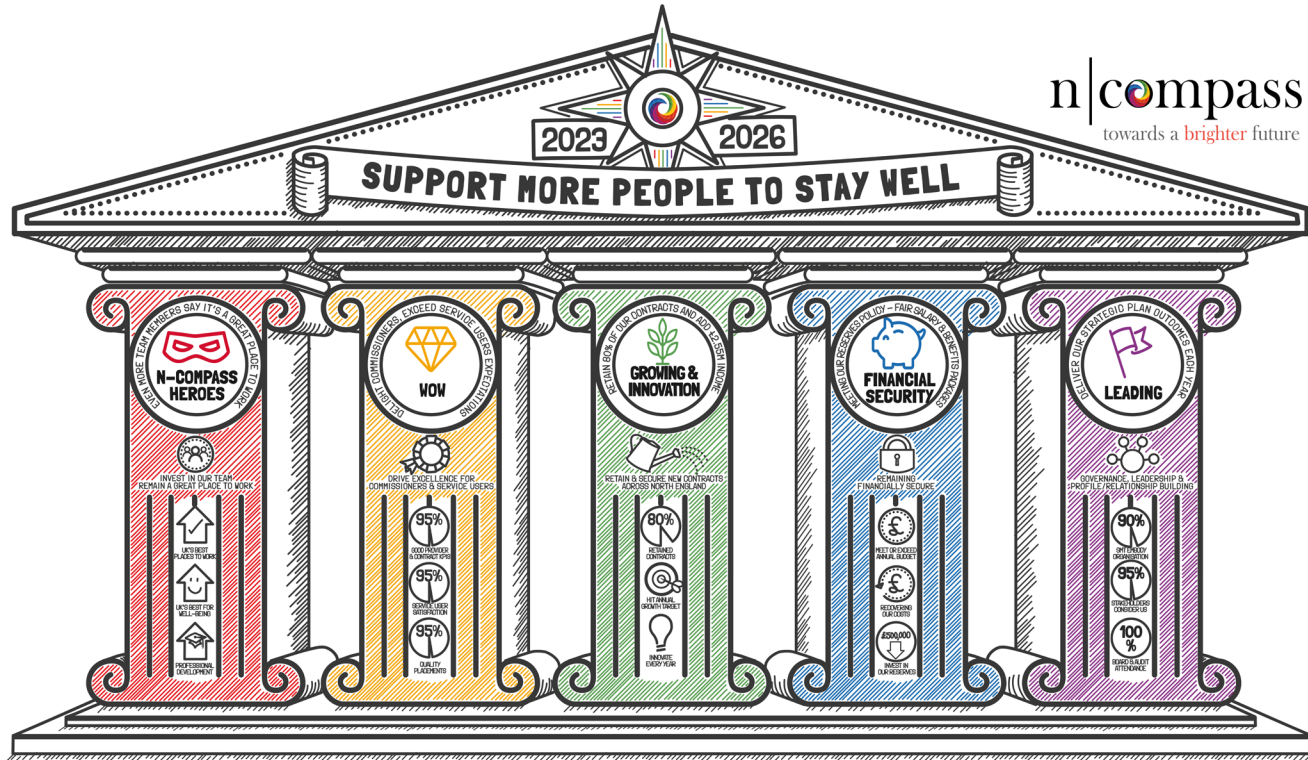




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Message from the Chief Executive

Thank you for taking the time to read our latest Social Accounts. This year marks the second year of our 2023–2026 strategy. While we remain focused on our current goals, we are also beginning to look beyond 2026 and towards the future of N-Compass.

2024 has been a particularly special year for us, as we celebrated 25 years of supporting communities. It has been a moment of pride and reflection – an opportunity to acknowledge our journey so far, while looking ahead with renewed purpose and ambition.

Over the past twelve months, we have added two significant new services to our portfolio: the Westmorland & Furness Advocacy Hub and the Knowsley Carers Hub – our very first Carers Service in Merseyside. These additions not only extend our geographical reach but also enhance our ability to support more individuals and communities.

We have also made real strides in innovation. We introduced a new Data Strategy and invested in our IT infrastructure. We have started to explore how artificial intelligence could create efficiencies in our systems, freeing up more time for our teams to focus on what they do best – supporting people who need us.

We have continued to play an active role in shaping local and national policy and practice. Our practice models are increasingly recognised by commissioners and sector partners as examples of best practice, and we are proud to be influencing policy in meaningful ways. This year, we were privileged to attend the first ever Carers Coalition Parliamentary Event, where we raised awareness of the stark levels of poverty and financial hardship experienced by unpaid family carers across the UK. We also highlighted the wider challenges faced by carers and their families, contributing to a vital national conversation. Alongside this, we took part in a Local Government Association (LGA) round table, helping to shape LGA policy and communication with central government – bringing the voices and experiences of those we support directly into policy discussions.

We continue to work closely with commissioners to ensure that people with lived experience are central to the design and delivery of services. This collaborative approach is helping to create more responsive, meaningful, and effective support for those who need it most.

Supporting our workforce remains a top priority. This year, we completed a full pay benchmarking exercise to ensure we remain competitive within our sector, and we introduced a number of improvements to our terms and conditions. Our culture remains strong – 89% of colleagues agree that N-Compass is a great place to work. We were proud to be named one of the Top 100

Medium-Sized Organisations to Work For by Great Places to Work, across all sectors. We were also finalists in the Employer of the Year category at the Lancashire Red Rose Awards – a brilliant recognition of the workplace we have built together.

None of this would be possible without the dedication and passion of our staff, volunteers, funders, and partners. I am incredibly grateful for your continued support, which enables us to help people regain control of their lives, build hope, and find renewed purpose through the delivery of our Carers, Advocacy, Wellbeing, Counselling, and Volunteering Services.

As we move into the final year of our strategy, we remain ambitious. Our focus is on expanding our reach across England and continuing to make a positive difference to people, places, and communities.

I hope this year's Social Accounts give you a clear picture of what we have achieved – and where we are headed. Thank you for being part of the journey.



Joanna Solanki, CEO

WE **SUPPORTED** AND
DELIVERED **POSITIVE**
OUTCOMES FOR
25,000
INDIVIDUALS DURING
THE YEAR

THROUGH THE
DELIVERY OF
£6.9m
WORTH OF
HEALTH CARE
SERVICES

WITH A **STAFFING**
TEAM OF
184
PASSIONATE
PEOPLE

89%
OF STAFF
AGREE THAT
N-COMPASS IS
A GREAT PLACE
TO WORK



WHERE WE OPERATE

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

We are organised into five main service areas:



Carers' Services

We deliver in:

Bury
Lancashire
Rochdale
Staffordshire
Warrington
Knowsley



Advocacy Services

We deliver in:

Blackburn
with Darwen
Bury
Knowsley
Liverpool
Wirral
Westmorland
and Furness



Counselling Services

We deliver in:

Lancashire



Wellbeing Services

Deaf Support and
Connect 5 Services

We deliver across:
Lancashire



Volunteering Services

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





Delivering Quality Services Across England

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

Social Value

Delivering social value is embedded in everything we do. Our day-to-day work surpasses contractual requirements, placing individuals at the centre of our support and strengthening the wider communities in which we work. Through advocacy services, support for unpaid carers, well-being programmes, counselling, and volunteering opportunities, we empower people to take control of their lives, build resilience and improve their well-being. The impact of our work extends beyond individuals we help alleviate pressure on health and social care systems, enhance community connectedness, and promote fairer access to support. Our place-based approach delivers lasting value and meaningful change for people and communities.

Supporting Local Priorities and Place-Based Outcomes

We are committed to supporting the wider strategic priorities of the local areas in which we work. Our services are shaped to align with local authority and Integrated Care System (ICS) strategic objectives, including reducing health inequalities, promoting prevention and early intervention, enabling people to live independently for longer, and improving access to support for those most at risk of exclusion. We contribute to place-based outcomes by helping to strengthen community resilience, reduce avoidable demand on public services, and ensure that people have a voice in decisions that affect their lives. Our co-produced, person-centred approach complements the ambitions of Health and Wellbeing Boards to deliver joined-up, community-rooted support that improves lives and supports local system sustainability.

Creating Stronger, Healthier Communities

Our mission is to empower individuals and enhance community well-being through a comprehensive range of services:

Advocacy

Our advocacy services ensure that individuals have a voice in decisions affecting their lives, promoting social inclusion, equality, and justice. By supporting individuals in navigating complex health and social care systems, we empower them to assert their rights and access necessary services, thereby contributing to a more equitable community.

Support for Unpaid Carers

Recognising the vital role of unpaid carers, we provide tailored support to help them manage their responsibilities while maintaining their well-being. This includes offering information, advice, and opportunities for respite, which benefits the carers and strengthens community resilience by ensuring that caregiving is sustainable and acknowledged within the community.

Well-being initiatives that focus on two key programmes:

Deaf Link Service

This service supports British Sign Language (BSL) users across Lancashire who face challenges accessing essential information and support. Our Deaf Link Worker, fluent in BSL, collaborates with key services to develop sustainable access for the Deaf community, ensuring individuals can navigate services essential to daily life. This initiative promotes social inclusion and empowers Deaf individuals to engage more fully with their communities.

Connect 5 Training

Funded by the NHS Lancashire and South Cumbria ICB, Connect 5 enhances the confidence and skills of frontline health and social care staff in discussing mental health and well-being with the public. The training equips professionals to support individuals in managing their mental health, increasing resilience, and improving overall well-being.



Over the past twelve months, we have delivered over £3 million in social value, above and beyond our contracted responsibilities.

Counselling

We offer professional counselling to support individuals facing emotional health and well-being challenges. Providing a safe space for individuals to explore their feelings and develop coping strategies contributes to the community's overall mental health and resilience.

Volunteering Opportunities

Our Volunteer Hub provides opportunities for community members to engage in meaningful activities that support others, extending our reach and encouraging a sense of purpose. The Hub also facilitates volunteer connections, strengthens community bonds, and promotes social cohesion.

Through these integrated services, N-Compass actively creates communities where individuals are supported, empowered, and connected. Our person-centred approach ensures we address individual and collective needs, leading to sustainable community health and well-being improvements.

Fair Employment and Inclusive Growth

We are proud that 85% of our dedicated employees live within the boroughs they serve. By recruiting locally, we are not just creating jobs but investing in communities, with wages that support families and local businesses. As a Real Living Wage employer, we help staff meet everyday needs and improve quality of life. We remain committed to this approach, with 100% of roles advertised locally.

Promoting Equity and Tackling Inequalities

We are committed to fairness, inclusion and accessibility at every level of our organisation and the communities we support. As an employer, we actively seek to reflect the diversity of our work areas, removing barriers to employment and ensuring our workforce represents the people we serve. 9% of our employees have declared a disability, and we work closely with Access to Work to provide appropriate workplace adjustments. We also work with local authorities to generate employment opportunities for those who have been long-term unemployed.

We have built highly skilled and experienced teams with intense training and development frameworks.

All staff complete comprehensive induction training, including Equality and Diversity, Safeguarding and service-specific courses. We embed inclusive values across all service and practice areas, equipping our staff, volunteers and students to champion equity and challenge discrimination in the workplace and within local communities.

As a proud signatory of the Armed Forces Covenant, N-Compass is committed to supporting veterans and their families across all our services. We recognise the unique contributions made by those who serve and ensure that veterans face no disadvantage when accessing our support.



Enabling Volunteering and Community Participation

Volunteering is central to N-Compass's mission, and we are proud to offer inclusive, flexible opportunities that enable individuals to give back to their communities, gain confidence, and build valuable skills. Our Volunteer Hub, recognised with the Investing in Volunteers Quality Standard, provides remote roles such as our Chat Line and PenPals services. These allow people with limited mobility, health conditions, or time constraints to support others from home. These roles help reduce isolation for volunteers and service users by enabling meaningful social connections, strengthening our commitment to community well-being and participation.



Listening, Learning and Continuous Improvement

We are committed to continuous improvement through open, inclusive dialogue with the people we support, staff, and system partners. Our organisation-wide co-production programme, Your Voice, ensures lived experience is embedded at every service design and delivery level. From user-led support plans to our Citizen Involvement Board, those who use our services have real influence over how they are shaped.

Our My Voice initiative empowers employees to contribute to policy, culture, and innovation, ensuring decisions reflect frontline expertise. We partner with commissioners and stakeholders to co-design and refine services using feedback and performance data. This approach ensures our services remain person-centred, future-proof, and responsive to communities' evolving needs.

Recent feedback shows our model delivers real impact: 100% of commissioners would recommend N-Compass, and 100% of service users say we listen and act on their feedback.



Collaboration and Local Supply Chains

We are committed to promoting local growth and sustainability through purposeful collaboration and investment. We work closely with statutory, voluntary, and community sector partners to deliver joined-up services that maximise value for the communities we serve. As part of this commitment, we reinvest an average of 60% of our contract budgets (excluding employee costs) directly into the local supply chain – supporting small businesses, creating jobs, and strengthening the regional economy.

We actively use local venues and office spaces to help keep public funds circulating within the local authority area. This approach ensures operational convenience, nurtures close ties with neighbouring organisations, and contributes to a more resilient, community-led infrastructure.

Environmental Responsibility and Sustainable Practices

As a charity commissioned to support some of our communities' most vulnerable people, N-Compass operates within limited resources – time, funding, and remit. Despite this, we remain committed to playing our part in tackling the climate emergency. Our approach is pragmatic and proportionate: we use flexible office space to avoid heating empty premises and have moved to a cloud-based IT system with energy-efficient equipment to reduce our carbon footprint.

We encourage a culture of sustainability among staff, with accessible recycling points and a new 'Eco-Team of the Year' award to promote environmentally responsible practices. We are also working with local environmental organisations to develop outdoor activities for the people we support, helping them connect with nature and appreciate the green spaces in their communities.

Our Environmental Management System is externally certified by Green Small Business, and we maintain an independently reviewed carbon reduction plan, contributing to the wider carbon reduction objectives set by our local authorities and Integrated Care System partners.

Giving Something Back

Every year, N-Compass staff nominate a charity of the year and fundraise through various sponsored activities. For 2024-25, staff voted to support Caring for Sharing Rochdale, raising a whopping **£7500**.

For 2025-26, staff have chosen the **Blue Flamingo Community Hub** as our Charity of the Year.



Carers' Services

In 2024-25 N-Compass provided carers services in Bury, Lancashire, Rochdale, Staffordshire, Warrington and Knowsley



Bury Carers' Hub March 2024 – February 2025



IDENTIFIED
& SUPPORTED

320

NEW CARERS

“ Thanks SO much for your help today, and for the sympathetic ear. Just what I needed! ”

CARER

201

REFERRALS MADE
TO OTHER AGENCIES

DELIVERED

29

BRIEFINGS AND
PRESENTATIONS
ATTENDED BY

247

HEALTH AND SOCIAL
CARE PROFESSIONALS
AND COMMUNITY
GROUPS

“ Just wanted you to know how much we all appreciate what you do. Please look after yourself and take care. Very best wishes. ”

CARER

DELIVERED

203

HOURS OF LOCAL
VOLUNTEERING

157

REFERRALS MADE
TO OTHER SERVICES,
BOTH STATUTORY AND
COMMUNITY GROUPS
AND SERVICES

40



CARERS
SUPPORTED BACK
INTO THE SERVICE FOR
FURTHER SUPPORT

DELIVERED

316

ACTIVITIES ATTENDED BY

2406

CARERS

“ Aww you're a diamond Debbie, thank you very much for all your help. ”

CARER

LEONARD'S STORY

Leonard was referred to the Bury Carers Hub for support in his role as a carer for a family member with complex needs. His responsibilities were constant and demanding, leaving little time for himself or his wife, who also supported him. The referral aimed to provide emotional and practical support, reduce social isolation, and connect him with other carers for peer support. Leonard had already completed a statutory carers assessment, enabling him to access a Carers Personal Budget. This allowed for cleaning support and much-needed relief at home. Bury Carers Hub also referred him to LEAP for home energy efficiency advice, Carefree Breaks for respite, and the Bury Carers Hub Art Group. Leonard shared that simply having someone to talk to about his caring role made a big difference. Regular contact gave him emotional reassurance and the ability to adjust support as his circumstances changed. He described the Art Group as “life-changing,” highlighting the group leader's kindness and thoughtful wheelchair accessibility, which made each visit special. Soon, Leonard and his wife will enjoy a well-earned two-day break, thanks to Carefree Breaks and support from a family member. Leonard's story shows the meaningful impact of coordinated carer support on both the individual and their family.

Carers' Hub Rochdale: Adult Carers



2920

CARERS REGISTERED
WITH THE SERVICE

“ It has been great to come out together, get out of the house and meet other people and other carers. We need to get out more often together. ”

CARER

DELIVERED

1290

ONE-TO-ONE
SUPPORT SESSIONS

“ First session attended – lovely to meet and talk to others in the same situation. ”

CARER

IDENTIFIED
& SUPPORTED

764

ADULT CARERS

“ I would just like to say how grateful I am for the Coffee and Chat. Yesterday I'd had a challenging week. Once I got to coffee and chat, I'm greeted with a lovely warm welcome for Karan and Grace. They both support us so much. I have sat and cried about things with Karan, and she always gives me great advice. Grace always smiles and looks after us. Within 15 minutes I was laughing away at our table of carers. We may get a bit loud at times, but we have been let out from our responsibilities for a short time. ”

CARER

97%

OF CARERS REPORTED
IMPROVED WELL-BEING

2362

CARERS ATTENDED
CARERS' HUB GROUPS,
ACTIVITIES & EVENTS

1570

CARERS BEING
CONNECTED TO
SPECIALIST SERVICES

GEORGE'S STORY

George was referred to Carers Hub Rochdale by a social worker, following concerns about the growing pressure of his caring role for his wife, who is living with a cancer diagnosis. The emotional toll and day-to-day demands were beginning to affect George's health and emotional well-being, leaving him feeling increasingly isolated. George was referred to Adult Social Care for a carer's assessment and awarded a carer's personal budget. He chose to use this to contribute towards a weekend break – his first opportunity in a long time to step away and recharge. On returning, George began taking further steps to focus on his well-being. Since then, he has booked onto several of our upcoming activities, recognising the importance of self-care to help manage his stress. He also used his 'My Time' vouchers to enjoy a relaxing massage. These small but meaningful actions have positively impacted his emotional health. George has shared that he's beginning to feel more supported and is building social connections through the hub's events. His journey shows how early support can empower carers to rediscover balance and resilience.

Carers' Hub Rochdale: Young Carers



286

YOUNG CARERS
REGISTERED WITH THE
SERVICE

“ A million out of 10. It was really fun. I can't choose the best bit because it was all really good. This was my first time here. ...Yes, I will be coming back! ”
YOUNG CARER

IDENTIFIED
& SUPPORTED
227 
YOUNG CARERS

“ I have found that once our carers have been identified, the programme runs seamlessly, with little input from our school staff, the support group is led by YC workers. We are currently 3 sessions into our We Care programme, and have seen benefits and progress for those who attend. ”
SCHOOL CARER CHAMPION

DELIVERED
694 
ONE-TO-ONE
SUPPORT SESSIONS

583
YOUNG CARERS
ATTENDED CARERS' HUB
GROUPS, ACTIVITIES &
EVENTS

“ I just wanted to express my thanks and tell you how wonderful Joanne Taylor has been working with our young people. She is amazing and has made a real difference, she is always smiley, nothing is too much trouble! ”
YOUNG CARER

80% 
OF YOUNG CARERS
REPORTED IMPROVED
WELL-BEING

“ Really enjoyed last night. Thank you for everything you do. ”
PARENT OF YOUNG CARER

230 
YOUNG CARERS
BEING CONNECTED TO
SPECIALIST SERVICES

TINA'S STORY

Tina was referred to Rochdale Young Carers by her school welfare officer due to ongoing concerns about her low mood and negative thoughts linked to her caring responsibilities. Despite support from school, she continued to struggle emotionally and felt overwhelmed. During her assessment, Tina opened up about her significant role at home, caring for her mum and sister by providing emotional support and personal care. These responsibilities had a major impact on her mental health, school life, and overall well-being. She began attending regular one-to-one sessions focused on building coping strategies and understanding helpful versus unhelpful ways of managing stress. Through this support, Tina learned to manage her emotions more effectively and developed greater confidence. She now attends the Young Carers youth group and takes part in holiday activities, which has helped her build friendships and enjoy time for herself. Tina's personal growth has been remarkable. She applies the strategies she's learned and now has a much more positive outlook. She shared that she no longer feels overwhelmed by her emotions and feels better equipped to handle the challenges of her caring role. Tina also expressed how happy she is to have friends and be part of the young carers community.

The Lancashire Carers Service



IDENTIFIED
5904
HIDDEN CARERS

COMPLETED
764
NEW PEACE OF MIND
PLANS WITH CARERS

REVIEWED
7887
CARERS ASSESSMENTS
WITH CARERS

99% OF
CARERS
SAID THAT THEY HAD BEEN
SUPPORTED TO IMPROVE THEIR
HEALTH AND WELL-BEING

“ When you first start caring, you're lost, no one tells you what to do, where to go or whether you're doing it right or wrong. But when I got in touch with yourselves everything started coming together, the support given helped me make sense of everything and pointed me in the right direction. Suddenly I wasn't alone, and I knew exactly where I could turn to when I needed more help. ”
CARER

100%
OF CARERS SAID THAT THEIR
NEEDS HAD BEEN MET

SUPPORTED
629
CARERS TO HAVE A BREAK
FROM THEIR CARING ROLE

MADE
6571
REFERRALS TO OTHER
ORGANISATIONS TO
FURTHER SUPPORT CARERS

“ Just wanted to thank you for the very informative Carer Awareness Training you provided to our team and Enhanced Primary Care Team too. The talk you offered was interactive and interesting, you set questions and information at the right level for those who attended and left us with some thought-provoking points. Since your training I personally have encouraged 4 patient family members and also friends to access the service, and am also considering approaching your service for myself. The support you offer is invaluable to carers, patients and the wider community, thank you. ”
PROFESSIONAL

COMPLETED
3276
NEW CARERS ASSESSMENTS
WITH CARERS

RITA'S STORY

Rita, 56, juggles life as a business owner, mother, and grandmother - all while being the sole carer for her 82-year-old father. As an only child, she's taken on full responsibility for his well-being since her mother passed five years ago. Her father, recovering from lung cancer surgery and showing signs of memory decline, resists outside help and insists on his independence, despite recent falls and limited mobility. Rita, herself recovering from major bowel surgery, visits him daily, manages his medication and appointments, does his shopping, cooking, and cleaning, and offers constant emotional support. Though her daughter helps occasionally, the weight of care rests mostly on Rita's shoulders. There's no formal care package yet, but Adult Social Care is stepping in with a Telecare plan. Rita has also been connected with carer support services like Carers CHAT Line, CBT sessions, and the Carers Online Community. Resources on mental health, wellbeing, and financial support such as Attendance Allowance have been shared. Rita is also exploring respite options for the future. To support her own well-being, she's been allocated a personal budget to access secure dog-walking fields - her only form of relaxation. It offers a rare moment of calm and restoration in her demanding routine.

Staffordshire Together for Carers Service



Staffordshire
Together For Carers
Service

“ The carers monthly meeting is also a lovely space to go and discuss how you feel with likewise people going through a similar journey, just to sit and chat and share makes you feel so much more positive when you leave, plus I’m meeting some lovely people and the ladies from Staffs that run it are equally helpful and so warm and welcoming. ”

ADULT CARER

IDENTIFIED
& SUPPORTED

543 ADULT CARERS AND
253 YOUNG CARERS

DELIVERED

136 VIRTUAL
ACTIVITIES
ATTENDED BY
409 ADULT CARERS

“ She is really enjoying herself at groups, it is doing her the world of good to get that break away from home and make new friends. We are so so grateful for everything you do for her and what you offer is phenomenal, so thank you. ”

PARENT OF YOUNG CARER

“ I love these sessions with you, they make me feel good and happy. They are really fun. ”

YOUNG CARER

DELIVERED

147 FACE-
TO-FACE
ACTIVITIES
ATTENDED BY
994 ADULT CARERS

DELIVERED

100 FACE-
TO-FACE
ACTIVITIES
ATTENDED BY
1227 YOUNG CARERS

289 ADULT
CARERS AND
249 YOUNG
CARERS

HAVE BEEN SIGNPOSTED
AND REFERRED TO OTHER
ORGANISATIONS FOR
FURTHER SUPPORT

DELIVERED

11 VIRTUAL
ACTIVITIES
ATTENDED BY
177 YOUNG CARERS

ARTHUR’S STORY

Arthur was referred to Staffordshire Together for Carers by the Alzheimer’s Society due to the increasing demands of his full-time caring role. He supports his wife, Rosa, who has Vascular Dementia. As Rosa’s condition progresses, she becomes more confused later in the day and has begun to believe there are two versions of Arthur, which has taken an emotional toll on him. Arthur’s daily responsibilities include personal care for Rosa, housework, emotional reassurance, food preparation, shopping, managing the garden, and handling their finances. Due to Rosa’s dementia, he is unable to leave her alone, which adds to his sense of isolation. Although they attend some activities together, Rosa’s low confidence makes engaging fully difficult. Arthur openly shared that his caring role leaves him tired, emotional, and cut off from others. Staffordshire Together for Carers offered immediate support, providing information about the carer’s Chat Line and referring him to the ‘Your Emotional Support Service’ (YESS). Arthur engaged with YESS and found the weekly sessions to be a lifeline. He shared, “I have loved the help. It’s fabulous that I can focus on life now. I’m not despairing about the future. The support has been superb. I could not have done this without them.”

Warrington Carers Hub



Warrington
Carers Hub

1303 ADULT CARERS AND
305 YOUNG CARERS

REGISTERED WITH
THE SERVICE

“ Thanks for helping me. Your help matters to me. The people running that group we went to noticed how much I liked you and trusted you. Makes all the difference to have someone to speak to. ”

CARER

DELIVERED

783 YOUNG
CARERS
ONE-TO-ONE
SUPPORT SESSIONS

“ Great. We really enjoyed it. Great fun. Thank you so much. ”

YOUNG CARER AND FAMILY

DELIVERED

820 ADULT CARERS
ONE-TO-ONE
SUPPORT SESSIONS

961

ADULT CARERS BEING
CONNECTED WITH
SPECIALIST SERVICES

“ It amazes me how absorbed I can be in the crafting; my brain just shuts off from all the thinking for a bit. It’s a lovely way to spend the morning, the time just goes! ”

CARER

534

ADULT CARERS
ATTENDING GROUPS AND
EVENTS

531

YOUNG CARERS
ATTENDING GROUPS
AND EVENTS

IDENTIFIED
& SUPPORTED

457 ADULT CARERS AND
114 YOUNG CARERS

BEVERLEY’S STORY

Beverley is a single mum caring for her daughter who has additional needs. Her caring role is full-on and has affected her emotional well-being. With little support from her daughter’s father, Beverley relies on her elderly parents, who help as much as possible. She often feels isolated, struggling with depression and anxiety. Seeking emotional support, Beverley was referred to the service. With her consent, we made a referral to Early Help, as she found her daughter’s behaviours challenging to manage. We also explored local groups to help reduce her isolation and supported her interest in accessing a leisure pass, as she used to enjoy swimming to boost her wellbeing. Beverley was referred to the Citizens Advice Bureau for a benefits check. She has received financial advice and a one-off payment from Warrington Borough Council to replace her broken tumble dryer. She was also awarded part-payment for a leisure pass and a direct payment to fund private counselling. Beverley now regularly checks in with us and says she doesn’t know what she would’ve done without the support of Warrington Carers Hub. She describes the service as “invaluable” and is incredibly grateful for the difference it has made.

Knowsley Carers Hub



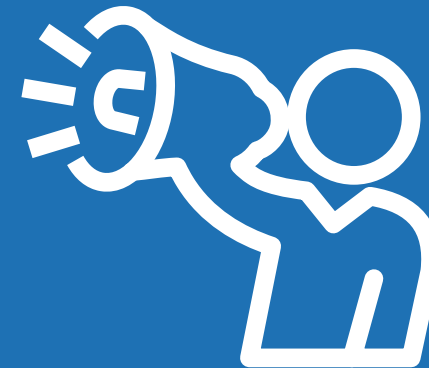
Welcoming the New Knowsley Carers Hub

We were delighted to launch our new Knowsley Carers Hub on 1st February, following a successful bid to deliver support for unpaid carers across the borough. This exciting new service builds on the legacy of the previous Knowsley Carers Centre, and we are committed to ensuring continuity while introducing new and innovative ways to meet carers' needs. Although the Hub has only been operational for six months, we are already laying the foundations for a vibrant, responsive service shaped by the carers it supports. We look forward to sharing the impact of our work in next year's social accounts.



Advocacy Services

In 2024-25 N-Compass provided advocacy services across Bury, Blackburn with Darwen, Cumberland, Knowsley, Liverpool, Westmorland & Furness and Wirral



Bury Advocacy Hub



1120

INTERACTIONS
RECEIVED IN THE BURY
ADVOCACY HUB

“ The advocate is a credit to your organisation and I’m thankful for their input over a protracted and difficult piece of work. I am certain that the individual gained a more positive outcome from her interventions.

PROFESSIONAL ”

948

STATUTORY RIGHTS
UPHELD WITH THE
SUPPORT OF AN
ADVOCATE

“

You have me in floods of tears the way you have picked up for me I cannot thank you enough. God bless you and all you do for people like me. I am so grateful to have you on my side.

CLIENT ”

900

SELF-HELP
PACKS
DOWNLOADED FROM
THE BURY ADVOCACY HUB
WEBSITE

98%

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

498

INDIVIDUALS
SUPPORTED UNDER THE
MENTAL HEALTH ACT

“

I can state without doubt that having advocacy kept the individual engaged in a tough and emotional process that she did not want to engage with. We would not have got to the point in the process that we did without the support of the advocate.

PROFESSIONAL ”

“

Thanks for all your help. Since you contacted my social worker and DoLS team, my capacity is now being reassessed as others think I now have capacity to make decisions about where I want to live.

CLIENT ”

99%

OF CLIENTS FELT
MORE INVOLVED IN
THE PROCESS WITH
THE SUPPORT OF AN
ADVOCATE

100%

PROFESSIONAL AND
CLIENT SATISFACTION
WITH THE SERVICE

JOSHUA'S STORY

Joshua, a 30-year-old man with a learning disability, had always lived with his father. Their home was his safe space, and he made it clear he didn't want to leave. But when his father's health declined, the local authority grew concerned. They believed Joshua might be better off in a care home and started planning a move. That's when an N-Compass advocate was brought in under the Care Act. During meetings with social workers and professionals, the advocate ensured everyone listened to what mattered most – Joshua's voice. Joshua didn't want to go. He wanted to stay at home with his father. Instead of rushing him into a care home, the advocate helped professionals see another way. They arranged for more care to be delivered at home and offered respite for Joshua's father to recover with his health. Without that support, Joshua could have been moved against his will. His relationship with his father might have suffered, and his mental health could have taken a serious hit. With advocacy support, Joshua stayed where he felt safe and respected, and his father got the help he needed.

Blackburn with Darwen Advocacy Hub



922

REFERRALS
INTO THE BLACKBURN WITH
DARWEN ADVOCACY HUB

“

You demonstrated exceptional knowledge of mental health legislation, which made our joint advocacy efforts more effective.

PROFESSIONAL ”

753

STATUTORY
RIGHTS
UPHELD WITH THE
SUPPORT OF AN
ADVOCATE

518

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

411

INDIVIDUALS
SUPPORTED
UNDER THE MENTAL
HEALTH ACT

“

You showed incredible empathy and resilience. I felt safe and supported throughout every interaction.

CLIENT ”

“

You respected my decisions, even when they were difficult, and helped me feel in control of my choices.

CLIENT ”



100%

CLIENTS
HAVE INCREASED
SELF-ADVOCACY SKILLS
AFTER SUPPORT FROM
AN ADVOCATE

BEN'S STORY

Ben has spent most of his life in hospital under a Mental Health section, navigating the challenges of long-term mental illness. When he moved into a rehabilitation placement with shared living areas and his own bedroom, it marked a new chapter focusing on building independence. He learned essential skills like cooking, personal hygiene, and budgeting here. Although Ben lacked the capacity to make certain decisions, the N-Compass advocacy service was called in to provide a Paid Relevant Person's Representative (RPR) under the Deprivation of Liberty Safeguards (DoLS). The RPR visited Ben regularly, explaining his rights and the safeguards in place, ensuring he understood what they meant for his daily life. Before these visits, Ben didn't know he had the right to question his placement or ask for fewer restrictions. However, over time, through patient conversations, the RPR helped Ben understand his choices. Slowly, Ben began to picture what a different future might look like. He found comfort in the consistency of the RPR's support. Knowing someone was on his side, who listened and cared, made a huge difference. It gave Ben peace of mind, helped maintain his mental health, and reminded him that he mattered. Most importantly, it kept his journey towards independence on track.

Cumberland IMHA Advocacy Hub



211 REFERRALS
RECEIVED INTO THE
CUMBRIA IMHA HUB

“ I’m grateful for the support of the advocacy service. I like that it is an impartial service... it’s good to have someone on my side. ”
CLIENT

585 SELF-HELP
PACKS
DOWNLOADED FROM
THE CUMBRIA IMHA HUB
WEBSITE

“ Thank you for making time to sit with me for this chat with the doctor. I wanted her to understand why I felt my treatment had stopped working and you helped with that when I started getting flustered and forgetting things. ”
CLIENT

204 
INDIVIDUALS
SUPPORTED UNDER THE
MENTAL HEALTH ACT

100% 
PROFESSIONAL AND
CLIENT SATISFACTION
WITH THE SERVICE

“ On behalf of the team we would like to thank Cumberland IMHA Hub for all the work and support that has gone into representing our patients in Cumbria. In particular we thank you for all your hard work, you provide an invaluable and very much appreciated service to vulnerable people in need of help and support. ”
PROFESSIONAL

100% 
OF CLIENTS FELT MORE
INVOLVED IN THE
PROCESS WITH THE
SUPPORT OF AN ADVOCATE

“ Excellent Service. Works well for patients and staff. ”
PROFESSIONAL

100%
CONTRACTUAL KPI’S MET

REMI'S STORY

At just 21, Remi was admitted to hospital for the first time under Section 2 of the Mental Health Act. It was a confusing, overwhelming experience. Deemed to lack capacity, she found herself in an unfamiliar environment, feeling isolated and missing her family. When an N-Compass advocate met with her, Remi shared how lonely she felt. She was at high risk of becoming unresponsive and withdrawn, and was also undergoing an Autism assessment. Recognising the importance of connection and empowerment, the advocate worked gently to support Remi. They arranged leave from the ward so she could spend time with her mother, creating moments of comfort and familiarity. In conversation, Remi mentioned her love of books, but there were none on the ward. The advocate organised a visit to the local library during her leave, giving her something meaningful to enjoy. By the end of the advocate's involvement, Remi had changed significantly. She was more engaged, hopeful, and able to express herself clearly. After the advocate pushed for a medication review, Remi felt her treatment finally began to help. She avoided becoming withdrawn and detached, instead regaining her capacity, confidence, and a renewed sense of control over her mental health and future.

Liverpool Statutory Advocacy Hub



2221
RECEIVED INTO THE
LIVERPOOL ADVOCACY HUB

“ “Just wanted to update you! We won! I won't be needing my case re-opened, and I just wanted to say thank you for your help, this has been such a weight off and I am so grateful, I couldn't have done it without your expert knowledge on my rights, thank you a million times over! ”
CLIENT

1870
STATUTORY RIGHTS UPHELD
WITH THE SUPPORT OF AN
ADVOCATE

“ The advocate was both empathetic and professional in her working practice and this was evident through our correspondence. ”
PROFESSIONAL

1154 SELF-HELP
PACKS
DOWNLOADED FROM THE
LIVERPOOL ADVOCACY HUB
WEBSITE

92% CLIENTS
FEEL THAT
THEY HAVE INCREASED
PARTICIPATION IN THE
PROCESS AFTER SUPPORT
FROM THE HUB

100% 
PROFESSIONAL AND
CLIENT SATISFACTION
WITH THE SERVICE

93% CLIENTS
HAVE
INCREASED KNOWLEDGE
ABOUT THEIR RIGHTS AFTER
SUPPORT FROM THE HUB

93% CLIENTS
HAVE
INCREASED SELF-ADVOCACY
SKILLS AFTER SUPPORT FROM
THE HUB

“ I was supported by your colleague. She dealt with my concerns as the situation escalated including my father's death. She was knowledgeable and empathetic throughout and the process of raising my concerns would not have been possible for me as a layperson without her help. She was thorough and most importantly was both kind and professional, I very much had the sense throughout that she cared about us as people. ”
FAMILY MEMBER

897 
INDIVIDUALS SUPPORTED
UNDER THE MENTAL HEALTH
ACT

“ You try to explain things to me in a different way, most people just repeat the same thing over and over. ”
CLIENT

BOBBY'S STORY

Bobby's life changed drastically after sustaining a brain injury in a violent assault. Once living independently, he soon became homeless while out on bail for a serious offence. After treatment, he was placed in an all-male care home, but he absconded and was found in another town. Breaking his bail conditions led to his return to prison. While in custody, a prison social worker needed to carry out a Care Act assessment. However, Bobby's acquired brain injury made it hard for him to engage. He struggled to process information and express himself. An N-Compass advocate was called to support him. Meeting Bobby in his cell alongside the social worker, the advocate clearly explained their role. Bobby agreed to receive their support. Throughout the assessment, the advocate took time to explain each step in a way Bobby could understand. They encouraged the social worker to go at a pace that suited him and ensured Bobby's views were heard. The advocate also reminded professionals that prison is a restrictive setting and not ideal for judging someone's potential in everyday life. Thanks to this support, a clear plan for Bobby's post-release accommodation and care was made. For the first time in a long while, Bobby had a voice and his rights were upheld.

Knowsley Advocacy Hub



928

REFERRALS RECEIVED
INTO THE KNOWSLEY
ADVOCACY HUB

“ I am glad that you came today
as I have been waiting for an advocate
to support me as I feel like no one is
listening. ”
CLIENT

409

INDIVIDUALS
SUPPORTED UNDER THE
MENTAL HEALTH ACT

638 **SELF-HELP
PACKS**

DOWNLOADED FROM THE
KNOWSLEY ADVOCACY HUB
WEBSITE

“ You have a knack of being
able to communicate with the
service users, making them feel
comfortable and you are fighting
for their rights. ”
PROFESSIONAL

100%

PROFESSIONAL AND CLIENT
SATISFACTION WITH THE
SERVICE

“ The advocate is always there
to help when no one else is. No
one supports me but my advocate
always does. ”
CLIENT

97%

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

95%

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

“ Thank you for the support you’ve
given my brother and for being able to
talk to you frankly about his care and
support needs. ”
FAMILY MEMBER

90%

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

JIM'S STORY

Jim was the full-time carer for his adult son Ryan, who has a learning disability. A recent carer's assessment recommended two weeks of respite to prevent burnout. However, when a new social worker took over, Jim was told the respite hadn't been approved and would need reassessment. Feeling ignored and frustrated, Jim contacted the Knowsley Advocacy Hub. Jim shared how let down he felt, especially after being promised calls that never came. The situation was also affecting his wider family—his other children had stopped visiting on weekends due to the ongoing tension at home. With Jim's consent, the advocate contacted the social worker, shared Jim's concerns, and pushed for better communication. They requested the social worker speak directly with Jim and provide a copy of the original assessment. Although the situation improved briefly, Jim later reached out again. Ryan's behaviour had worsened, Jim's mental health was declining, and he wasn't receiving responses from adult social care. The advocate raised a safeguarding referral, and that same day, respite was arranged. Thanks to advocacy, Jim now has support and a future respite plan in place. Ryan is also being referred for his own advocate, ensuring both father and son have their voices heard.

Wirral Advocacy Hub



1565

REFERRALS INTO THE
WIRRAL ADVOCACY HUB

“ Imagine still being in that 12 x 12
room, – yes I am much happier here,
I am independent I can eat when I
want, what I want, I am not worried
about having my TV too loud, I can
do what I want, when I want. Thank
you so much. ”
CLIENT

1305

STATUTORY RIGHTS
UPHELD WITH THE
SUPPORT OF AN
ADVOCATE

885
**SELF-HELP
PACKS**

DOWNLOADED FROM THE
WIRRAL ADVOCACY HUB
WEBSITE

504

INDIVIDUALS SUPPORTED
UNDER THE MENTAL HEALTH
ACT

100%

PROFESSIONAL AND
CLIENT SATISFACTION
WITH THE SERVICE

“ Thank you for spending time
with me today and communicating
with staff – I feel much better now. ”
CLIENT

89%

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

88% **CLIENTS
HAVE**

INCREASED SELF-
ADVOCACY SKILLS AFTER
SUPPORT FROM THE HUB

“ Thank you for your ongoing
support, not only for P but for all our
patients. ”
PROFESSIONAL

88%

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

CATHY AND JILLS STORY

Cathy and Jill have shared their lives for over twenty years. Both women have a learning disability and first met as young adults in a residential home. Since then, they've moved together several times, always as a team. Their most recent home was a supported living house, where a familiar 24-hour staff team, who knew them well, helped them feel safe and settled. But when their landlord decided to sell the property, everything was uncertain. They were told they would have to move. An N-Compass advocate from the Wirral Advocacy Hub knew Cathy and Jill well and was asked to support them in this significant decision. It was clear from the start that Cathy and Jill weren't just housemates, they were like family. Though their needs and routines differed, they'd built a life around one another's company. But when options were explored, it looked like there was no suitable home for them to move to together. The advocate spoke up strongly on their behalf. Attending best interests meetings, they pressed for a new supported living placement that would allow Cathy and Jill to stay together, with their trusted staff. Eventually, that happened – a new home, a familiar team, and most importantly, each other.

Westmorland & Furness Advocacy Hub



663

INTERACTIONS INTO
THE WESTMORLAND AND
FURNESS ADVOCACY HUB

“ The advocate is knowledgeable, caring and invested. It is reassuring as a representative of the LA to know that clients would be receiving his oversight. ”
PROFESSIONAL

568

STATUTORY RIGHTS UPHELD
WITH THE SUPPORT OF AN
ADVOCATE

247

INDIVIDUALS
SUPPORTED UNDER THE
MENTAL HEALTH ACT

436

SELF-HELP
PACKS
DOWNLOADED FROM
THE WEBSITE

“ Thank you so much for supporting mum to return back to her bungalow. Thank you for your support and help. ”
FAMILY MEMBER

99%



OF PROFESSIONALS REPORT
THEY SEE THE INDIVIDUALS
THEY SUPPORT ACHIEVE
CHANGE, INCREASE
INDEPENDENCE OR SOCIAL
INCLUSION

“ The advocate was very professional, listened without judgement and helped me get my point across to the professionals, which got me discharged from hospital. ”
CLIENT

“ Thank you for listening and talking to me when I wasn't being heard and in an unhappy place. I appreciate the support. ”
CLIENT

99%



OF INDIVIDUALS REPORT
THEY FEEL LISTENED TO
AND/OR ACHIEVED THE
CHANGES THEY DESIRED

PAT'S STORY

Pat, a 48-year-old woman with Down's syndrome, had been placed in a nursing home, a decision her parents felt was utterly wrong. They believed the care wasn't meeting Pat's needs and that the environment wasn't right for someone her age or with her abilities. Tensions grew between the family and the care home manager, and soon the relationship broke down entirely. Feeling overwhelmed and unsure of what to do, Pat's parents turned to the Wirral Advocacy Hub. An advocate was appointed to support them in voicing their concerns and exploring what could be done. The advocate helped Pat's parents raise safeguarding issues and request a full placement review with the social worker. With the advocate's guidance, they challenged the placement under Section 21a of the Mental Capacity Act and were supported in instructing a solicitor to help with the legal process. The advocate explored other housing options tailored for people with learning disabilities. When the parents visited one of these specialist placements, they instantly knew it was a better fit for Pat. A few weeks later, Pat moved in, and she thrived. Her parents felt reassured and at peace, knowing she was finally in a home where she was truly understood and cared for.

Counselling Services

In 2024-25,
N-Compass provided
counselling services
to carers and young
people across
Lancashire.



Counselling Services



47 ADULT CARERS
RECEIVED CBT
THERAPY

“ Just wanted to say thank you for talking to me today and every time you have supported me and an even bigger thank you for extending my sessions with you beyond the 31st January you have no idea what it means to me – it is the first time I have felt like someone actually genuinely cares. ”

“ Enjoyed the sessions and found them helpful. I’ve noticed I’m getting on better with my parents and friends. I also understand my feelings a lot more. Schools still stressful but I feel better about myself and things are going well at home. ”

50 

CHILDREN AND YOUNG PEOPLE
RECEIVED PERSON CENTRED
COUNSELLING

“ Speaking to you makes me feel better and not worry. I liked the activities, especially painting... I will miss you but I feel confident in school and like I can do it. ”

72 

ADULT CARERS RECEIVED PERSON
CENTRED COUNSELLING

“ I have been so very grateful for your support, I don’t know how I would have coped especially in the more difficult weeks. You are a great listener and so positive. Very many thanks for your time. ”

22 

CHILDREN AND YOUNG PEOPLE
RECEIVED PERSON CENTRED
COUNSELLING FUNDED BY CHILDREN
IN NEED

PAUL’S STORY

Paul has been a dedicated carer for over two decades, supporting his wife who lives with Emotionally Unstable Personality Disorder (EUPD). More recently, he became a carer to his teenage daughter following a traumatic suicide attempt that left her with serious injuries and in need of ongoing support. At the time of his referral for counselling by the Lancashire Carers’ Service, Paul was on sick leave from his job in retail management. He struggled with sleep and overwhelming anxiety, remaining hypervigilant out of fear for his daughter’s safety. Isolated and exhausted, he was haunted by the night the police informed him of her attempt. Through therapeutic support, peer groups, and training, Paul gained deeper insight into his family’s mental health needs and began rebuilding his resilience. With practical tools to manage communication and emotional wellbeing, and advocacy around mental health services, he regained a sense of control. Today, Paul has returned to work, rebuilt family connections, and watched his daughter begin college. He has significantly reduced his medication and maintains regular support through social prescribing and carers’ check-ins. This journey reflects the vital impact of tailored support and the strength of carers, even in the most difficult times.

Wellbeing Services

In 2023–24 N-Compass
provided well-being
services in Lancashire



Connect 5 Training



“ Great course, energetic, stimulating, the last hour was as interesting as the first, the day flew by. Please please tell me there’s a follow on from this course. I feel enthused and rejuvenated. Thank you so much. ”

NHS THERAPIST

50

**TRAINING SESSIONS
DELIVERED**

“ I feel more comfortable to approach people with a conversation to check on them. ”

COUNCIL STAFF MEMBER

94% 

**IMPROVED AWARENESS
OF MENTAL WELLBEING**

“ An interesting and helpful course that went a long way towards easing my fears around mental health issues. As a volunteer with no qualifications in the subject, I feel the Connect 5 training has placed me in a better position to deal with any concerns I may encounter in the future. ”

VOLUNTEER ADVOCATE

410 

**INDIVIDUALS RECEIVED
TRAINING**

“ Neil was lovely, very insightful. All opinions were listened to and discussed. Loved it when he linked real issues to the course. I would recommend the course to everyone. ”

HOSPITAL PATIENT EXPERIENCE ADVISOR

“ The course was delivered in a very approachable and relaxed manner. Neil has a great knowledge to share and is visibly passionate about the subject. I think it brings a great value to any company that is lucky to get this training. ”

OPERATIONS ASSISTANT

“ I could have listened to Neil all day! He put the group at ease and gave us room to contribute if comfortable to. Fantastic course. ”

COUNCIL STAFF MEMBER

93%

**IMPROVED SKILLS &
CONFIDENCE TO DISCUSS
MENTAL WELLBEING**

“ Very educational, but also relaxed and funny in places, enjoyable!! ”

LEARNING DISABILITIES SUPPORT WORKER

98% 

**SATISFACTION WITH
COURSE DELIVERY &
CONTENT**

Deaf Link Service



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

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

“ You make me feel safe. ”

SERVICE USER

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

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

“ I have been trying to do this for 2 years and you made it happen with one phone call. ”

SERVICE USER

**SUPPORTS THE HOSTING OF THE BSL
FORUM**

**SUPPORTS ACCESS AND
UNDERSTANDING OF SPECIALIST
HEALTH SERVICES**

**SUPPORTING LANCASHIRE
COUNTY COUNCIL HEARING
IMPAIRMENT TEAM**

**SUPPORTING DEAF PEOPLE TO ACCESS
COMPLAINTS PROCESSES**

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

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

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

“ Without your knowledge and oversight, we feel we would be at a huge disadvantage. ”

TRANSLATION SERVICES MANAGER HOSPITAL

JANET'S STORY

Janet, a Deaf woman, needed to attend a Personal Independence Payment (PIP) assessment through the Department for Work and Pensions (DWP). From the start, she faced many challenges – limited accessibility, unclear instructions, and an interpreter who struggled to understand her. The DWP's Video Relay Service, while intended to help, was frustrating and ineffective for Janet's needs. Feeling overwhelmed, Janet turned to N-Compass's Deaf Link Service for help. The Deaf Link Worker immediately intervened, arranging for a DWP visiting officer. The interpreter had difficulty communicating with Janet, and the assessor lacked basic Deaf-awareness. Though the initial forms were completed, it was clear the system wasn't working as it should. A second, remote assessment was scheduled but had to be postponed again. On the third attempt, with the Deaf Link Worker advocating for her throughout, Janet's assessment was finally completed successfully. This experience highlights why the Deaf Link Service is vital – ensuring Deaf individuals like Janet are not left behind, their voices are heard, and services become genuinely accessible and inclusive.

Volunteering Services

In 2024-25, N-Compass provided volunteering services across all our service areas



The Volunteer Hub



117

SITTING IN SESSIONS
COMPLETED BY VOLUNTEERS

775

CHATLINE PHONE CALLS MADE
BY VOLUNTEERS

172

VOLUNTEERS
DURING 2024/2025

195

HOURS
DONATED BY
COUNSELLING VOLUNTEERS

239

HOURS OF TIME SPENT BY
VOLUNTEERS & CARERS
CHATting ON THE PHONE

“Volunteering even just a few hours a month enables me to give something back to my community.”
VOLUNTEER

693

HOURS COMPLETED BY
ADVOCACY VOLUNTEERS

“The Volunteer Celebration event this year was great – your organisation sure knows how to value its volunteers.”
VOLUNTEER

6184

HOURS
DONATED

BY VOLUNTEERS

207

PEN PAL LETTERS SENT BETWEEN CARERS
AND VOLUNTEERS

29

VOLUNTEERS
WHO ARE

REGISTERED CARERS/FORMER CARERS
WITH N-COMPASS

“I have worked with other charities, I can honestly say I feel valued, supported and definitely would recommend volunteering at N-Compass.”
VOLUNTEER

CATHERINE'S STORY

Catherine began volunteering with N-Compass as a PenPal, exchanging handwritten letters with carers. This role offered meaningful support during times of loneliness and helped boost emotional well-being. While she enjoyed the experience, her perspective changed during a volunteer celebration event, where she learned about the Chat Line service. This service pairs volunteers with carers for regular phone conversations. “It was at that meeting I knew the Chat Line was a service I could really support,” Catherine shared. After completing her training, she was matched with John, who cares for his wife. “It didn’t take long for us to settle into weekly calls. We discovered a shared love of books and football—what more does one need?” Their conversations soon became filled with laughter, football talk, and book discussions, even swapping author recommendations. For Catherine, the calls are a highlight of her week. “I look forward to them, knowing I’ll be both amused and informed.” John describes the calls as “uplifting,” and says the support has transformed his outlook. “With Catherine’s help, I no longer feel despair. Mondays are my favourite day now. The help has been incredible.” Their story shows how simple human connection can change lives.

Service Users Satisfaction Survey Results

100%

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



“

The advocate helped me to have a voice when I was finding it hard to speak up for myself in the ward review with the doctor.”

CLIENT

“

I wasn't aware of how much I needed the Hub until I needed it. For me personally, it has provided me with the opportunity to meet up once per month, giving me the opportunity to offload in a comfortable environment with a person who has had similar experiences and is able to understand, listen and advise in an entirely impartial and nonjudgmental way.”

CARER

“

I found the Advocate appointed to me very helpful and informative she helped guide me through the process of relocating my sister from hospital to her new home and gave me both good and useful advice.”

FAMILY MEMBER

Stakeholder Satisfaction Survey Results

“

I trust the organisation to respond and deliver high-quality services.”



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

97%

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



“

I have been receiving support from a volunteer as part of the Sitting in Service, I'm really happy with the service, the volunteer has gone above & beyond in looking after mum.”

“

I am so grateful and amazed at how well I have been matched with my PenPal volunteer. We seem like one person, we share similar thoughts, similar problems and issues. I love writing letters to my volunteer and always look forward to her letters. I was initially sceptical about taking part in this service, however, I am so pleased that I did.”

Financial Statements 2024-2025

	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
INCOME AND ENDOWMENT FROM Charitable Activities				
Advocacy	2,036,161	-	2,036,161	1,611,708
Counselling	64,271	-	64,271	337,281
Carers	4,773,354	-	4,773,354	4,257,568
Activities for generating funds	26,950	-	26,950	27,160
Investment Income	12,901	-	12,901	11,659
Total income	6,913,637	-	6,913,637	6,245,376
EXPENDITURE ON Charitable activities				
Advocacy	2,319,199	-	2,319,199	1,927,634
Counselling	73,384	-	73,384	402,503
Carers	4,471,168	-	4,471,168	3,939,696
Payroll Benchmarking	-	-	-	26,000
Central Service improvements	-	-	-	7,496
IT Infrastructure and Data Strategy	44,963	-	44,963	-
Total expenditure	6,908,714	-	6,908,714	6,303,329
Net gains/(losses) on investments	(216)	-	(216)	(26,435)
NET INCOME/ (EXPENDITURE)	4,707	-	4,707	(31,518)
Total funds brought forward	1,066,261	-	1,066,261	1,097,779
TOTAL FUNDS CARRIED FORWARD	1,070,968	-	1,070,968	1,066,261

Our Fantastic People



Christmas Stall



A day out on a canal boat



Lunch and Catch up



Walking Alpacas



Out and About



Walking Alpacas



Charity Fundraising



Easter bunnies

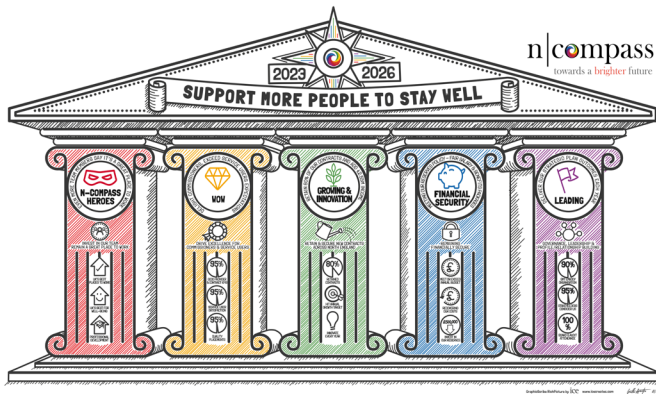


Out and About



Games Day

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.



n|compass
towards a **brighter** future

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