATUTORY RIGHTS  
UPHELD WITH THE SUPPORT  
OF AN ADVOCATE



“ The advocate performed her duties diligently and effectively, asking relevant and yet probing questions which challenged the status quo. The advocate has provided an excellent service and one that will certainly have a significant impact on the support and wellbeing of the client ”  
PROFESSIONAL

“ I am currently co-working with an advocate from n-compass Advocacy service, and this will continue. Her input is very valuable, and she has been proactive and supportive to both the client and myself ”  
PROFESSIONAL

505  
SELF-HELPS  
PACKS DOWNLOADED  
FROM THE ST HELEN’S  
ADVOCACY HUB WEBSITE



100%  
PROFESSIONAL AND  
CLIENT SATISFACTION  
WITH THE SERVICE



## ABDI'S STORY

Abdi referred himself for advocacy support to request a review of his care and support plan under the Care Act. He has Multiple Sclerosis and has experienced considerable degeneration in his condition. Abdi wished to have his wife paid to support him during the night with his care and support needs, but the Direct Payment Scheme prohibits this. Abdi wanted to appeal this decision on cultural grounds – it would not be appropriate for a male carer to see his wife in her nightwear, and, in his culture, it is forbidden for a female to touch him unless it is his wife, mother or child.

The advocate arranged for Abdi to meet with an officer from the Direct Payments team. The advocate stressed the importance of adhering to the Care Act’s wellbeing principle and Article 8 of the Human Rights Act Right, which outlines an individual’s right to a personal and family life. The Direct Payments officer took the matter to her team leader, and it was decided that Abdi could use his direct payments to pay his wife for personal care and support during the night; upholding a person’s cultural beliefs and right to maintain privacy with a spouse.

## TANYA'S STORY

Tanya had dementia and lived at home with her husband, Will until her illness began to advance. Will’s health was also deteriorating, and, as he was her sole carer, a decision was made for Tanya to move into a care home under a Deprivation of Liberty Safeguards (DoLS) authorisation. Under DoLS, a person is entitled to receive the support of an advocate. Tanya’s advocate got to know her wishes and feelings, and it soon became apparent Tanya wanted to return home. The advocate contacted Tanya’s husband (with her permission) to discuss Tanya’s wishes. Will became tearful, saying Tanya would never have wanted to be separated from him or live in care. He felt guilty about her situation and missed her terribly. The advocate requested a review of Tanya’s DoLS authorisation on the grounds that Tanya had a less restrictive place to live but had never been offered a care package enabling her to remain at home. The Local Authority declined to carry out a review. Tanya’s advocate then instructed a solicitor to raise a Section 21A application to the Court of Protection, resulting in Tanya returning home with a full package of care, including respite for Will.

# Tameside, Stockport and Oldham (TSO) Advocacy Hub



652 

REFERRALS  
RECEIVED INTO THE HUB

“ Thank you so much for listening to me, you are very compassionate ”  
FAMILY MEMBER

“ You have been very helpful ”  
PROFESSIONAL

“ Thank you for sending the report so quickly ”  
PROFESSIONAL

“ I am really pleased with the support that has been provided to my client. It was very professional, efficient, and reliable ”  
PROFESSIONAL

261 

SELF-HELP PACKS  
DOWNLOADED FROM THE  
TSO IMCA HUB WEBSITE

“ Very Satisfied with the service provided ”  
PROFESSIONAL

100% 

CLIENT AND  
PROFESSIONAL  
SATISFACTION

652 

PROFESSIONALS  
SUPPORTED TO MEET THEIR  
STATUTORY DUTY TO REFER

## KAREN'S STORY

Karen is an elderly lady who was admitted to respite care after a stay in hospital. Karen has Vascular Dementia and was subject to a Deprivation of Liberty Safeguard (DoLS), meaning she couldn't leave the care home for her safety. Under a DoLS, Karen is entitled to a Relevant Persons Representative (RPR) to look after her interests. Usually, this would be Karen's husband, but he is suffering from emotional distress as Karen no longer recognises him, so a professional RPR from n-compass was appointed.

Karen was unhappy in the care home, physically and verbally expressing her dissatisfaction with the RPR during their visits. Karen couldn't understand why she couldn't go home, so the RPR, acting on Karen's behalf, raised a section 21A challenge for her placement to be reviewed by the Court of Protection. Karen now has a solicitor helping her explore other options, and while the solicitor has explained that going home isn't one of the options, Karen feels reassured that she is now being listened to.

# Wirral Advocacy Hub



1148 

REFERRALS  
RECEIVED INTO THE  
WIRRAL ADVOCACY HUB

“ Just to know someone is listening helps. I am so grateful for the help. I didn't know where to turn ”  
CLIENT

999 

STATUTORY RIGHTS  
UPHELD WITH THE SUPPORT  
OF AN ADVOCATE

158

SELF-HELP PACKS  
DOWNLOADED FROM  
THE WIRRAL ADVOCACY  
HUB WEBSITE

“ Thank you, you have given me a lot to think about and who can support clients and how to refer to you Thank you ”  
SOCIAL WORKER

“ The advocate went above and beyond to ensure that the client's voice was heard and that S21A proceedings were pursued on his behalf – to challenge the DoLS authorisation in place - as outlined in the Mental Capacity Act 2005 and as is his right under Article 5 and Article 8 of the Human Rights Act ”  
SOLICITOR

99%

PROFESSIONAL AND  
CLIENT SATISFACTION  
WITH THE SERVICE

“ Speaking to someone who listens and respects me is very rare but calling your service is delightful because you do listen and talk to me and not at me ”  
CLIENT

430  
INDIVIDUALS  
SUPPORTED UNDER THE  
MENTAL HEALTH ACT

## JOHN'S STORY

John had mental health issues and lived in a care home. He had been detained under Section 3 of the Mental Health Act in hospital for many years before being discharged into the community. John lacked the capacity to understand his legal rights but consistently stated that he felt safe and happy where he was. John had an advocate who ensured his best interests were being met. John's advocate met him at home to establish his views on his current care arrangements because his Section 3 was ending. John stated he wanted to remain at his current accommodation and with the same support team as he felt they had stabilised his mental health. The advocate wrote a statement supporting the implementation of Section 117 funding that detailed why his care could not be implemented elsewhere.

John now has Section 117 funding in place, with the responsibility for his care package being shared between health and social care. The advocate ensured that John's wish to remain at his home and that his mental health had stabilised there was the main focus of the decision-making process.



[illegible]

97%  
REDUCED  
OR CEASED **SUICIDAL IDEATION**  
OR THOUGHTS

93%  
REDUCED  
FEELINGS OF ISOLATION

**96%**   
INCREASED  
KNOWLEDGE OF  
MINIMISING RISK


“Because this service really helped me when I was struggling and was able to find ways to make me feel happier and a lot less alone when I needed it.”

YOUNG PERSON

**98%**   
**R E D U C E D**  
**OR CEASED SELF-HARMING**  
**BEHAVIOUR**

98%   
INCREASED  
SELF-ESTEEM AND POSITIVITY

99%   
IMPROVED  
PSYCHOLOGICAL AND  
EMOTIONAL **WELLBEING**

**93%**   
**INCREASED**  
UNDERSTANDING OF HEALTHIER  
**COPING MECHANISMS**

A young person named Ari was referred to the n-compass counselling service by a parent following concerns of self-harming behaviour. During the first session, Ari described feelings of sadness but didn't understand why; they disclosed regularly cutting themselves, which offered a release from difficult thoughts and feelings. The counsellor introduced mood cards, which helped Ari explore and identify their underlying feelings. As Ari started to recognise different emotions, they could understand more the triggers leading to self-harm. The counsellor helped Ari create a self-care plan and identify coping strategies that worked for them. This included their support network and how they could approach those around them when they were feeling low. Ari continued to use the mood cards throughout the sessions and described becoming more self-aware regarding their wants and needs. As they introduced different coping strategies, the urge to self-harm reduced. Ari started to reach out to family and friends more and identified that this was a crucial part of their recovery. They had eight sessions in total and described having more better days than bad, knowing how to look after themselves and ways to cope when they were having a bad day.



Preston, Chorley & South Ribble



257   
CHILDREN  
AND YOUNG PEOPLE SUPPORTED


93%   
INCREASED  
KNOWLEDGE OF MINIMISING RISK

93%   
INCREASED  
SELF-ESTEEM AND POSITIVITY


90%   
REDUCED  
OR CEASED SUICIDAL IDEATION  
OR THOUGHTS

“ It is very insightful ”  
YOUNG PERSON  
“ I personally found working with this counselling service  
extremely beneficial ”  
YOUNG PERSON  
“ It made me feel comfortable, the people were amazing,  
and the service was great. It did help me a little and was  
better than a lot of other services I've been too ”  
YOUNG PERSON

92%   
IMPROVED  
PSYCHOLOGICAL AND  
EMOTIONAL WELLBEING

93%   
REDUCED  
FEELINGS OF ISOLATION

97%   
REDUCED  
OR CEASED SELF-HARMING BEHAVIOUR

88%   
INCREASED  
UNDERSTANDING OF HEALTHIER  
COPING MECHANISMS

BEN'S STORY

On the day Sam, the counsellor, saw me, a teacher came to get me and said the Butterfly Project was here, and that's when I knew it was about my self-harming. I felt kind of upset and confused because I didn't know what was going to happen and felt sad because I didn't know how to talk about my self-harming. I felt comfortable opening up which shocked me because someone was wanting to listen and most people just don't listen. I think I was kind of depressed when I first started and now I feel a little happier and confident in myself, which is really different as I feel so much better and you know, I am really pleased with myself. I never thought I would be happier because I'm just used to being sad. Talking and getting everything out has made such a difference and I also managed to open up to my mum and the self-harm pack helped my mum understand and I can speak to her whenever I want. My relationship with her is so much stronger now and way more open. I am just happy, which I never thought I would be.



# Wellbeing Services

In 2022-23 n-compass provided Wellbeing Services in Lancashire



## Connect 5 Training



“ Neil delivers this course in a fantastic thought provoking and engaging way. I have thoroughly enjoyed this course and think it is a fantastic and much needed subject ”

TOBACCO DEPENDENCY SERVICES

“ Great course, really well delivered with lots of discussion. Neil was a fantastic tutor, really easy to listen to and follow ”

GP PRACTICE ADMIN ASSISTANT

“ Neil's delivery of the subject was fantastic. Very engaging and stimulated a lot of thoughts for CPD in our practice. Many thanks ”

TOBACCO DEPENDENCY SERVICES  
TEAM LEADER

64 TRAINING SESSIONS DELIVERED ✓  
387 HEALTH AND SOCIAL CARE PROFESSIONALS TRAINED

99%

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

100%

REPORT SATISFACTION WITH COURSE DELIVERY AND MATERIALS



“ Delivered lovely, friendly, very insightful and helpful. learnt a lot very knowledgeable learnt a lot. 5 star ”

GP PRACTICE RECEPTIONIST

96%

REPORT IMPROVED AWARENESS OF MENTAL HEALTH

“ Really enjoyed the course. Excellent delivery. Neil is very friendly and approachable ”

BRAIN INJURY PATIENT

“ I really enjoyed the Connect 5 training! It was very well organised and executed and Neil was thoroughly engaging throughout. It is a great course for anyone who has never completed training in this field before, but also a worthwhile reminder to reflect on your own mental wellbeing for those who already have prior experience. Many thanks Neil for such an enjoyable, informative and reflective morning ”

VOLUNTEER COORDINATOR



# Deaf Link Service

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

“ You took a massive weight off my shoulders ”  
SERVICE USER



**SUPPORTING**  
LANCASHIRE CONSTABULARY TO BE  
ACCESSIBLE TO THE DEAF

“ We thought we were compliant with legislation, but we were missing it by a long way ”  
SERVICE PROVIDER

“ Without your service I would have been lost ”  
SERVICE USER

## PAULS' STORY

Paul is a 56-year-old male struggling with addiction and mental health issues. Paul is deaf and a competent BSL user but regularly faces barriers to communication when accessing services. An n-compass Deaf Link worker supports him in accessing these services. Paul contacted the Link worker at one point, saying that he was struggling with his addiction and couldn't go on. The link worker called an ambulance and interpreted as they assessed him and transported him to hospital. The Link Worker phoned A&E to let them know he was on his way and would need an interpreter. Despite this, Paul, who had been admitted with suicidal thoughts, was discharged the next day without access to any information – a common situation experienced by deaf people. Paul was angry and felt let down. At the same time, the Deaf Link worker was supporting another agency to become compliant with BSL-related legislation. Inspire, a charity that supports people with drug and alcohol issues, was committed to providing a better service for deaf people and agreed to help Paul. This was an incredibly beneficial experience. Paul was provided with an interpreter for all interactions with them, and over the next few weeks, became more proactive in his recovery.

**SUPPORTING**  
LANCASHIRE HOSPITALS TO BE  
ACCESSIBLE TO THE DEAF

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

“ This service has been so valuable to us ”  
SERVICE USER

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



**INCREASED AWARENESS OF THE  
BARRIERS  
FACED BY 2000+  
DEAF IN LANCASHIRE WITH  
PROFESSIONALS**

**SUPPORTING** LANCASHIRE  
PRISONS TO ADDRESS RESEARCH  
FINDINGS ABOUT THE IMPACT OF  
PRISON LIFE ON BSL USERS

“ We learnt so much from the session  
you delivered ”  
SERVICE PROVIDER

**SUPPORTING** NORTHERN RAIL  
TO UNDERSTAND THE BARRIERS  
THE DEAF COMMUNITY FACE IN  
ACCESSING THEIR SERVICES





# Volunteering Services

In 2022-23 n-compass provided Volunteering Services across all our service areas



## The Volunteer Hub



**91%** ✓  
**OF VOLUNTEERS**  
**AGREED** THAT THE  
COMMUNICATION THEY  
RECEIVE IS APPROPRIATE  
TO THEIR ROLE

**COUNSELLING**  
**VOLUNTEERS**  
HAVE DONATED  
**920** ⌚  
**HOURS**  
TO HELP REGISTERED  
CARERS WITH  
THERAPEUTIC SUPPORT

**N-COMPASS**  
**VOLUNTEERS**  
HAVE COMPLETED  
**103**  
**SESSIONS**  
SUPPORTING CARERS  
TO GAIN SOME TIME  
FOR THEMSELVES

**94%** 👤  
**OF VOLUNTEERS**  
**AGREED** THEY FELT  
SUPPORTED BY THEIR  
MENTOR

“ I am really happy volunteering  
within the organisation ”  
**VOLUNTEER**

“ I'm having the time of my life and  
love volunteering for n-compass ”  
**VOLUNTEER**

“ Volunteering gives me a  
sense of purpose ”  
**VOLUNTEER**

### JOHN'S STORY

John cared for his wife for over 7 years until she was placed in a nursing home. This caused a great void in his life, and he found it challenging to adapt. Talking to someone at the local n-compass carers service, John was introduced to Chat Line – a telephone service that supports carers twenty-four hours a day. John called the Chat Line and started chatting with a volunteer; he spoke about anything and everything and said it helped him to see things more clearly. John shared many great conversations with his volunteer for over a year until, eventually, the conversation moved on to how John could progress his life a little further.

With time on his hands, John decided to become a volunteer himself and used his experience to help other carers. After an introduction with Ian, the Volunteer Hub Manager, John started work on the Chat Line. With his new skills, John was supporting other carers and continuing his own personal journey. John said, “I can now give something back. My volunteer helped me, and I now have the opportunity to help others. My first chat lasted over an hour!”



# Service Users Satisfaction Survey Results

99%

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

“

I love the people that run it and they give very good advice, and they've helped me so so so much



# Stakeholder Satisfaction Survey Results

93%

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

83%

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

95%

Agreed that they understood how to refer people into n-compass services

93%

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

“

A very professional organisation that provides a quality and safe service



# Volunteer Satisfaction Survey Result

## 100%

of our volunteers agree that n-compass provides high quality volunteering opportunities



“

n-compass has got me out of a dark hole and makes me feel part of something and has helped me to achieve new goals



## Financial Statement 2022-2023

	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
<b>INCOME AND ENDOWMENT FROM</b>				
<b>Charitable Activities</b>				
Advocacy	1,730,448	-	1,730,448	1,427,730
Counselling	371,612	-	371,612	354,916
Carers	4,541,859	-	4,541,859	4,470,436
Activities for generating funds	40,200	-	40,200	38,091
Investment Income	-	-	-	14
<b>Total income</b>	<b>6,684,119</b>	<b>-</b>	<b>6,684,119</b>	<b>6,291,187</b>
<b>EXPENDITURE</b>				
<b>Charitable activities</b>				
Advocacy	1,829,558	-	1,829,558	1,605,031
Counselling	380,441	-	380,441	372,922
Carers	4,398,761	-	4,398,761	4,267,342
Payroll Benchmarking	52,000	-	52,000	-
Central Service improvements	42,504	-	42,504	-
<b>Total expenditure</b>	<b>6,703,264</b>	<b>-</b>	<b>6,703,264</b>	<b>6,245,295</b>
Net gains/(losses) on investments	(3,168)	-	(3,168)	-
<b>NET INCOME/ (EXPENDITURE)</b>	<b>(22,313)</b>	<b>-</b>	<b>(22,313)</b>	<b>45,892</b>
Total funds brought forward	1,120,092	-	1,120,092	1,074,200
<b>TOTAL FUNDS CARRIED FORWARD</b>	<b>1,097,779</b>	<b>-</b>	<b>1,097,779</b>	<b>1,120,092</b>



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 strengths to get them back on their feet.




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 **@ncompass.org**

 **n-compass**

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Charity No. 1128809 Guarantee No. 06845210

