N-COMPASS TOWARDS A BRIGHTER FUTURE LIMITED

England & Wales · Charity number 1128809

Details

Other names	N-COMPASS NORTH WEST LIMITED
Status	Registered
Legal form	Charitable company
Company number	06845210
Registered	2009-03-26
Register	View on the Charity Commission register

Contact

Address	1 Edward Vii Quay Navigation Way Ashton On Ribble Preston PR2 2YF
Phone	03450138208
Email	admin@n-compass.org.uk
Website	https://www.n-compass.org.uk/

Activities

Objects: 4(1) THE RELIEF OF THOSE IN NEED BY REASON OF FACING DISADVANTAGE THROUGH ILLNESS, DISABILITY, AGE, THE DEMANDS OF THE CARER'S ROLE, SOCIAL EXCLUSION OR ADVERSE LIFE EVENTS, BY PROVIDING INFORMATION AND SERVICES TO ENABLE THOSE PEOPLE TO IMPROVE THEIR QUALITY OF LIFE.4(2) THE ADVANCEMENT OF EDUCATION TO ADDRESS THE DIFFICULTIES FACED BY DISADVANTAGED PEOPLE SEEKING TO EXPRESS THEMSELVES.

Activities: The relief of those in need by reason of facing disadvantage through illness, disability, age, the demands of the carers role, social exclusion or adverse life events, by providing information and services to enable those people to improve their quality of life. The advancement of education to address the difficulties faced by disadvantaged people seeking to express themselves.

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Classification

- **How:** Makes Grants To Individuals, Makes Grants To Organisations, Provides Services, Provides Advocacy/advice/information, Acts As An Umbrella Or Resource Body
- **What:** General Charitable Purposes, Education/training, The Advancement Of Health Or Saving Of Lives, Disability, The Prevention Or Relief Of Poverty, Economic/community Development/employment
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, Other Charities Or Voluntary Bodies, Other Defined Groups, The General Public/mankind

Geography

- **Area of benefit:** UNDEFINED. IN PRACTICE, LOCAL.
- Throughout England

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£6,913,637	£6,908,714	£1,070,968	143
2024-03-31	£6,245,376	£6,303,329	£1,066,261	138
2023-03-31	£6,684,119	£6,703,264	£1,097,779	150
2022-03-31	£6,291,187	£6,245,295	£1,120,092	165
2021-03-31	£5,237,344	£5,119,168	£1,074,200	142

Trustees

Name	Role	Appointed
Adam David Grainger		2024-07-31
Ajay Patel		2024-07-31
Andrew Sellers		2025-03-19
Angie Boyle		2022-06-29
Caroline Mary Smith		2024-07-31
Catherine Walsh		2024-04-22
Dr Mandy Patricia Dixon		2017-06-21
Joanna Frith-Williams		2024-04-22
Rachael McCullough		2022-06-29

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N-COMPASS TOWARDS A BRIGHTER FUTURE LIMITED

England & Wales - Charity number 1128809

Accounts

n|compass

towards a brighter future

Report of the Trustees and Financial Statements

For the Year Ended
31 March 2025

Contents

Chair's Foreword	3
CEO's Message	4
Report of the Trustees	5
Report of the Independent Auditors	9
Statement of Financial Activities	12
Balance Sheet	13
Cash Flow Statement	14
Notes to the Cash Flow Statement	15
Notes to the Financial Statements	16
Detailed Statement of Financial Activities	24

Chair's Foreword

It has been my great privilege to serve as Chair of N-Compass since 2021, and as a Trustee for the past nine years. This year marks the end of that journey for me, and as I step away in March 2025, I do so with immense pride in what this organisation continues to achieve.

Over the past twelve months, we have delivered the year two objectives set out in our strategic plan while laying the groundwork for the next chapter 2026 and beyond. We have continued to strengthen our position across England, not only delivering outstanding services in our existing areas but also adding new services in new regions. Our ambition remains the same: to support more people to stay well.

As always, none of this would be possible without the incredible efforts of our staff and volunteers. Their compassion, resilience and commitment have shaped our reputation and made a real difference in the lives of those we support.

I want to thank my fellow Trustees, past and present. Their support and wisdom have shaped every decision and ensured we always held fast to our values. It has also been a joy to work alongside both Teresa Jennings and, more recently, Joanna Solanki - two outstanding Chief Executives whose integrity and passion for this

charity run deep. Joanna's leadership continues to take N-Compass from strength to strength, and I have no doubt that the journey ahead is an exciting one.

As I hand over the reins of Chair to Rachael McCullough, who has been a valued Trustee since 2022, I do so with total confidence in her ability to lead the Board through the next stage. Rachael brings thoughtful challenge, commitment and a steady hand - exactly what is needed at this point in our story.

I will continue to follow N-Compass's work with great interest.

Warm wishes

Cathy

Thank you for taking the time to read our latest annual accounts.

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 recognise how far we have come and to look ahead with clarity and ambition.

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

We have also taken meaningful steps in innovation. We introduced a new Data Strategy and invested in our IT infrastructure. We have begun to explore how artificial intelligence could help us streamline our systems and give our teams more time to focus on what matters most – supporting the people who rely on us.

Supporting our workforce remained a top priority. This year, we completed a full pay benchmarking exercise to ensure we remain competitive within our sector, and we made several improvements to our terms and conditions. Our organisational culture continues to thrive – 89% of colleagues say N-Compass is a great place to work, and 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 Red Rose Awards – a proud moment and a tribute to the culture we have built together.

Towards the end of the year, we said a fond farewell to our Chair, Cathy, who stepped down after an incredible nine years of

dedicated service. Cathy has played an instrumental role in guiding and supporting N-Compass through a period of significant growth. I would like to express my sincere thanks to her for her contributions.

I am also pleased to welcome our new Chair, Rachael McCullough. I look forward to working closely with her as we continue to strengthen our organisation and explore new opportunities for positive impact.

None of this would be possible without the commitment of our staff, volunteers, funders, and partners. Your continued support allows us to help people regain control, build hope, and find renewed purpose through our Carers, Advocacy, Wellbeing, Counselling, and Volunteering Services.

As we head into the final year of our current strategy, we remain ambitious. We are focused on expanding our reach across England and continuing to make a lasting difference to people, places, and communities.

I hope this year's annual accounts – along with our social accounts – demonstrate not only the outcomes and impact of our work over the past year, but also our wider commitment to the communities we serve through our pledges in education, employment, the economy and the environment.

Warm regards,

Joanna Solanki
Chief Executive Officer

N-Compass Towards A Brighter Future Limited
Report of the Trustees for the Year Ended 31st March 2025

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2025. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Volunteers

N-Compass operates across England to help people regain control of their lives, providing hope and a sense of purpose, through the provision of Carers, Advocacy, Wellbeing, Counselling and Volunteering Services.

N-Compass objectives, as stated in our governing document, are:

- The relief of those in need by reason of facing disadvantage though illness, disability, age, the demands of the carer's role, social exclusion, or adverse life events, by providing information and services to enable those people to improve their quality of life.
- The advancement of education to address the difficulties faced by disadvantaged people seeking to express themselves.

The Trustees review the objectives and activities of the charity and together with the senior management team produce strategic plans that align with them. In addition, the charity produces social accounts detailing what the charity has achieved and the outcomes of its work in the same reporting period.

In summary, in the 2024-2025 period, our staff team, supported by 172 volunteers supported over 25,000 individuals to stay well.

STRATEGIC REPORT

Financial position

N-Compass is in a strong financial position with unrestricted funds of £1,070,968 which is within the range set by the Reserves Policy (see below)

In 2023-2024 the Board of Trustees approved the transfer of £80,000 to Designated funds, to be invested in improvements to our IT infrastructure and Data strategy, ensuring that we will benefit from the latest technology to provide a best-in-class service to our service users and commissioners. £35,037 of those funds remain and will be spent in the next financial year.

We will continue to use surplus reserves to identify improvement opportunities to further strengthen the organisation and ensure that N-Compass is at the forefront in terms of innovation and leadership in our sector.

Income increased by over £600,000 in 2024-2025 to £6,873,786 with new contracts secured in Westmorland (Advocacy) and Knowsley (Carers), together with inflationary price uplifts on some of our existing contracts.

Despite the difficult environment in which we operate, with higher inflation and many fixed price contracts, we delivered a Net Income of £4,707 in 2024-25, which, when adjusted for the one-off use of Designated funds of £44,963 invested in improvement to IT infrastructure and Data Strategy, gave rise to a surplus in the year of £49,670.

We are confident in the future, and expect to grow by a further £700,000 in 2025-2026 as we see the full year impact of the new services secured in 2024-2025

Reserves Policy

The Board of Trustees conduct an annual review of the level of both unrestricted and restricted reserves by considering risks associated with the various incoming resources and expenditure plans for the next year. In addition, the Audit sub-committee reviews all reserves on an on-going basis and informs the board of any exceptional items.

Under the requirements of Charity Law, the Trustees are obliged to define the Charity's policy for holding reserves.

The intention in establishing this reserves policy for N-Compass is to secure continuation of its activities.

The policy will:

1. Preserve the viability of the Charity
2. In doing so, underwrite existing services against periods of deficit
3. Enable the Charity to meet it's legal objectives
4. Provide confidence to supporters and donors seeking to give financial support to a prudently controlled Charity
5. Ensure that, consistent with objects, mission statement and values of N-Compass, proper ethical consideration be afforded to all matters of investment
6. Ensure that the reserves are at a level sufficient to discharge all the charity's obligations should the charity cease its operations

The reserves policy was amended in 2024-2025 to reflect the risks facing the charity and after reviewing the latest financial forecasts and planning, including the 2025-2026 budget and a longer-term view of contractual risks. The Trustees have determined that the most appropriate reserves policy is a range, as this better suits the nature of the risks that N-Compass face and the level of uncertainty within our assumptions. This range has been set at £900,000 to £1,100,000.

Surplus funds will continue to be designated as directed by the Trustees in order to support delivery of the strategic plan.

N-Compass provides a range of Welfare and Public Health services on behalf of public bodies, via short-term contracts that are tendered and subject to competition. The Sector is subject to constant review with increasing levels of resource constraints and risks of funding cuts. As a response to these risks N-Compass looks to mitigate the impact by operating across different funding streams, looking for strategic alliances, and being highly innovative and efficient in service-delivery.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Since the 1st April 2009, N-Compass Towards A Brighter Future Limited has been a Company Limited by Guarantee. The governing instrument of N-Compass is the Articles of Association. Previous to this N-Compass existed as a Charity only, which was established and registered in 1999.

Trustee Recruitment, Induction and Training

Prior to inviting nominations, the Trustees review the skills audit to try to attract members with the relevant experience and skills to the Board. A potential Trustee is required to meet with the Chair of the Board of Trustees and the Chief Executive in order to familiarise themselves with the work of the organisation, the context within which it operates and understand:

- The legal obligations of Trustees
- The main documents which set out the operational framework for the organisation
- Resourcing and the current financial position as detailed in the latest published Annual Accounts

On appointment, each Trustee completes a register of interests and conflict of interests form. They are given a Trustee Handbook that includes the Articles of Association, risk policy and selected policies and procedures and the Charity Commission leaflet CC3. New Trustees are invited to undertake the process of induction. Training needs are assessed and undertaken as required.

The Chief Executive regularly updates Trustees on any issues which affect their roles and responsibilities. The Trustees also have the opportunity to access appropriate training and development.

Organisational structure

In line with the governing document, the Board of Trustees can consist of up to 12 members. Representatives can also be invited to attend the Board meetings but have no voting rights. For the majority of the financial year, 10 Trustees served on the Board.

The Trustees are responsible for the strategic direction and policy of the organisation. There is one sub-committee of the Board. The sub-committee enables more in-depth discussion of key issues and will consider matters referred to them by the Board, making recommendations to the Board. The sub-committee is the Audit Committee.

The Board convenes at a minimum of 4 times each year. the sub-committee meet bi-monthly or at pre-set times and has its own Terms of Reference. The reports and minutes of the sub-committee are a standing agenda item for the full Board meetings. Other committees and working groups may also be set up as needed.

The Board of Trustees delegate the management responsibility of the organisation to the Chief Executive who is assisted in this task by a Senior Management Team consisting of the Services Director, the Peoples Services Director, the Finance Director and the Business Development Director.

Pay policy for senior staff

The Trustees consider that the Board of Trustees, who are also the charitable company's directors, and the senior management team comprise the key management personnel of the charity. The senior management team are responsible for directing and controlling, running and operating the Charity on a day-to-day basis. All Trustees give their time freely and no trustee received remuneration in the year. Details of Trustees' expenses and related party transactions are disclosed in notes 8, and 18 to the accounts.

The pay of the senior staff is a matter for the Audit Committee.

Related parties and partnerships

In so far as it is complementary to N-Compass and of benefit to the people it serves, the organisation is guided by both local and national policy drivers. To understand and translate these in the context of N-Compass, we are an active member on a number of partnership and information networks, and fully participate in activities through local, regional and national structures.

N-Compass is also actively involved in a wide range of multi-agency, community specific, operational and strategic partnerships. The partnerships provide the opportunity to improve professional understanding of the people N-Compass supports, gain information relating to local services and activities, and through our involvement in strategic planning, we can identify gaps in service provision and inform/ influence the commissioning of future planned services.

N-Compass has not had any related party transactions in the year.

Risk management

The Board of Trustees regularly reviews the major risks to which the organisation is exposed, and systems and procedures have been established to mitigate those risks. The audit committee has been charged with undertaking a risk analysis pertinent to areas of focus which feeds directly to the Board of Trustees. Additionally, N-Compass produces and assesses monthly management accounts, an annual budget, quarterly budget reviews, business/strategic plans and the reserve fund policy and possesses adequate insurance cover for all personnel, property, and activities as part of their risk management approach. Internal controls of risks are minimised by the implementation of procedures for authorisation of all transactions and projects. This is supported also by a planned audit schedule which assesses and reviews the way we work in line with a continuous improvement approach and forms part of the ISO 9001 audit framework.

As a result of the in-depth strategic analysis, including a thorough risk review, a more robust and detailed risk management register is in place which forms part of the compilation of a business continuity plan.

Health and Safety policies and procedures are established and regularly reviewed to ensure the health and safety of staff, volunteers, individuals, and visitors. The organisation contracts with Rradar Employment Law Consultants who provide advice which sits alongside employment litigation indemnity insurance (via AXA).

The continuing implementation and compliance with several quality standards ensures consistent quality for all operational aspects of the organisation. These include, as mentioned, ISO 9001, Advocacy and Investors in Volunteering Quality Marks, and Great Places to Work accreditation. All systems are periodically audited and reviewed to ensure that they continue to meet the needs of the organisation.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
06845210 (England and Wales)

Registered Charity number
1128809

Registered office
1 Edward Vii Quay Navigation Way
Ashton-On-Ribble
Preston
Lancashire
PR2 2YF

Trustees	The following Trustees held office during the whole of the period from 1 April 2024 to the date of this report: **Dr. Mandy Dixon** **Angie Boyle** **Jordan Lewis** **Rachael McCullough** Other changes in Trustees holding office are as follows: **Brian Watson (resigned 1/04/24)** **Catherine Walsh (appointed 22/04/24)** **Joanna Frith-Williams (appointed 22/04/24)** **Janet Edwards (appointed 22/04/24), resigned 17/03/25)** **Adam David Grainger (appointed 31/07/24)** **Caroline Mary Smith (appointed 31/07/24)** **Ajay Patel (appointed 31/07/24)** **Andrew Sellers (appointed 19/03/25)** **Helen Carouzos (resigned 9/10/24)** **Catherine Scivier (resigned 31/03/25)**
Chief Executive	**Joanna Solanki**
Company Secretary	**Stuart Whittle**
Auditors	**Wallwork Nelson & Johnson** **Chartered Accountants & Statutory Auditors** **Chandler House** **7 Ferry Road Office Park** **Riversway** **Preston** **Lancashire** **PR2 2YH**
Bankers	**Lloyds Bank** **30 Corporation Street** **Blackpool** **FY1 1EN**

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of N-Compass Towards A Brighter Future Limited for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

AUDITORS

The auditors, Wallwork Nelson & Johnson, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 25 June 2025 and signed on the board's behalf by:

Mrs R McCullough - Trustee

N-Compass Towards A Brighter Future Limited
Report of the Independent Auditors to the Members

Opinion

We have audited the financial statements of N-Compass Towards A Brighter Future Limited (the 'charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

N-Compass Towards A Brighter Future Limited
Report of the Independent Auditors to the Members

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- Enquiry of management and those charged with governance around actual and potential litigation and claims.
- Enquiry of entity staff in tax and compliance functions to identify any instances of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to support documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls and evaluating the business rationale of significant transactions outside the normal course of business.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Paul Woodburn FCA (Senior Statutory Auditor)
for and on behalf of Wallwork Nelson & Johnson
Chartered Accountants & Statutory Auditors
Chandler House
7 Ferry Road Office Park
Riversway
Preston
Lancashire PR2 2YH

Date: **25 June 2025**

N-Compass Towards A Brighter Future Limited

Statement of Financial Activities
(Incorporating an Income & Expenditure Account)
for the Year Ended 31st March 2025

	Notes	2025 Unrestricted funds £	2024 Total funds £
INCOME AND ENDOWMENTS FROM			
Charitable activities			
Advocacy	5	2,036,161	1,611,708
Counselling		64,271	337,281
Carers		4,773,354	4,257,568
Activities for generating funds	3	26,950	27,160
Investment income	4	12,901	11,659
Total		6,913,637	6,245,376
EXPENDITURE ON			
Charitable activities	6		
Advocacy		2,319,199	1,927,634
Counselling		73,384	402,503
Carers		4,471,168	3,939,696
Payroll Benchmarking		-	26,000
Central Service Improvements		-	7,496
IT Infrastructure and Data Strategy		44,963	-
Total		6,908,714	6,303,329
Net gains/(losses) on investments		(216)	26,435
NET INCOME/(EXPENDITURE)		4,707	(31,518)
RECONCILIATION OF FUNDS			
Total funds brought forward		1,066,261	1,097,779
TOTAL FUNDS CARRIED FORWARD		1,070,968	1,066,261

N-Compass Towards A Brighter Future Limited

Balance Sheet
31st March 2025

	Notes	2025 Unrestricted funds £	2024 Total funds £
FIXED ASSETS			
Tangible assets	12	6,804	1,750
Investments	13	423,052	273,268
		429,856	275,018
CURRENT ASSETS			
Debtors	14	684,490	558,685
Cash at bank		730,319	774,213
		1,414,809	1,332,898
CREDITORS			
Amounts falling due within one year	15	(773,697)	(541,655)
NET CURRENT ASSETS		641,112	791,243
TOTAL ASSETS LESS CURRENT LIABILITIES		1,070,968	1,066,261
NET ASSETS		1,070,968	1,066,261
FUNDS			
Unrestricted funds	17	1,070,968	1,066,261
TOTAL FUNDS		1,070,968	1,066,261

The financial statements were approved by the Board of Trustees and authorised for issue on 25 June 2025 and were signed on its behalf by:

R McCullough - Trustee

The notes form part of these financial statements.

N-Compass Towards A Brighter Future Limited
Cash Flow Statement
for the Year Ended 31st March 2025

	Notes	2025 £	2024 £
Cash generated from operations	1	99,429	(436,144)
Net cash provided by/(used in) operating activities		99,429	(436,144)
Cash flows from investing activities			
Purchase of tangible fixed assets		(6,224)	(1,749)
Purchase of fixed asset investments		(150,000)	-
Interest received		12,901	11,659
Net cash provided by/(used in) investing activities		(143,323)	9,910
Change in cash and cash equivalents in the reporting period		(43,894)	(426,234)
Cash and cash equivalents at the beginning of the reporting period		774,213	1,200,447
Cash and cash equivalents at the end of the reporting period		**730,319**	**774,213**

The notes form part of these financial statements.

1. RECONCILIATION OF NET INCOME / (EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2025 £	2024 £
Net income / (expenditure) for the reporting period (as per the Statement of Financial Activities)	4,707	(31,518)
Adjustments for:		
Depreciation charges	1,170	4,982
Losses/(gain) on investments	216	(26,436)
Interest received	(12,901)	(11,659)
Increase in debtors	(125,805)	(252,571)
Increase / (decrease) in creditors	232,042	(118,942)
Net cash used in operations	**99,429**	**(436,144)**

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.24 £	Cash flow £	At 31.3.25 £
Net cash			
Cash at bank	774,213	(43,894)	730,319
	774,213	(43,894)	730,319
Total	**774,213**	**(43,894)**	**730,319**

The notes form part of these financial statements.

1. STATUTORY INFORMATION

N-Compass towards a brighter future Limited is registered as a charitable company limited by guarantee, and is domiciled in the UK. In the event of the charitable company being wound up, the liability in respect of the guarantee is limited to £10 per member of the charitable company. The Trustees are the members of the charitable company. The charitable company's registered number and principal office are as below:

Registered Charity Number: 1128809

Registered Company Number: 06845210

Principal Office: 1 Edward VII Quay, Navigation Way, Ashton-on-Ribble, Preston, PR2 2YF

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, with the exception of investments which are included at market value, as modified by the revaluation of certain assets.

The presentation currency of the financial statements is the pound sterling (£).

The Trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern. No significant judgements have had to be made by the Trustees in preparing these financial statements.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably. Where the Charity undertakes activities under contracts, income is recognised on a time basis to reflect the services provided. Details of income deferred to a future period are contained in note 15. These amounts will be released to projects in the coming year.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings	-	25% on cost
Office Equipment	-	33% on cost

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Support costs

Support costs are those functions that assist the work of the Charity but do not directly undertake charitable activities.

Support costs include back-office costs, finance, personnel, payroll and governance costs which support the Charities objectives. Support costs have been allocated to activities on a basis consistent with the use of resources.

3. ACTIVITIES FOR GENERATING FUNDS

	2025 £	2024 £
Student placements	26,950	27,160

4. INVESTMENT INCOME

	2025 £	2024 £
Deposit account interest	12,901	11,659

100% of investment income is related to assets held in the United Kingdom.

5. INCOME FROM CHARITABLE ACTIVITIES

	2025 £	2024 £
Activity		
Advocacy	2,036,161	1,611,708
Counselling	64,271	337,281
Carers	4,773,354	4,257,568
	6,873,786	6,206,557

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs £
Advocacy	2,319,199
Counselling	73,384
Carers	4,471,168
IT Infrastructure and Data Strategy	44,963
	6,908,714

7. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):	2025 £	2024 £
Depreciation - owned assets	1,170	4,982
Operating leases- premises	66,534	69,498

8. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2025 nor for the year ended 31 March 2024.

9. STAFF COSTS

	2025 £	2024 £
Wages and salaries	3,864,463	3,543,121
Social security costs	327,404	291,248
Other pension costs	333,708	313,974
Redundancy costs	2,808	7,761
Other employee benefits	42,490	32,242
	4,570,873	**4,188,346**

The average monthly number of employees during the year was as follows:

	2025	2024
	128	123
Charitable Activities	15	15
Other		
	143	**138**

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2025	2024
£60,001 - £70,000	-	1
£70,001 - £80,000	1	-
	1	1

Pension costs are allocated to activities in proportion to the related staffing costs incurred and are wholly charged to unrestricted funds.

The key management personnel of the Charity comprise the Trustees, the Chief Executive Officer, the Services Director, the Peoples Services Director, the Business Development Director and the Finance Director. The total employee benefits of the key management personnel of the Charity were £281,372 (2024: £266,202).

The average monthly headcount in the period was 167 staff (2024: 160).

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £
INCOME AND ENDOWMENTS FROM	
Charitable activities	
Advocacy	1,611,708
Counselling	337,281
Carers	4,257,568
Activities for generating funds	27,160
Investment income	11,659
Total	6,245,376
EXPENDITURE ON	
Charitable activities	
Advocacy	1,927,634
Counselling	402,503
Carers	3,939,696
Payroll Benchmarking	26,000
Central Service Improvements	7,496
Total	6,303,329
Net gains on investments	26,435
NET INCOME/(EXPENDITURE)	(31,518)
RECONCILIATION OF FUNDS	
Total funds brought forward	1,097,779
TOTAL FUNDS CARRIED FORWARD	**1,066,261**

11. GOVERNANCE COSTS

	31.3.25 £	31.3.24 £
Indemnity insurance	1,158	1,040
Auditors' remuneration	5,405	5,148
	6,563	**6,188**

Governance costs are allocated to activities in proportion to the related staffing costs incurred and are wholly charged to unrestricted funds.

12. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Office Equipment £	Totals £
COST			
At 1 April 2024	1,749	30,091	31,840
Additions	5,289	935	6,224
At 31 March 2025	7,038	31,026	38,064
DEPRECIATION			
At 1 April 2024	-	30,090	30,090
Charge for year	1,129	41	1,170
At 31 March 2025	1,129	30,131	31,260
NET BOOK VALUE			
At 31 March 2025	5,909	895	6,804
At 31 March 2024	1,749	1	1,750

13. FIXED ASSET INVESTMENTS

	Listed investments £
MARKET VALUE	
At 1 April 2024	273,268
Additions	150,000
Revaluations	(216)
At 31 March 2025	423,052
NET BOOK VALUE	
At 31 March 2025	423,052
At 31 March 2024	273,268

There were no investment assets outside the UK.

Cost or valuation at 31 March 2025 is represented by:

	Listed investments £
Valuation in 2023	(3,168)
Valuation in 2024	26,436
Valuation in 2025	(216)
Cost	400,000
	423,052

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025 £	2024 £
Trade debtors	586,111	376,585
Prepayments and accrued income	98,379	182,100
	684,490	**558,685**

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025 £	2024 £
Trade creditors	121,937	122,000
Other creditors	285,782	199,421
Accruals and deferred income	365,978	220,234
	773,697	**541,655**

16. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2025 £	2024 £
Within one year	66,534	66,534
Between one and five years	235,172	244,816
In more than five years	10,784	67,674
	312,490	**379,024**

17. MOVEMENT IN FUNDS

	At 1.4.24 £	Net movement in funds £	At 31.3.25 £
Unrestricted funds			
General fund	986,261	49,670	1,035,931
IT Infrastructure and Data Strategy	80,000	(44,963)	35,037
	1,066,261	**4,707**	**1,070,968**
TOTAL FUNDS	**1,066,261**	**4,707**	**1,070,968**

Net movement in funds, included in the above are as follows:

	Income resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	6,913,637	(6,863,751)	(216)	49,670
IT Infrastructure and Data Strategy	-	(44,963)	-	(44,963)
	6,913,637	(6,908,714)	(216)	4,707
TOTAL FUNDS	**6,913,637**	**(6,908,714)**	**(216)**	**4,707**

Comparatives for movement in funds

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
General fund	1,064,283	1,978	(80,000)	986,261
Central Services Improvement Projects	7,496	(7,496)	-	-
Payroll Benchmarking	26,000	(26,000)	-	-
IT Infrastructure and Data Strategy	-	-	80,000	80,000
	1,097,779	**(31,518)**	**-**	**1,066,261**
TOTAL FUNDS	**1,097,779**	**(31,518)**	**-**	**1,066,261**

17. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Income resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	6,245,376	(6,269,833)	26,435	1,978
Central Services Improvement Projects	-	(7,496)	-	(7,496)
Payroll Benchmarking	-	(26,000)	-	(26,000)
	6,245,376	**(6,303,329)**	**26,435**	**(31,518)**
TOTAL FUNDS	**6,245,376**	**(6,303,329)**	**26,435**	**(31,518)**

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.25 £
Unrestricted funds				
General fund	1,064,283	51,648	(80,000)	1,035,931
Central Services Improvement Projects	7,496	(7,496)	-	-
Payroll Benchmarking	26,000	(26,000)	-	-
IT Infrastructure and Data Strategy	-	(44,963)	80,000	35,037
	1,097,779	**(26,811)**	**-**	**1,070,968**
TOTAL FUNDS	**1,097,779**	**(26,811)**	**-**	**1,070,968**

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Income resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	13,159,013	(13,133,584)	26,219	51,648
Central Services Improvement Projects	-	(7,496)	-	(7,496)
Payroll Benchmarking	-	(26,000)	-	(26,000)
IT Infrastructure and Data Strategy	-	(44,963)	-	(44,963)
	13,159,013	**(13,212,043)**	**26,219**	**(26,811)**
TOTAL FUNDS	**13,159,013**	**(13,212,043)**	**26,219**	**(26,811)**

The Board of Trustees approved three projects for which the costs were to be allocated to Designated Reserves:

Payroll Benchmarking: an exercise to ensure that our salaries are fair in comparison to similar roles in our sector.

Central Service Improvements: to implement changes to the recruitment process, health and safety management and the finance function.

IT Infrastructure and Data Strategy: To ensure that the IT Infrastructure is of a high standard, supporting the development of a data strategy to position N-Compass as a leader in digital innovation.

18. RELATED PARTY DISCLOSURES

There were no related party transactions for years ended 31 March 2025 and 31 March 2024.

n|compass
towards a brighter future

N-Compass Head Office
1 Edward VII Quay
Navigation Way
Ashton on Ribble
Preston
Lancashire PR2 2YF

Tel: 01772 280030
Email: admin@n-compass.org.uk
www.n-compass.org.uk

@_ncompass
@ncompass.org

n-compass registered in England and Wales.
Charity No. 1128809 Guarantee No. 06845210

N-COMPASS TOWARDS A BRIGHTER FUTURE LIMITED

England & Wales - Charity number 1128809

Accounts

REGISTERED COMPANY NUMBER: 06845210 (England and Wales)
REGISTERED CHARITY NUMBER: 1128809

REPORT OF THE TRUSTEES AND

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

FOR

N-COMPASS TOWARDS A BRIGHTER FUTURE LIMITED

Wallwork Nelson & Johnson
Chartered Accountants & Statutory Auditors
Chandler House
7 Ferry Road Office Park
Riversway
Preston
Lancashire
PR2 2YH

N-COMPASS TOWARDS A BRIGHTER FUTURE LIMITED

CONTENTS OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

	Page
Report of the Trustees	1 to 6
Report of the Independent Auditors	7 to 9
Statement of Financial Activities	10
Balance Sheet	11
Cash Flow Statement	12
Notes to the Cash Flow Statement	13
Notes to the Financial Statements	14 to 21

N-COMPASS TOWARDS A BRIGHTER FUTURE
LIMITED (REGISTERED NUMBER: 06845210)

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2024. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and activities

N-Compass operates across the North of England to help people regain control of their lives, providing hope and a sense of purpose, through the provision of Carers, Advocacy, Wellbeing, Counselling and Volunteering Services.

N-Compass objectives, as stated in our governing document, are:

1. The relief of those in need by reason of facing disadvantage though illness, disability, age, the demands of the carer's role, social exclusion, or adverse life events, by providing information and services to enable those people to improve their quality of life.

2. The advancement of education to address the difficulties faced by disadvantaged people seeking to express themselves.

The Trustees review the objectives and activities of the charity and together with the senior management team produce strategic plans that align with them. In addition, the charity produces social accounts detailing what the charity has achieved and the outcomes of its work in the same reporting period.

In summary, in 2023-2024 period, our staff team, supported by 185 volunteers supported over 30,000 individuals to stay well.

STRATEGIC REPORT

Financial position

N-compass is in a strong financial position with unrestricted funds of £1,066,261 which exceeds the reserves policy level for free reserves which has been set at £725,000.

This has enabled us to identify improvement opportunities to further strengthen the organisation with the Board of Trustees approving the transfer of £80,000 to Designated funds, to be invested in improvements to our IT infrastructure and Data strategy, ensuring that we will benefit from the latest technology to provide a best-in-class service to our service users and commissioners.

After a period of strong growth in recent years, income fell by £0.4m in 2023-2024 to £6.2m. The majority of this decrease in income came from our Carers service where income fell by £0.3m to £4.2m. This was a result of contracts coming to an end in Cheshire East and Carlisle, but with a new service starting in Warrington, income will return to £4.5m in 2024-2025.

Despite the difficult environment in which we operate, with higher inflation and many fixed price contracts, we delivered a small surplus of £1,978 before the use of Designated funds (£33,496 expended on a payroll benchmarking exercise and central service improvements) which gave rise to a small net deficit in the year of £31,518.

We are confident in the future and expect to grow modestly in 2024-2025 having already secured a new contract for our Advocacy service which will generate an annual income of circa £280k.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024

STRATEGIC REPORT

Financial review

Reserves policy

The Board of Trustees conduct an annual review of the level of both unrestricted and restricted reserves by considering risks associated with the various incoming resources and expenditure plans for the next year. In addition, the Audit sub-committee reviews all reserves on an on-going basis and informs the board of any exceptional items.

Under the requirements of Charity Law, the Trustees are obliged to define the Charity's policy for holding reserves.

The intention in establishing this reserves policy for N-Compass is to secure continuation of its activities. The policy will:

1. Preserve the viability of the Charity
2. In doing so, underwrite existing services against periods of deficit
3. Enable the Charity to meet its legal objectives
4. Provide confidence to supporters and donors seeking to give financial support to a prudently controlled Charity
5. Ensure that, consistent with objects, mission statement and values of N-Compass, proper ethical consideration be afforded to all matters of investment
6. Ensure that the reserves are at a level sufficient to discharge all the charity's obligations should the charity cease its operations

N-Compass provides a range of Welfare and Public Health services on behalf of public bodies, via short-term contracts that are tendered and subject to competition. The Sector is subject to constant review with increasing levels of resource constraints and risks of funding cuts. As a response to these risks N-Compass looks to mitigate the impact by operating across different funding streams, looking for strategic alliances, and being highly innovative and efficient in service-delivery.

The Reserves policy covers all commitments under operating leases, including the lease for our Head Office premises as well as three months' worth of payroll costs for all staff who are not assigned to statutory contracts, which is primarily all Central Services and Counselling employees. Surplus funds will continue to be designated as directed by the Trustees in order to support delivery of the strategic plan.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Since the 1st April 2009, N-Compass Towards A Brighter Future Limited has been a Company Limited by Guarantee. The governing instrument of N-Compass is the Articles of Association. Previous to this N-Compass existed as a Charity only, which was established and registered in 1999.

Trustee Recruitment, Induction and Training

Prior to inviting nominations, the Trustees review the skills audit to try to attract members with the relevant experience and skills to the Board. A potential Trustee is required to meet with the Chair of the Board of Trustees and the Chief Executive in order to familiarise themselves with the work of the organisation, the context within which it operates and understand:

- The legal obligations of Trustees
- The main documents which set out the operational framework for the organisation
- Resourcing and the current financial position as detailed in the latest published Annual Accounts

On appointment, each Trustee completes a register of interests and conflict of interests form. They are given a Trustee Handbook that includes the Articles of Association, risk policy and selected policies and procedures and the Charity Commission leaflet CC3. New Trustees are invited to undertake the process of induction. Training needs are assessed and undertaken as required.

The Chief Executive regularly updates Trustees on any issues which affect their roles and responsibilities. The Trustees also have the opportunity to access appropriate training and development.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational structure

In line with the governing document, the Board of Trustees can consist of up to 12 members. Representatives can also be invited to attend the Board meetings but have no voting rights. For the majority of the financial year, 10 Trustees served on the Board.

The Trustees are responsible for the strategic direction and policy of the organisation. There is one sub-committee of the Board. The sub-committee enables more in-depth discussion of key issues and will consider matters referred to them by the Board, making recommendations to the Board. The sub-committee is the Audit Committee.

The Board convenes at a minimum of 4 times each year. the sub-committee meet bi-monthly or at pre-set times and has its own Terms of Reference. The reports and minutes of the sub-committee are a standing agenda item for the full Board meetings. Other committees and working groups may also be set up as needed.

The Board of Trustees delegate the management responsibility of the organisation to the Chief Executive who is assisted in this task by a Senior Management Team consisting of the Services Director, the Peoples Services Director, the Finance Director and the Business Development Director.

Pay policy for senior staff

The Trustees consider that the Board of Trustees, who are also the charitable company's directors, and the senior management team comprise the key management personnel of the charity. The senior management team are responsible for directing and controlling, running and operating the Charity on a day-to-day basis. All Trustees give their time freely and no trustee received remuneration in the year. Details of Trustees' expenses and related party transactions are disclosed in notes 8, and 18 to the accounts.

The pay of the senior staff is a matter for the Audit Committee.

Related parties and partnerships

In so far as it is complementary to N-Compass and of benefit to the people it serves, the organisation is guided by both local and national policy drivers. To understand and translate these in the context of N-Compass, we are an active member on a number of partnership and information networks, and fully participate in activities through local, regional and national structures.

N-Compass is also actively involved in a wide range of multi-agency, community specific, operational and strategic partnerships. The partnerships provide the opportunity to improve professional understanding of the people N-Compass supports, gain information relating to local services and activities, and through our involvement in strategic planning, we can identify gaps in service provision and inform/ influence the commissioning of future planned services.

N-Compass has not had any related party transactions in the year.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management

The Board of Trustees regularly reviews the major risks to which the organisation is exposed, and systems and procedures have been established to mitigate those risks. The audit committee has been charged with undertaking a risk analysis pertinent to areas of focus which feeds directly to the Board of Trustees. Additionally, N-Compass produces and assesses monthly management accounts, an annual budget, quarterly budget reviews, business/strategic plans and the reserve fund policy and possesses adequate insurance cover for all personnel, property, and activities as part of their risk management approach. Internal controls of risks are minimised by the implementation of procedures for authorisation of all transactions and projects. This is supported also by a planned audit schedule which assesses and reviews the way we work in line with a continuous improvement approach and forms part of the ISO 9001 audit framework. As a result of the in-depth strategic analysis, including a thorough risk review, a more robust and detailed risk management register is in place which forms part of the compilation of a business continuity plan.

Health and Safety policies and procedures are established and regularly reviewed to ensure the health and safety of staff, volunteers, individuals, and visitors. The organisation contracts with Rradar Employment Law Consultants who provide advice which sits alongside employment litigation indemnity insurance (via AXA).

The continuing implementation and compliance with a number of quality standards ensures consistent quality for all operational aspects of the organisation. These include, as mentioned, ISO 9001, Advocacy and Investors in Volunteering Quality Marks, and Great Places to Work accreditation. All systems are periodically audited and reviewed to ensure that they continue to meet the needs of the organisation.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
06845210 (England and Wales)

Registered Charity number
1128809

Registered office
1 Edward V11 Quay Navigation Way
Ashton-On-Ribble
Preston
Lancashire
PR2 2YF

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024

Trustees
The following Trustees held office during the whole of the period from 1 April 2022 to the date of this report:

Catherine Scivier (Chair)
Dr. Mandy Dixon
Helen Carouzos
Angie Boyle
Jordan Lewis
Rachael McCullough

Other changes in Trustees holding office are as follows:

Sally McIvor (resigned 28/06/23)
Brian Watson (resigned 1/04/24)
Catherine Walsh (appointed 22/04/24)
Joanna Frith-Williams (appointed 22 04 24)
Janet Edwards (appointed 22/04/24)

Chief Executive

Joanna Solanki

Company Secretary

Stuart Whittle

Auditors
Wallwork Nelson & Johnson
Chartered Accountants & Statutory Auditors
Chandler House
7 Ferry Road Office Park
Riversway
Preston
Lancashire
PR2 2YH

Bankers
Lloyds Bank
30 Corporation Street
Blackpool
FY1 1EN

STATEMENT OF TRUSTEES' RESPONSIBILITIES
The trustees (who are also the directors of N-Compass Towards A Brighter Future Limited for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

STATEMENT OF TRUSTEES' RESPONSIBILITIES - continued

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

AUDITORS

The auditors, Wallwork Nelson & Johnson, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 26 June 2024 and signed on the board's behalf by:

Ms C Scivier - Trustee

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF N-COMPASS TOWARDS A BRIGHTER FUTURE LIMITED

Opinion

We have audited the financial statements of N-Compass Towards A Brighter Future Limited (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception
In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:
- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees
As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements
Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- Enquiry of management and those charged with governance around actual and potential litigation and claims.
- Enquiry of entity staff in tax and compliance functions to identify any instances of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to support documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls and evaluating the business rationale of significant

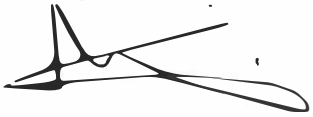
transactions outside the normal course of business.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF N-COMPASS TOWARDS A BRIGHTER FUTURE LIMITED

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Paul Woodburn FCA (Senior Statutory Auditor)
for and on behalf of Wallwork Nelson & Johnson
Chartered Accountants & Statutory Auditors
Chandler House
7 Ferry Road Office Park
Riversway
Preston
Lancashire
PR2 2YH

Date: 26 June 2024

N-COMPASS TOWARDS A BRIGHTER FUTURE LIMITED

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2024

	Notes	31/3/24 Unrestricted funds £	31/3/23 Total funds £
INCOME AND ENDOWMENTS FROM			
Charitable activities	5		
Advocacy		1,611,708	1,730,448
Counselling		337,281	371,612
Carers		4,257,568	4,541,859
Activities for generating funds	3	27,160	40,200
Investment income	4	11,659	-
Total		6,245,376	6,684,119
EXPENDITURE ON			
Charitable activities	6		
Advocacy		1,927,634	1,829,558
Counselling		402,503	380,441
Carers		3,939,696	4,398,761
Payroll Benchmarking		26,000	52,000
Central Service Improvements		7,496	42,504
Total		6,303,329	6,703,264
Net gains/(losses) on investments		26,435	(3,168)
NET INCOME/(EXPENDITURE)		(31,518)	(22,313)
RECONCILIATION OF FUNDS			
Total funds brought forward		1,097,779	1,120,092
TOTAL FUNDS CARRIED FORWARD		1,066,261	1,097,779

The notes form part of these financial statements

N-COMPASS TOWARDS A BRIGHTER FUTURE LIMITED

BALANCE SHEET
31 MARCH 2024

	Notes	31/3/24 Unrestricted funds £	31/3/23 Total funds £
FIXED ASSETS			
Tangible assets	12	1,750	4,983
Investments	13	273,268	246,832
		275,018	251,815
CURRENT ASSETS			
Debtors	14	558,685	306,114
Cash at bank		774,213	1,200,447
		1,332,898	1,506,561
CREDITORS			
Amounts falling due within one year	15	(541,655)	(660,597)
NET CURRENT ASSETS		791,243	845,964
TOTAL ASSETS LESS CURRENT LIABILITIES		1,066,261	1,097,779
NET ASSETS		1,066,261	1,097,779
FUNDS	17		
Unrestricted funds		1,066,261	1,097,779
TOTAL FUNDS		1,066,261	1,097,779

The financial statements were approved by the Board of Trustees and authorised for issue on 26 June 2024 and were signed on its behalf by:

C Scivier - Trustee

The notes form part of these financial statements

N-COMPASS TOWARDS A BRIGHTER FUTURE LIMITED

CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2024

	Notes	31/3/24 £	31/3/23 £
Cash flows from operating activities			
Cash generated from operations	1	(436,144)	415,675
Net cash (used in)/provided by operating activities		(436,144)	415,675
Cash flows from investing activities			
Purchase of tangible fixed assets		(1,749)	-
Purchase of fixed asset investments		-	(250,000)
Interest received		11,659	-
Net cash provided by/(used in) investing activities		9,910	(250,000)
Change in cash and cash equivalents in the reporting period		(426,234)	165,675
Cash and cash equivalents at the beginning of the reporting period		1,200,447	1,034,772
Cash and cash equivalents at the end of the reporting period		774,213	1,200,447

The notes form part of these financial statements

NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2024

1. RECONCILIATION OF NET EXPENDITURE TO NET CASH FLOW FROM OPERATING ACTIVITIES

	31/3/24 £	31/3/23 £
Net expenditure for the reporting period (as per the Statement of Financial Activities)	(31,518)	(22,313)
Adjustments for:		
Depreciation charges	4,982	11,986
(Gain)/losses on investments	(26,436)	3,168
Interest received	(11,659)	-
(Increase)/decrease in debtors	(252,571)	480,833
Decrease in creditors	(118,942)	(57,999)
Net cash (used in)/provided by operations	(436,144)	415,675

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1/4/23 £	Cash flow £	At 31/3/24 £
Net cash			
Cash at bank	1,200,447	(426,234)	774,213
	1,200,447	(426,234)	774,213
Total	1,200,447	(426,234)	774,213

The notes form part of these financial statements

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

1. STATUTORY INFORMATION

N-Compass towards a brighter future Limited is registered as a charitable company limited by guarantee, and is domiciled in the UK. In the event of the charitable company being wound up, the liability in respect of the guarantee is limited to £10 per member of the charitable company. The Trustees are the members of the charitable company. The charitable company's registered number and principal office are as below:

Registered Charity number: 1128809

Registered Company number: 06845210

Principal Office: 1 Edward VII Quay, Navigation Way, Ashton-On-Ribble, Preston PR2 2YF

2. ACCOUNTING POLICIES

Basis of preparing the financial statements
The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, with the exception of investments which are included at market value, as modified by the revaluation of certain assets.

The presentation currency of the financial statements is the pound sterling (£).

The Trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

No significant judgements have had to be made by the Trustees in preparing these financial statements.

Income
All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably. Where the Charity undertakes activities under contracts, income is recognised on a time basis to reflect the services provided. Details of income deferred to a future period are contained in note 15. These amounts will be released to projects in the coming year.

Expenditure
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets
Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Office Equipment	-	33% on cost

Taxation
The charity is exempt from corporation tax on its charitable activities.

Fund accounting
Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

continued...

2. ACCOUNTING POLICIES - continued

Support costs
Support costs are those functions that assist the work of the Charity but do not directly undertake charitable activities. Support costs include back-office costs, finance, personnel, payroll and governance costs which support the Charities objectives. Support costs have been allocated to activities on a basis consistent with the use of resources.

3. ACTIVITIES FOR GENERATING FUNDS

	31/3/24	31/3/23
	£	£
Student placements	27,160	40,200

4. INVESTMENT INCOME

	31/3/24	31/3/23
	£	£
Deposit account interest	11,659	-

100 % of investment income is related to assets held in the United Kingdom.

5. INCOME FROM CHARITABLE ACTIVITIES

	31/3/24	31/3/23
	£	£
Advocacy	1,611,708	1,730,448
Counselling	337,281	371,612
Carers	4,257,568	4,541,859
	6,206,557	6,643,919

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs
	£
Advocacy	1,927,634
Counselling	402,503
Carers	3,939,696
Payroll Benchmarking	26,000
Central Service Improvements	7,496
	6,303,329

Payroll Benchmarking: an exercise to ensure that our salaries are fair in comparison to similar roles in our sector.

Central Service Improvements: to implement changes to the recruitment process, health and safety management and the finance function.

continued...

7. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	31/3/24	31/3/23
	£	£
Depreciation - owned assets	4,982	11,986
Operating leases- premises	69,498	72,178

8. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2024 nor for the year ended 31 March 2023.

9. STAFF COSTS

	31/3/24	31/3/23
	£	£
Wages and salaries	3,543,121	3,686,698
Social security costs	291,248	301,080
Other pension costs	313,974	338,135
Redundancy costs	7,761	45,800
Other employee benefits	32,242	29,543
	4,188,346	4,401,256

The average monthly number of employees during the year was as follows:

	31/3/24	31/3/23
Charitable activities	123	135
Other	15	15
	138	150

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	31/3/24	31/3/23
£60,001 - £70,000	1	1

Pension costs are allocated to activities in proportion to the related staffing costs incurred and are wholly charged to unrestricted funds.

The key management personnel of the Charity comprise the Trustees, the Chief Executive Officer, the Services Director, the Peoples Services Director, the Business Development Director and the Finance Director. The total employee benefits of the key management personnel of the Charity were £266,202 (2023: £297,593).

continued...

9. STAFF COSTS - continued

The average monthly headcount in the period was 160 staff (2023: 175).

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £
INCOME AND ENDOWMENTS FROM	
Charitable activities	
Advocacy	1,730,448
Counselling	371,612
Carers	4,541,859
Activities for generating funds	40,200
Total	6,684,119
EXPENDITURE ON	
Charitable activities	
Advocacy	1,829,558
Counselling	380,441
Carers	4,398,761
Payroll Benchmarking	52,000
Central Service Improvements	42,504
Total	6,703,264
Net gains/(losses) on investments	(3,168)
NET INCOME/(EXPENDITURE)	(22,313)
RECONCILIATION OF FUNDS	
Total funds brought forward	1,120,092
TOTAL FUNDS CARRIED FORWARD	1,097,779

11. GOVERNANCE COSTS

	31/3/24 £	31/3/23 £
Indemnity insurance	1,040	990
Auditors' remuneration	5,148	4,680
	6,188	5,670

Governance costs are allocated to activities in proportion to the related staffing costs incurred and are wholly charged to unrestricted funds.

continued...

12. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Office Equipment £	Totals £
COST			
At 1 April 2023	-	88,784	88,784
Additions	1,749	-	1,749
Disposals	-	(58,693)	(58,693)
At 31 March 2024	1,749	30,091	31,840
DEPRECIATION			
At 1 April 2023	-	83,801	83,801
Charge for year	-	4,982	4,982
Eliminated on disposal	-	(58,693)	(58,693)
At 31 March 2024	-	30,090	30,090
NET BOOK VALUE			
At 31 March 2024	1,749	1	1,750
At 31 March 2023	-	4,983	4,983

13. FIXED ASSET INVESTMENTS

	Listed investments £
MARKET VALUE	
At 1 April 2023	246,832
Revaluations	26,436
At 31 March 2024	273,268
NET BOOK VALUE	
At 31 March 2024	273,268
At 31 March 2023	246,832

There were no investment assets outside the UK.

Cost or valuation at 31 March 2024 is represented by:

	Listed investments £
Valuation in 2023	(3,168)
Valuation in 2024	26,436
Cost	250,000
	273,268

continued...

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31/3/24	31/3/23
	£	£
Trade debtors	376,585	261,659
Prepayments and accrued income	182,100	44,455
	558,685	306,114

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31/3/24	31/3/23
	£	£
Trade creditors	122,000	29,140
Other creditors	199,421	294,406
Accruals and deferred income	220,234	337,051
	541,655	660,597

Deferred income amounts to £16,268 (2023 £62,883). Of the opening deferred income £62,883 was released to the SOFA.

The amounts deferred comprise time apportioned contracts and service level agreements or funding for projects that were not set up at the year end. These will be released in the current year against relevant projects.

16. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	31/3/24	31/3/23
	£	£
Within one year	66,534	66,534
Between one and five years	244,816	250,694
In more than five years	67,674	121,566
	379,024	438,794

17. MOVEMENT IN FUNDS

	At 1/4/23	Net movement in funds	Transfers between funds	At 31/3/24
	£	£	£	£
Unrestricted funds				
General fund	1,064,283	1,978	(80,000)	986,261
Central Services Improvement Projects	7,496	(7,496)	-	-
Payroll Benchmarking	26,000	(26,000)	-	-
IT Infrastructure and Data Strategy	-	-	80,000	80,000
	1,097,779	(31,518)	-	1,066,261
TOTAL FUNDS	1,097,779	(31,518)	-	1,066,261

continued...

17. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	6,245,376	(6,269,833)	26,435	1,978
Central Services Improvement Projects	-	(7,496)	-	(7,496)
Payroll Benchmarking	-	(26,000)	-	(26,000)
	6,245,376	(6,303,329)	26,435	(31,518)
TOTAL FUNDS	6,245,376	(6,303,329)	26,435	(31,518)

Comparatives for movement in funds

	At 1/4/22 £	Net movement in funds £	Transfers between funds £	At 31/3/23 £
Unrestricted funds				
General fund	1,070,092	72,191	(78,000)	1,064,283
Central Services Improvement Projects	50,000	(42,504)	-	7,496
Payroll Benchmarking	-	(52,000)	78,000	26,000
	1,120,092	(22,313)	-	1,097,779
TOTAL FUNDS	1,120,092	(22,313)	-	1,097,779

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	6,684,119	(6,608,760)	(3,168)	72,191
Central Services Improvement Projects	-	(42,504)	-	(42,504)
Payroll Benchmarking	-	(52,000)	-	(52,000)
	6,684,119	(6,703,264)	(3,168)	(22,313)
TOTAL FUNDS	6,684,119	(6,703,264)	(3,168)	(22,313)

continued...

17. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1/4/22 £	Net movement in funds £	Transfers between funds £	At 31/3/24 £
Unrestricted funds				
General fund	1,070,092	74,169	(158,000)	986,261
Central Services Improvement Projects	50,000	(50,000)	-	-
Payroll Benchmarking	-	(78,000)	78,000	-
IT Infrastructure and Data Strategy	-	-	80,000	80,000
	1,120,092	(53,831)	-	1,066,261
TOTAL FUNDS	1,120,092	(53,831)	-	1,066,261

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	12,929,495	(12,878,593)	23,267	74,169
Central Services Improvement Projects	-	(50,000)	-	(50,000)
Payroll Benchmarking	-	(78,000)	-	(78,000)
	12,929,495	(13,006,593)	23,267	(53,831)
TOTAL FUNDS	12,929,495	(13,006,593)	23,267	(53,831)

The Board of Trustees approved two projects for which the first-year costs were to be allocated to Designated Reserves:

Payroll Benchmarking: an exercise to ensure that our salaries are fair in comparison to similar roles in our sector.

Central Service Improvements: to implement changes to the recruitment process, health and safety management and the finance function.

18. RELATED PARTY DISCLOSURES

There were no related party transactions for years ended 31 March 2024 and 31 March 2023.

N-COMPASS TOWARDS A BRIGHTER FUTURE LIMITED

England & Wales - Charity number 1128809

Accounts

REGISTERED COMPANY NUMBER: 06845210 (England and Wales)
REGISTERED CHARITY NUMBER: 1128809

REPORT OF THE TRUSTEES AND

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

FOR

N-COMPASS TOWARDS A BRIGHTER FUTURE LIMITED

Wallwork Nelson & Johnson
Chartered Accountants & Statutory Auditors
Chandler House
7 Ferry Road Office Park
Riversway
Preston
Lancashire
PR2 2YH

N-COMPASS TOWARDS A BRIGHTER FUTURE LIMITED

CONTENTS OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

	Page
Report of the Trustees	1 to 6
Report of the Independent Auditors	7 to 9
Statement of Financial Activities	10
Balance Sheet	11
Cash Flow Statement	12
Notes to the Cash Flow Statement	13
Notes to the Financial Statements	14 to 22

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2023. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and activities

N-Compass operates across the North of England to help people regain control of their lives, providing hope and a sense of purpose, through the provision of Carers, Advocacy, Wellbeing, Counselling and Volunteering Services.

N-Compass objectives, as stated in our governing document, are:

1. The relief of those in need by reason of facing disadvantage though illness, disability, age, the demands of the carer's role, social exclusion, or adverse life events, by providing information and services to enable those people to improve their quality of life.

2. The advancement of education to address the difficulties faced by disadvantaged people seeking to express themselves.

The Trustees review the objectives and activities of the charity and together with the senior management team produce strategic plans that align with them. In addition, the charity produces social accounts detailing what the charity has achieved and the outcomes of its work in the same reporting period.
In summary, in 2022-2023 period, our staff team, supported by 198 volunteers supported over 28,000 individuals to stay well.

STRATEGIC REPORT

Financial position

In 2021 we grew strongly, increasing our income from £5.2m in 2020 to £6.3m. We have seen further, more modest growth in 2022 increasing our total income to £6.7m in the period, primarily in our Carers Services +£0.3m and Advocacy + £0.1m

We expect to see similar levels of activity in 2024.

Net Income for the year, before use of designated funds was £72,191. After deduction of £94,504 expenditure from designated funds (Central Service improvements and Payroll Benchmarking) the Net Expenditure for the year was £22,313 which has reduced the Total Reserves held at 31st March 2023 to £1,097,779

Within this figure the General Fund of unrestricted free reserves is £1,064,283 which exceeds the reserves policy level for free reserves which has been set at £725,000

STRATEGIC REPORT

Financial review

Reserves policy

The Board of Trustees conduct an annual review of the level of both unrestricted and restricted reserves by considering risks associated with the various incoming resources and expenditure plans for the next year. In addition, the Audit sub-committee reviews all reserves on an on-going basis and informs the board of any exceptional items.

Under the requirements of Charity Law, the Trustees are obliged to define the Charity's policy for holding reserves.

The intention in establishing this reserves policy for N-Compass is to secure continuation of its activities. The policy will:

1. Preserve the viability of the Charity
2. In doing so, underwrite existing services against periods of deficit
3. Enable the Charity to meet its legal objectives
4. Provide confidence to supporters and donors seeking to give financial support to a prudently controlled Charity afforded to all matters of investment
5. Ensure that, consistent with objects, mission statement and values of N-Compass, proper ethical consideration be afforded to all matters of investment
6. Ensure that the reserves are at a level sufficient to discharge all the charity's obligations should the charity cease its operations

N-Compass provides a range of Welfare and Public Health services on behalf of public bodies, via short-term contracts that are tendered and subject to competition. The Sector is subject to constant review with increasing levels of resource constraints and risks of funding cuts. As a response to these risks N-Compass looks to mitigate the impact by operating across different funding streams, looking for strategic alliances, and being highly innovative and efficient in service-delivery.

The Reserves policy covers all commitments under operating leases, including the lease for our Head Office premises as well as three months' worth of payroll costs for all staff who are not assigned to statutory contracts, which is primarily all Central Services and Counselling employees. Surplus funds will continue to be designated as directed by the Trustees in order to support delivery of the strategic plan.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Since the 1st April 2009, N-Compass Towards A Brighter Future Limited has been a Company Limited by Guarantee. The governing instrument of N-Compass is the Articles of Association. Previous to this N-Compass existed as a Charity only, which was established and registered in 1999.

Trustee Recruitment, Induction and Training

Prior to inviting nominations, the Trustees review the skills audit to try to attract members with the relevant experience and skills to the Board. A potential Trustee is required to meet with the Chair of the Board of Trustees and the Chief Executive in order to familiarise themselves with the work of the organisation, the context within which it operates and understand:

- The legal obligations of Trustees
- The main documents which set out the operational framework for the organisation
- Resourcing and the current financial position as detailed in the latest published Annual Accounts

On appointment, each Trustee completes a register of interests and conflict of interests form. They are given a Trustee Handbook that includes the Articles of Association, risk policy and selected policies and procedures and the Charity Commission leaflet CC3. New Trustees are invited to undertake the process of induction. Training needs are assessed and undertaken as required.

The Chief Executive regularly updates Trustees on any issues which affect their roles and responsibilities. The Trustees also have the opportunity to access appropriate training and development.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational structure

In line with the governing document, the Board of Trustees can consist of up to 12 members. Representatives can also be invited to attend the Board meetings but have no voting rights. For the majority of the financial year, 10 Trustees served on the Board.

The Trustees are responsible for the strategic direction and policy of the organisation. There is one sub-committee of the Board. The sub-committee enables more in-depth discussion of key issues and will consider matters referred to them by the Board, making recommendations to the Board. The sub-committee is the Audit Committee.

The Board convenes at a minimum of 4 times each year. the sub-committee meet bi-monthly or at pre-set times and has its own Terms of Reference. The reports and minutes of the sub-committee are a standing agenda item for the full Board meetings. Other committees and working groups may also be set up as needed.

The Board of Trustees delegate the management responsibility of the organisation to the Chief Executive who is assisted in this task by a Senior Management Team consisting of the Services Director, the Peoples Services Director, the Finance Director and the Business Development Director.

Pay policy for senior staff

The Trustees consider that the Board of Trustees, who are also the charitable company's directors, and the senior management team comprise the key management personnel of the charity. They are in charge of directing and controlling, running and operating the Charity on a day-to-day basis. All Trustees give their time freely and no trustee received remuneration in the year. Details of Trustees' expenses and related party transactions are disclosed in notes 8, and 18 to the accounts.

The pay of the senior staff is a matter for the Audit Committee.

Related parties and partnerships

In so far as it is complementary to N-Compass, the organisation is guided by both local and national policy drivers. To understand and translate these in the context of N-Compass, we are an active member on a number of partnership and information networks, and fully participate in activities through local, regional and national structures.

N-Compass is also actively involved in a wide range of multi-agency, community specific, operational and strategic partnerships. The partnerships provide the opportunity to improve professional understanding of the people N-Compass supports, gain information relating to local services and activities, and through our involvement in strategic planning, we can identify gaps in service provision and inform/ influence the commissioning of future planned services.

N-Compass has not had any related party transactions in the year.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management

The Board of Trustees regularly reviews the major risks to which the organisations is exposed, and systems and procedures have been established to mitigate those risks. The audit committee has been charged with undertaking a risk analysis pertinent to areas of focus which feeds directly to the Board of Trustees. Additionally N-Compass produces and assesses monthly management accounts, an annual budget, quarterly budget reviews, business/strategic plans and the reserve fund policy and possesses adequate insurance cover for all personnel, property and activities as part of their risk management approach. Internal control of risks are minimised by the implementation of procedures for authorisation of all transactions and projects. This is supported also by a planned audit schedule which assesses and reviews the way we work in line with a continuous improvement approach and forms part of the ISO 9001 audit framework. As a result of the in depth strategic analysis, including a thorough risk review, a more robust and detailed risk management register is in place which forms part of the compilation of a business continuity plan.

Health and Safety policies and procedures are established and regularly reviewed to ensure the health and safety of staff, volunteers, individuals and visitors. The organisation contracts with Rradar Employment Law Consultants who provide advice which sits alongside employment litigation indemnity insurance (via AXA).

The continuing implementation and compliance with a number of quality standards ensures consistent quality for all operational aspects of the organisation. These include, as mentioned, ISO 9001, NHS Data Security & Protection Toolkit, Advocacy and Investors in Volunteering Quality Marks and Best Companies Accreditation. All systems are periodically audited and reviewed to ensure that they continue to meet the needs of the organisation.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
06845210 (England and Wales)

Registered Charity number
1128809

Registered office
1 Edward V11 Quay Navigation Way
Ashton-On-Ribble
Preston
Lancashire
PR2 2YF

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

Trustees
The following Trustees held office during the whole of the period from 1 April 2022 to the date of this report:

Catherine Scivier (Chair)
Sally McIvor (Vice Chair)
Brian Watson
Dr. Mandy Dixon
Helen Carouzos

Other changes in Trustees holding office are as follows:

Ann Allcoat (resigned 29/03/23)
Keith Bevan (resigned 29/03/2023)
Hannah Woodcock (resigned 29/06/2022)
Angie Boyle (appointed 29/06/22
Jordan Lewis (appointed 29/06/22)
Rachael McCullough (appointed 29/06/22)

Chief Executive

Joanna Solanki

Company Secretary

Stuart Whittle

Auditors
Wallwork Nelson & Johnson
Chartered Accountants & Statutory Auditors
Chandler House
7 Ferry Road Office Park
Riversway
Preston
Lancashire
PR2 2YH

Bankers
Lloyds Bank
30 Corporation Street
Blackpool
FY1 1EN

STATEMENT OF TRUSTEES' RESPONSIBILITIES
The trustees (who are also the directors of N-Compass Towards A Brighter Future Limited for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

STATEMENT OF TRUSTEES' RESPONSIBILITIES - continued

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

AUDITORS

The auditors, Wallwork Nelson & Johnson, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 28th June 2023 and signed on the board's behalf by:

.....

Ms C Scivier - Trustee

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF N-COMPASS TOWARDS A BRIGHTER FUTURE LIMITED

Opinion

We have audited the financial statements of N-Compass Towards A Brighter Future Limited (the 'charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception
In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:
- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees
As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements
Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- Enquiry of management and those charged with governance around actual and potential litigation and claims.
- Enquiry of entity staff in tax and compliance functions to identify any instances of non-compliance with laws and
  regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to support documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls and evaluating the business rationale of significant

transactions outside the normal course of business.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF N-COMPASS TOWARDS A BRIGHTER FUTURE LIMITED

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Paul Woodburn FCA (Senior Statutory Auditor)
for and on behalf of Wallwork Nelson & Johnson
Chartered Accountants & Statutory Auditors
Chandler House
7 Ferry Road Office Park
Riversway
Preston
Lancashire
PR2 2YH

Date: 28th June 2023.

N-COMPASS TOWARDS A BRIGHTER FUTURE LIMITED

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2023

	Notes	2023 Unrestricted funds £	2022 Total funds £
INCOME AND ENDOWMENTS FROM			
Charitable activities	5		
Advocacy		1,730,448	1,427,730
Counselling		371,612	354,916
Carers		4,541,859	4,470,436
Activities for generating funds	3	40,200	38,091
Investment income	4	-	14
Total		6,684,119	6,291,187
EXPENDITURE ON			
Charitable activities	6		
Advocacy		1,829,558	1,605,031
Counselling		380,441	372,922
Carers		4,398,761	4,267,342
Payroll Benchmarking		52,000	-
Central Service Improvements		42,504	-
Total		6,703,264	6,245,295
Net gains/(losses) on investments		(3,168)	-
NET INCOME/(EXPENDITURE)		(22,313)	45,892
RECONCILIATION OF FUNDS			
Total funds brought forward		1,120,092	1,074,200
TOTAL FUNDS CARRIED FORWARD		1,097,779	1,120,092

The notes form part of these financial statements

N-COMPASS TOWARDS A BRIGHTER FUTURE LIMITED

BALANCE SHEET
31 MARCH 2023

	Notes	2023 Unrestricted funds £	2022 Total funds £
FIXED ASSETS			
Tangible assets	12	4,983	16,969
Investments	13	246,832	-
		251,815	16,969
CURRENT ASSETS			
Debtors	14	306,114	786,947
Cash at bank		1,200,447	1,034,772
		1,506,561	1,821,719
CREDITORS			
Amounts falling due within one year	15	(660,597)	(718,596)
NET CURRENT ASSETS		845,964	1,103,123
TOTAL ASSETS LESS CURRENT LIABILITIES		1,097,779	1,120,092
NET ASSETS		1,097,779	1,120,092
FUNDS	17		
Unrestricted funds		1,097,779	1,120,092
TOTAL FUNDS		1,097,779	1,120,092

The financial statements were approved by the Board of Trustees and authorised for issue on 28th June 2023 and were signed on its behalf by:

C Scivier - Trustee

The notes form part of these financial statements

N-COMPASS TOWARDS A BRIGHTER FUTURE LIMITED

CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2023

	Notes	2023 £	2022 £
Cash flows from operating activities			
Cash generated from operations	1	415,675	(217,792)
Net cash provided by/(used in) operating activities		415,675	(217,792)
Cash flows from investing activities			
Purchase of fixed asset investments		(250,000)	-
Interest received		-	14
Net cash (used in)/provided by investing activities		(250,000)	14
Change in cash and cash equivalents in the reporting period		165,675	(217,778)
Cash and cash equivalents at the beginning of the reporting period		1,034,772	1,252,550
Cash and cash equivalents at the end of the reporting period		1,200,447	1,034,772

The notes form part of these financial statements

NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2023

1. RECONCILIATION OF NET (EXPENDITURE)/INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2023 £	2022 £
Net (expenditure)/income for the reporting period (as per the Statement of Financial Activities)	(22,313)	45,892
Adjustments for:		
Depreciation charges	11,986	25,781
Losses on investments	3,168	-
Interest received	-	(14)
Decrease/(increase) in debtors	480,833	(193,862)
Decrease in creditors	(57,999)	(95,589)
Net cash provided by/(used in) operations	415,675	(217,792)

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.22 £	Cash flow £	At 31.3.23 £
Net cash			
Cash at bank	1,034,772	165,675	1,200,447
	1,034,772	165,675	1,200,447
Total	1,034,772	165,675	1,200,447

The notes form part of these financial statements

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

1. STATUTORY INFORMATION

N-Compass towards a brighter future Limited is registered as a charitable company limited by guarantee, and is domiciled in the UK. In the event of the charitable company being wound up, the liability in respect of the guarantee is limited to £10 per member of the charitable company. The Trustees are the members of the charitable company. The charitable company's registered number and principal office are as below:

Registered Charity number: 1128809

Registered Company number: 06845210

Principal Office: 1 Edward VII Quay, Navigation Way, Ashton-On-Ribble, Preston PR2 2YF

2. ACCOUNTING POLICIES

Basis of preparing the financial statements
The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, with the exception of investments which are included at market value, as modified by the revaluation of certain assets.

The presentation currency of the financial statements is the pound sterling (£).

The Trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

No significant judgements have had to be made by the Trustees in preparing these financial statements.

Income
All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably. Where the Charity undertakes activities under contracts, income is recognised on a time basis to reflect the services provided. Details of income deferred to a future period are contained in note 16. These amounts will be released to projects in the coming year.

Expenditure
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets
Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Office Equipment - 33% on cost

Taxation
The charity is exempt from corporation tax on its charitable activities.

Fund accounting
Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

continued...

2. ACCOUNTING POLICIES - continued

Fund accounting

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Support costs
Support costs are those functions that assist the work of the Charity but do not directly undertake charitable activities.
Support costs include back-office costs, finance, personnel, payroll and governance costs which support the Charities objectives. Support costs have been allocated to activities on a basis consistent with the use of resources.

3. ACTIVITIES FOR GENERATING FUNDS

	2023	2022
	£	£
Student placements	40,200	38,091

4. INVESTMENT INCOME

	2023	2022
	£	£
Deposit account interest	-	14

100 % of investment income is related to assets held in the United Kingdom.

5. INCOME FROM CHARITABLE ACTIVITIES

	2023	2022
	£	£
Advocacy	1,730,448	1,427,730
Counselling	371,612	354,916
Carers	4,541,859	4,470,436
	6,643,919	6,253,082

continued...

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs
	£
Advocacy	1,829,558
Counselling	380,441
Carers	4,398,761
Payroll Benchmarking	52,000
Central Service Improvements	42,504
	6,703,264

Payroll Benchmarking: an exercise to ensure that our salaries are fair in comparison to similar roles in our sector.

Central Service Improvements: to implement changes to the recruitment process, health and safety management and the finance function.

7. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2023	2022
	£	£
Depreciation - owned assets	11,986	22,832
Computer software amortisation	-	2,949
Operating leases- premises	72,178	190,946

8. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2023 nor for the year ended 31 March 2022.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2023 nor for the year ended 31 March 2022.

9. STAFF COSTS

	2023	2022
	£	£
Wages and salaries	3,686,698	3,549,187
Social security costs	301,080	253,394
Other pension costs	338,135	164,391
Redundancy costs	45,800	28,402
Other employee benefits	29,543	26,523
	4,401,256	4,021,897

continued...

9. STAFF COSTS - continued

The average monthly number of full time equivalent employees during the year was as follows:

	2023	2022
Charitable activities	135	125
Other	15	14
	150	139

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2023	2022
£60,001 - £70,000	1	1

Pension costs are allocated to activities in proportion to the related staffing costs incurred and are wholly charged to unrestricted funds.

The key management personnel of the Charity comprise the Trustees, the Chief Executive Officer, the Services Director, the Peoples Services Director, the Business Development Director and the Finance Director. The total employee benefits of the key management personnel of the Charity were £297,593 (2022: £248,560).

The average monthly headcount in the period was 175 staff (2022: 165).

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £
INCOME AND ENDOWMENTS FROM	
Charitable activities	
Advocacy	1,427,730
Counselling	354,916
Carers	4,470,436
Activities for generating funds	38,091
Investment income	14
Total	6,291,187
EXPENDITURE ON	
Charitable activities	
Advocacy	1,605,031
Counselling	372,922
Carers	4,267,342
Total	6,245,295
NET INCOME	45,892
RECONCILIATION OF FUNDS	
Total funds brought forward	1,074,200

continued...

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £
TOTAL FUNDS CARRIED FORWARD	1,120,092

11. GOVERNANCE COSTS

	2023 £	2022 £
Indemnity insurance	990	940
Auditors' remuneration	4,680	4,800
	5,670	5,740

Governance costs are allocated to activities in proportion to the related staffing costs incurred and are wholly charged to unrestricted funds.

12. TANGIBLE FIXED ASSETS

	Office Equipment £
COST	
At 1 April 2022	96,606
Disposals	(7,822)
At 31 March 2023	88,784
DEPRECIATION	
At 1 April 2022	79,637
Charge for year	11,986
Eliminated on disposal	(7,822)
At 31 March 2023	83,801
NET BOOK VALUE	
At 31 March 2023	4,983
At 31 March 2022	16,969

continued...

13. FIXED ASSET INVESTMENTS

	Listed investments £
MARKET VALUE	
Additions	250,000
Revaluations	(3,168)
At 31 March 2023	246,832
NET BOOK VALUE	
At 31 March 2023	246,832
At 31 March 2022	-

There were no investment assets outside the UK.

Cost or valuation at 31 March 2023 is represented by:

	Listed investments £
Valuation in 2023	(3,168)
Cost	250,000
	246,832

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023 £	2022 £
Trade debtors	261,659	595,651
Prepayments and accrued income	44,455	191,296
	306,114	786,947

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023 £	2022 £
Trade creditors	29,140	132,278
Other creditors	294,406	322,986
Accruals and deferred income	337,051	263,332
	660,597	718,596

Deferred income amounts to £62,883 (2022 £20,742). Of the opening deferred income £5,742 was released to the SOFA.

The amounts deferred comprise time apportioned contracts and service level agreements or funding for projects that were not set up at the year end. These will be released in the current year against relevant projects.

continued...

16. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2023	2022
	£	£
Within one year	66,534	64,599
Between one and five years	250,694	266,136
In more than five years	121,566	122,532
	438,794	453,267

17. MOVEMENT IN FUNDS

	At 1.4.22	Net movement in funds	Transfers between funds	At 31.3.23
	£	£	£	£
Unrestricted funds				
General fund	1,070,092	72,191	(78,000)	1,064,283
Central Services Improvement Projects	50,000	(42,504)	-	7,496
Payroll Benchmarking	-	(52,000)	78,000	26,000
	1,120,092	(22,313)	-	1,097,779
TOTAL FUNDS	1,120,092	(22,313)	-	1,097,779

Net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Gains and losses	Movement in funds
	£	£	£	£
Unrestricted funds				
General fund	6,684,119	(6,608,760)	(3,168)	72,191
Central Services Improvement Projects	-	(42,504)	-	(42,504)
Payroll Benchmarking	-	(52,000)	-	(52,000)
	6,684,119	(6,703,264)	(3,168)	(22,313)
TOTAL FUNDS	6,684,119	(6,703,264)	(3,168)	(22,313)

Comparatives for movement in funds

	At 1.4.21	Net movement in funds	Transfers between funds	At 31.3.22
	£	£	£	£
Unrestricted funds				
General fund	1,074,200	45,892	(50,000)	1,070,092
Central Services Improvement Projects	-	-	50,000	50,000
	1,074,200	45,892	-	1,120,092
TOTAL FUNDS	1,074,200	45,892	-	1,120,092

continued...

17. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	6,291,187	(6,245,295)	45,892
TOTAL FUNDS	6,291,187	(6,245,295)	45,892

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General fund	1,074,200	118,083	(128,000)	1,064,283
Central Services Improvement Projects	-	(42,504)	50,000	7,496
Payroll Benchmarking	-	(52,000)	78,000	26,000
	1,074,200	23,579	-	1,097,779
TOTAL FUNDS	1,074,200	23,579	-	1,097,779

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	12,975,306	(12,854,055)	(3,168)	118,083
Central Services Improvement Projects	-	(42,504)	-	(42,504)
Payroll Benchmarking	-	(52,000)	-	(52,000)
	12,975,306	(12,948,559)	(3,168)	23,579
TOTAL FUNDS	12,975,306	(12,948,559)	(3,168)	23,579

The Board of Trustees approved two projects for which the first-year costs were to be allocated to Designated Reserves:

Payroll Benchmarking: an exercise to ensure that our salaries are fair in comparison to similar roles in our sector.

Central Service Improvements: to implement changes to the recruitment process, health and safety management and the finance function.

continued...

18. RELATED PARTY DISCLOSURES

There were no related party transactions for years ended 31 March 2023 and 31 March 2022.

N-COMPASS TOWARDS A BRIGHTER FUTURE LIMITED

England & Wales - Charity number 1128809

Accounts

n|compass

towards a brighter future

Report of the Trustees and Financial Statements

For the Year Ended
31 March 2022

CONTENTS

Chair's Foreward 3

Message from the Chief Executive 4

Report of the Trustees 5-9

Report of the Independent Auditors 10-11

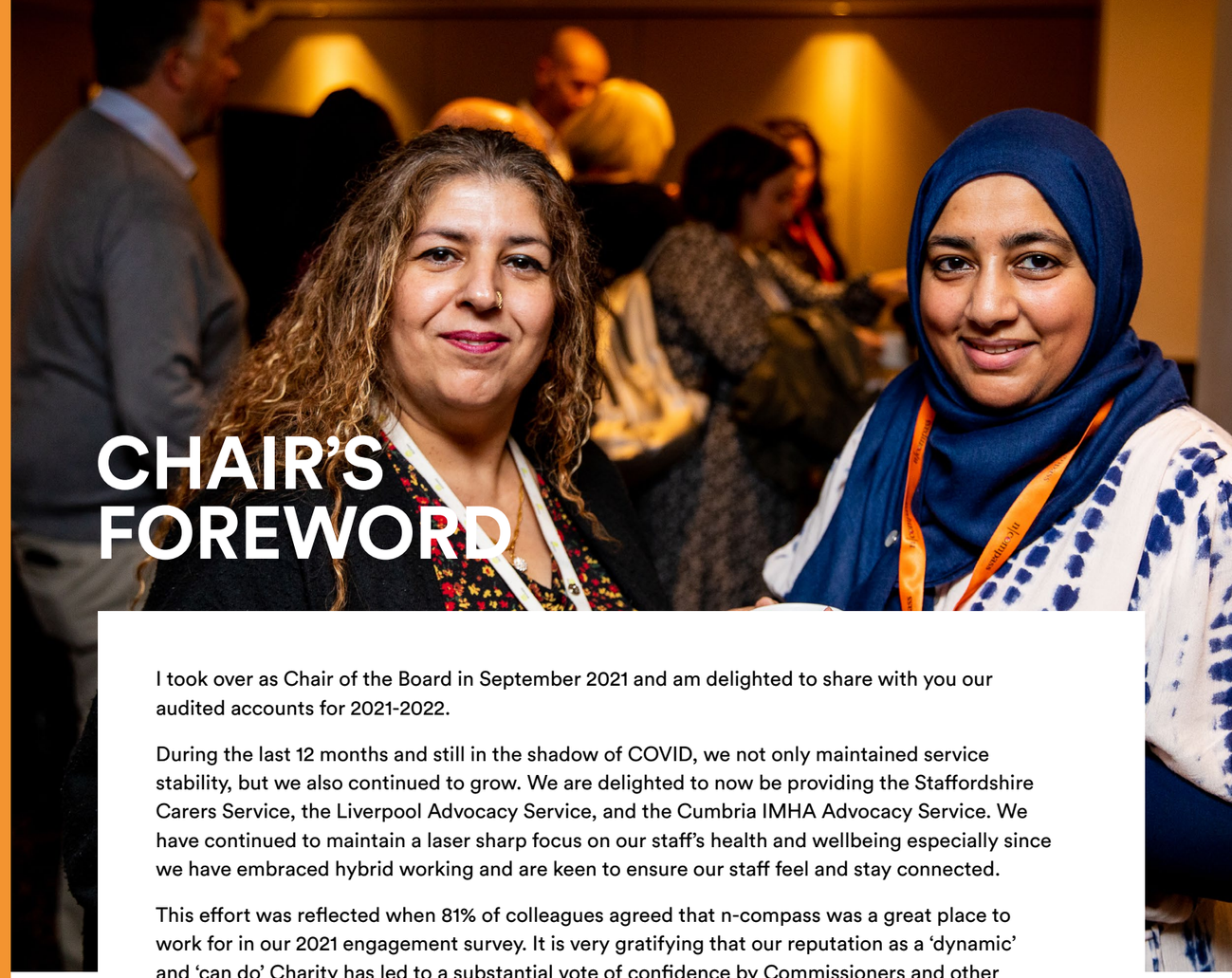
Statement of Financial Activities 12

Balance Sheet 13

Cash Flows Statement 14

Notes to the Cash Flow Statement 15

Notes to the Financial Statements 16-25



CHAIR'S FOREWORD

I took over as Chair of the Board in September 2021 and am delighted to share with you our audited accounts for 2021-2022.

During the last 12 months and still in the shadow of COVID, we not only maintained service stability, but we also continued to grow. We are delighted to now be providing the Staffordshire Carers Service, the Liverpool Advocacy Service, and the Cumbria IMHA Advocacy Service. We have continued to maintain a laser sharp focus on our staff's health and wellbeing especially since we have embraced hybrid working and are keen to ensure our staff feel and stay connected.

This effort was reflected when 81% of colleagues agreed that n-compass was a great place to work for in our 2021 engagement survey. It is very gratifying that our reputation as a 'dynamic' and 'can do' Charity has led to a substantial vote of confidence by Commissioners and other funders alike. We are bold and ambitious and simply want to support more people across the North of England to stay well. We look forward to what will no doubt be a year filled with both opportunities and challenges, in what will be our last year of our current strategic plan.

The Board and the Senior Management Team are working together to set out our ambitions for 2023 and beyond. With such strong foundations to work from, it is sure to be another exciting period for the organisation.

Finally, on behalf of the Board, I would like to thank our wonderful staff - their dedication, passion and commitment is what makes n-compass truly exceptional!

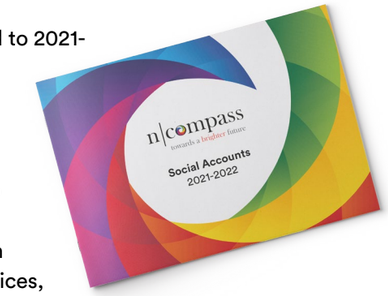
Cathy Scivier, Chair

A MESSAGE FROM OUR CHIEF EXECUTIVE

Despite the challenges we have all had to face at work and in our personal lives as a result of the pandemic, from an n-compass perspective, I could not be prouder. I have been amazed and humbled by our colleagues' continued passion and drive, and the way they have all rallied together in continuing to meet last year's challenges, not being fazed nor beaten by them. I said to colleagues back in March 2020 when we went into the first lockdown, we would come out the other side of the pandemic fitter, stronger and with renewed energy and vigour. Well, that has certainly been the case!

Last year we supported over 24,000 adults and young people to regain control of their lives, providing hope and a sense of purpose in getting them back on their feet. We promote resilience over reliance, by placing people at the centre of everything we do and delivering excellence by utilising individuals' strengths, to stay well. We have a strong social conscience. We employ local people and support over 25 social work students every year, some of whom move on to permanent employment with us. Our aspiration is to continue to grow, innovate and remain a well-regarded provider of health and care services across the North of England. As part of this journey, we will continue to diversify our funding base, whilst maintaining and exceeding service user and commissioner expectations. Our focus on delivering excellent services and keeping service users at the heart of everything we do, will remain paramount.

To see our Social Accounts linked to 2021-2022 **please click this link here.** This is our first set of social accounts, and they not only outline our outcomes and impact for last year, but they also articulate our commitments in n-compass playing a wider role in the communities we provide services, through education, employment, economic and environmental pledges.



Teresa Jennings, Chief Executive

N-Compass Towards A Brighter Future Limited

Report of the Trustees
for the Year Ended 31st March 2022

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2022. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Volunteers

Volunteering is vital to delivery of all our services. They provide us with additional capacity as well as bringing in a diverse range of experience, skills and knowledge to the organisation. Without the support of volunteers we would not be able to support as many people as we do.

During 2021/22:

- 218 volunteers supported our service.
- Our volunteers donated 10,764 hours of support. This included engaging with carers via CHAT Line calls for over 50,000 minutes and sending over 100 pen pal letters.
- N-Compass volunteers currently support the following services and departments- Carers' Services (via Carers Help and Talk Line and pen pal scheme), Advocacy Team, Counselling Services, Citizen Involvement Board,, Central Services, the Board of Trustee, Wellbeing Team and The Volunteer Hub.

STRATEGIC REPORT

Financial position

Over the last 12 years our income, and with it our funds, has increased steadily from £1.2 m in 2010 to £6.3 m in 2022.

We have seen continued growth over the last 12 months, increasing our total income by over £1.1m in the period primarily in our Advocacy + £0.3m and Carers Service +£0.8m.

After this period of strong growth we are forecasting a modest increase in activity to £6.7m in 2022-23.

Net income for the year was £45,892 so total reserves held at 31 March 2022 has increased to £1,120,092 of which £50,000 has been designated to Central Service Improvement Projects leaving unrestricted funds of £1,070,092.

Within this figure are free reserves of £1,053,924 which exceeds the reserves policy level for free reserves which has been calculated to be £725,000.

Reserves Policy

The Board of Trustees conduct an annual review of the level of both unrestricted and restricted reserves by considering risks associated with the various incoming resources and expenditure plans for the next year. In addition, the Audit sub-committee reviews all reserves on an on-going basis and informs the board of any exceptional items.

Under the requirements of Charity Law, the Trustees are obliged to define the Charity's policy for holding reserves. The intention in establishing this reserves policy for N-Compass is to secure continuation of its activities.

The policy will:

1. Preserve the viability of the Charity
2. In doing so, underwrite existing services against periods of deficit
3. Enable the Charity to meet it's legal objectives
4. Provide confidence to supporters and donors seeking to give financial support to a prudently controlled Charity afforded to all matters of investment
5. Ensure that, consistent with objects, mission statement and values of N-Compass, proper ethical consideration be afforded to all matters of investment
6. Ensure that the reserves are at a level sufficient to discharge all the charity's obligations should the charity cease its operations

N-Compass provides a range of Welfare and Public Health services on behalf of public bodies, via shortterm contracts that are tendered and subject to competition. The Sector is subject to constant review with increasing levels of resource constraints and high risks of funding cuts. As a response to these risks N-Compass looks to mitigate the impact by operating across different funding streams, looking for strategic alliances, and being highly innovative and efficient in service delivery.

The Trustees have decided to amend the Reserves policy this year, changing from a general reserve that represented three months' worth of payroll costs to a calculation that reflects more accurately the total amount required to discharge all the charity's obligations should the charity cease its operations.

The revised calculation covers all commitments under operating leases, including the lease for our Head Office premises as well as three months' worth of payroll costs for all staff who are not working on statutory contracts, which is primarily all Central Services and Counselling employees.

Surplus funds will continue to be designated as directed by the Trustees in order to support delivery of the strategic plan.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Since the 1st April 2009, N-Compass Towards A Brighter Future Limited has been a Company Limited by Guarantee. The governing instrument of N-Compass is the Articles of Association. Previous to this N-Compass existed as a Charity only, which was established and registered in 1999.

N-Compass' objectives:

i. **The relief of those in need by reason of facing disadvantage though illness, disability, age, the demands of the carer's role, social exclusion or adverse life events, by providing information and services to enable those people to improve their quality of life.**

ii. **. The advancement of education to address the difficulties faced by disadvantaged people seeking to express themselves.**

Trustee Recruitment, Induction and Training

Prior to inviting nominations, the Trustees review the skills audit to try to attract members with the relevant experience and skills to the Board. A potential Trustee is required to meet with the Chair of the Board of Trustees and the Chief Executive in order to familiarise themselves with the work of the organisation, the context within which it operates and understand:

- The legal obligations of Trustees
- The main documents which set out the operational framework for the organisation
- Resourcing and the current financial position as detailed in the latest published Annual Accounts

On appointment, each Trustee completes a register of interests and conflict of interests form. They are given a Trustee Handbook that includes the Articles of Association, risk policy and selected policies and procedures and the Charity Commission leaflet CC3. New Trustees are invited to undertake the process of induction. Training needs are assessed and undertaken as required.

The Chief Executive regularly updates Trustees on any issues which affect their roles and responsibilities. The Trustees also have the opportunity to access appropriate training and development.

Organisational Structure

In line with the governing document, the Board of Trustees can consist of up to 12 members. Representatives can also be invited to attend the Board meetings but have no voting rights. Throughout the majority of the financial year, 10 Trustees served on the Board.

The Trustees are responsible for the strategic direction and policy of the organisation. There is one sub-committee of the Board. The sub-committee enables more in-depth discussion of key issues and will consider matters referred to them by the Board, making recommendations to the Board. The sub-committee is the Audit Committee.

The Board convenes at a minimum of 4 times each year. the sub-committee meet bi-monthly or at pre-set times and has its own Terms of Reference. The reports and minutes of the sub-committee are a standing agenda item for the full Board meetings. Other committees and working groups may also be set up as needed.

The Board of Trustees delegate the management responsibility of the organisation to the Chief Executive who is assisted in this task by a Senior Management Team consisting of the Services Director, the Peoples Services Director, the Finance Director and the Business Development Director.

Pay policy for senior staff

The Trustees consider that the Board of Trustees, who are also the charitable company's directors, and the senior management team comprise the key management personnel of the charity. They are in charge of directing and controlling, running and operating the Charity on a a day to day basis. All Trustees give their time freely and no trustee received remuneration in the year. Details of Trustees' expenses and related party transactions are disclosed in notes 9, and 19 to the accounts.

The pay of the senior staff is a matter for the Audit Committee.

N-Compass Towards A Brighter Future Limited
Report of the Trustees
for the Year Ended 31st March 2022

Related Parties and Partnerships

In so far as it is complementary to N-Compass, the organisation is guided by both local and national policy drivers. To understand and translate these in the context of N-Compass, we are an active member on a number of partnership and information networks, and fully participate in activities through local, regional and national structures.

N-Compass is also actively involved in a wide range of multi-agency, community specific, operational and strategic partnerships. The partnerships provide the opportunity to improve professional understanding of the people N-Compass supports, gain information relating to local services and activities, and through our involvement in strategic planning, we can identify gaps in service provision and inform/ influence the commissioning of future planned services.

Risk management

The Board of Trustees regularly reviews the major risks to which the organisations is exposed, and systems and procedures have been established to mitigate those risks. The audit committee has been charged with undertaking a risk analysis pertinent to areas of focus which feeds directly to the Board of Trustees. Additionally N-Compass produces and and assesses monthly management accounts, an annual budget, quarterly budget reviews, business/strategic plans and the reserve fund policy and possesses adequate insurance cover for all personnel, property and activities as part of their risk management approach. Internal control of risks are minimised by the implementation of procedures for authorisation of all transactions and projects. This is supported also by a planned audit schedule which assesses and reviews the way we work in line with a continuous improvement approach and forms part of the ISO 9001 audit framework. As a result of the in depth strategic analysis, including a thorough risk review, a more robust and detailed risk management register is in place which forms part of the compilation of a business continuity plan.

Health and Safety policies and procedures are established and regularly reviewed to ensure the health and safety of staff, volunteers, individuals and visitors. The organisation contracts with Rradar Employment Law Consultants who provide advice which sits alongside employment litigation indemnity insurance (via AXA).

The continuing implementation and compliance with a number of quality standards ensures consistent quality for all operational aspects of the organisation. These include, as mentioned, ISO 9001, NHS Information Governance Toolkit Compliance, Advocacy and Investors in Volunteering Quality Marks and Best Companies Accreditation. All systems are periodically audited and reviewed to ensure that they continue to meet the needs of the organisation.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
06845210 (England and Wales)

Registered Charity number
1128809

Registered office

1 Edward Vii Quay Navigation Way
Ashton-On-Ribble
Preston
Lancashire
PR2 2YF

Trustees	The following Trustees held office during the whole of the period from 1 April 2021 to the date of this report: **Catherine Scivier (Chair)** **Sally McIvor (Vice Chair)** **Brian Watson** **Dr. Mandy Dixon** **Hannah Woodcock** **Helen Carouzos** **Ann Allcoat** **Keith Bevan** Other changes in Trustees holding office are as follows: **Barbara Aird (resigned 29/09/2021)** **Janet Walton (resigned 29/09/2021)** **Hamish Hamilton (resigned 30/03/2022)**
Chief Executive	**Teresa Jennings**
Company Secretary	**Stuart Whittle**
Auditors	**Wallwork Nelson & Johnson** **Chartered Accountants & Statutory Auditors** **Chandler House** **7 Ferry Road Office Park** **Riversway** **Preston** **Lancashire** **PR2 2YH**
Bankers	**Lloyds Bank** **30 Corporation Street** **Blackpool** **FY1 1EN**

N-Compass Towards A Brighter Future Limited
Report of the Trustees
for the Year Ended 31st March 2022

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of N-Compass Towards A Brighter Future Limited for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

AUDITORS

The auditors, Wallwork Nelson & Johnson, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 30th June 2022 and signed on the board's behalf by:

Ms C Scivier - Trustee

Opinion

We have audited the financial statements of N-Compass Towards A Brighter Future Limited (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

N-Compass Towards A Brighter Future Limited
Report of the Independent Auditors to the Members

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- Enquiry of management and those charged with governance around actual and potential litigation and claims.
- Enquiry of entity staff in tax and compliance functions to identify any instances of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to support documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls and evaluating the business rationale of significant transactions outside the normal course of business.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Paul Woodburn FCA (Senior Statutory Auditor)
for and on behalf of Wallwork Nelson & Johnson
Chartered Accountants & Statutory Auditors
Chandler House
7 Ferry Road Office Park
Riversway
Preston
Lancashire PR2 2YH

Date: **30th June 2022**

N-Compass Towards A Brighter Future Limited

Statement of Financial Activities (Incorporating an Income & Expenditure Account) for the Year Ended 31st March 2022

	Notes	2022 Unrestricted funds £	2021 Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	**3**	-	104,531
Charitable activities	**6**		
Advocacy		1,427,730	1,089,631
Counselling		354,916	334,877
Carers		4,470,436	3,668,871
Activities for generating funds	**4**	38,091	39,160
Investment income	**5**	14	274
Total		6,291,187	5,237,344
EXPENDITURE ON			
Charitable activities	**7**	1,605,031	1,198,872
Advocacy		372,922	347,201
Counselling		4,267,342	3,573,095
Carers			
Total		6,245,295	5,119,168
NET INCOME		45,892	118,176
RECONCILIATION OF FUNDS			
Total funds brought forward		1,074,200	956,024
TOTAL FUNDS CARRIED FORWARD		**1,120,092**	**1,074,200**

The notes form part of these financial statements

N-Compass Towards A Brighter Future Limited

Balance Sheet 31st March 2022

	Notes	2022 Unrestricted funds £	2021 Total funds £
FIXED ASSETS			
Intangible assets	**13**	-	2,949
Tangible assets	**14**	16,969	39,801
		16,969	42,750
CURRENT ASSETS			
Debtors	**15**	786,947	593,085
Cash at bank		1,034,772	1,252,550
		1,821,719	1,845,635
CREDITORS			
Amounts falling due within one year	**16**	(718,596)	(814,185)
NET CURRENT ASSETS		1,103,123	1,031,450
TOTAL ASSETS LESS CURRENT LIABILITIES		1,120,092	1,074,200
NET ASSETS		1,120,092	1,074,200
FUNDS	**18**		
Unrestricted funds		1,120,092	1,074,200
TOTAL FUNDS		**1,120,092**	**1,074,200**

The financial statements were approved by the Board of Trustees and authorised for issue on 30th June 2022 and were signed on its behalf by: :

C Scivier - Trustee

The notes form part of these financial statements

	Notes	2022 £	2021 £
Cash flows from operating activities			
Cash generated from operations	1	(217,792)	(2,309)
Net cash used in operating activities		(217,792)	(2,309)
Cash flows from investing activities			
Purchase of tangible fixed assets		-	(22,189)
Interest received		14	274
Net cash provided by/(used in) investing activities		14	(21,915)
Change in cash and cash equivalents in the reporting period		(217,778)	(24,224)
Cash and cash equivalents at the beginning of the reporting period		1,252,550	1,276,774
Cash and cash equivalents at the end of the reporting period		**1,034,772**	**1,252,550**

The notes form part of these financial statements

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2022 £	2021 £
Net income for the reporting period (as per the Statement of Financial Activities)	45,892	118,176
Adjustments for:		
Depreciation charges	25,781	29,501
Interest received	(14)	(274)
Increase in debtors	(193,862)	(178,421)
(Decrease)/increase in creditors	(95,589)	28,709
Net cash used in operations	**(217,792)**	**(2,309)**

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.21 £	Cash flow £	At 31.3.22 £
Net cash			
Cash at bank	1,252,550	(217,778)	1,034,772
	1,252,550	(217,778)	1,034,772
Total	**1,252,550**	**(217,778)**	**1,034,772**

The notes form part of these financial statements

1. STATUTORY INFORMATION

N-Compass towards a brighter future Limited is registered as a charitable company limited by guarantee, and is domiciled in the UK. In the event of the charitable company being wound up, the liability in respect of the guarantee is limited to £10 per member of the charitable company. The Trustees are the members of the charitable company. The charitable company's registered number and principal office are as below:

Registered Charity Number: 1128809

Registered Company Number: 06845210

Principal Office: 1 Edward VII Quay, Navigation Way, Ashton-on-Ribble, Preston, PR2 2YF

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The presentation currency of the financial statements is the pound sterling (£).

The Trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

No significant judgements have had to be made by the Trustees in preparing these financial statements.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably. Where the Charity undertakes activities under contracts, income is recognised on a time basis to reflect the services provided. Details of income deferred to a future period are contained in note xx. These amounts will be released to projects in the coming year.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Office Equipment - 33% on cost

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Support costs

Support costs are those functions that assist the work of the Charity but do not directly undertake charitable activities.

Support costs include back-office costs, finance, personnel, payroll and governance costs which support the Charities objectives. Support costs have been allocated to activities on a basis consistent with the use of resources.

N-Compass Towards A Brighter Future Limited
Notes to the Financial Statements for the Year Ended 31st March 2022

3. DONATIONS AND LEGACIES

	2022 £	2021 £
Donations	-	104,531

In 2021 a donation of £103,331 was received in relation to the merger with Carlisle Carers which concluded in August 2020.

4. ACTIVITIES FOR GENERATING FUNDS

	2022 £	2021 £
Student placements	38,091	39,160

5. INVESTMENT INCOME

	2022 £	2021 £
Deposit account interest	14	274

100% of investment income is related to assets held in the United Kingdom.

6. INCOME FROM CHARITABLE ACTIVITIES

	2022 £	2021 £
Activity		
Advocacy	1,427,730	1,089,631
Counselling	354,916	334,877
Carers	4,470,436	3,668,871
	6,253,082	5,093,379

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs £
Advocacy	1,605,031
Counselling	372,922
Carers	4,267,342
	6,245,295

8. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):	2022 £	2021 £
Depreciation - owned assets	22,832	21,526
Computer software amortisation	2,949	7,975
Operating leases- premises	190,946	170,162

9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

Trustees' expenses
There were no trustees' expenses paid for the year ended 31 March 2022 nor for the year ended 31 March 2021.

N-Compass Towards A Brighter Future Limited
Notes to the Financial Statements for the Year Ended 31st March 2022

10. STAFF COSTS

	2022 £	2021 £
Wages and salaries	3,549,187	2,919,140
Social security costs	253,394	216,141
Other pension costs	164,391	146,930
Redundancy costs	28,402	8,500
Other employee benefits	26,523	13,682
	4,021,897	**3,304,393**

The average monthly number of employees during the year was as follows:

	2022	2021
	125	105
Charitable Activities	14	13
Other		
	139	**118**

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2022	2021
£60,001 - £70,000	1	1

Pension costs are allocated to activities in proportion to the related staffing costs incurred and are wholly charged to unrestricted funds.

The key management personnel of the Charity comprise the Trustees, the Chief Executive Officer, the Services Director, the Peoples Services Director, the Business Development Director and the Finance Director. The total employee benefits of the key management personnel of the Charity were £248,560 (2021: £232,753).

The average monthly headcount in the period was 165 staff (2021: 142).

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £
INCOME AND ENDOWMENTS FROM	
Donations and legacies	104,531
Charitable activities	
Advocacy	1,089,631
Counselling	334,877
Carers	3,668,871
Activities for generating funds	39,160
Investment income	274
Total	5,237,344
EXPENDITURE ON	
Charitable activities	1,198,872
Advocacy	347,201
Counselling	3,573,095
Carers	
Total	5,119,168
NET INCOME	118,176
RECONCILIATION OF FUNDS	
Total funds brought forward	956,024
TOTAL FUNDS CARRIED FORWARD	**1,074,200**

N-Compass Towards A Brighter Future Limited
Notes to the Financial Statements for the Year Ended 31st March 2022

12. GOVERNANCE COSTS

	2022 £	2021 £
Indemnity insurance	940	895
Auditors' remuneration	4,800	4,200
	5,740	**5,095**

13. INTANGIBLE FIXED ASSETS

	Computer Software £
COST	
1 April 2021 and 31 March 2022	23,960
AMORTISATION	
At 1st April 2021	21,011
Charge for year	2,949
At 31st March 2022	23,960
NET BOOK VALUE	
At 31st March 2022	-
At 31st March 2021	2,949

14. TANGIBLE FIXED ASSETS

	Office Equipment £
COST	
1 April 2021 and 31 March 2022	96,606
DEPRECIATION	
At 1st April 2021	56,805
Charge for year	22,832
At 31st March 2022	79,637
NET BOOK VALUE	
At 31st March 2022	16,969
At 31st March 2021	39,801

15. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022 £	2021 £
Trade debtors	595,651	521,358
Prepayments	191,296	71,727
	786,947	**593,085**

16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022 £	2021 £
Trade creditors	132,278	151,709
Other creditors	322,986	426,228
Accruals and deferred income	263,332	236,248
	718,596	**814,185**

Deferred income is included within other creditors and amounts to £20,742 (2021 £49,983). Of the opening deferred income £49,983 was released to the SOFA. Of the closing deferred income, £20,742 is income deferred in the current year.

The amounts deferred comprise time apportioned contracts and service level agreements or funding for projects that were not set up at the year end. These will be released in the current year against relevant projects.

17. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2022 £	2021 £
Within one year	64,599	30,105
Between one and five years	266,136	180,200
In more than five years	122,532	-
	453,267	**210,305**

N-Compass Towards A Brighter Future Limited
Notes to the Financial Statements for the Year Ended 31st March 2022

18. MOVEMENT IN FUNDS

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.03.22 £
Unrestricted funds				
General fund	1,074,200	45,892	(50,000)	1,070,092
Central Services Improvement Projects	-	-	50,000	50,000
	1,074,200	**45,892**	**-**	**1,120,092**
TOTAL FUNDS	**1,074,200**	**45,892**	**-**	**1,120,092**

Net movement in funds, included in the above are as follows:

	Income resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	6,291,187	(6,245,295)	45,892
TOTAL FUNDS	**6,291,187**	**(6,245,295)**	**45,892**

Comparatives for movement in funds

	At 1.4.20 £	Net movement in funds £	At 31.03.21 £
Unrestricted funds			
General fund	956,024	118,176	1,074,200
TOTAL FUNDS	**956,024**	**118,176**	**1,074,200**

18. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Income resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	5,237,344	(5,119,168)	118,176
TOTAL FUNDS	**5,237,344**	**(5,119,168)**	**118,176**

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.03.22 £
Unrestricted funds				
General fund	956,024	164,068	(50,000)	1,070,092
Central Services Improvement Projects	-	-	50,000	50,000
	956,024	**164,068**	-	**1,120,092**
TOTAL FUNDS	**956,024**	**164,068**	-	**1,120,092**

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Income resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	11,528,531	(11,364,463)	164,068
TOTAL FUNDS	**11,528,531**	**(11,364,463)**	**164,068**

N-Compass Towards A Brighter Future Limited
Notes to the Financial Statements for the Year Ended 31st March 2022

19. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2022.

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n-compass registered in England and Wales. Charity No. 1128809. Guarantee No. 06845210.

N-COMPASS TOWARDS A BRIGHTER FUTURE LIMITED

England & Wales - Charity number 1128809

Accounts

n|compass

towards a brighter future

Annual Review and Accounts 2020-2021

CONTENTS

Chairs Foreward 3

Message from the Chief Executive 4

Where we Operate 5

Delivering Quality Services 6

Survey Results 8

What we do

Carers Services 10

Advocacy Services 16

Counselling Services 20

Wellbeing Services 22

Volunteering Services 24

Service Access Team 26

Our Fantastic People 26

Who we are, who we work with and how we work 27

Governing Document 28

Statement of Trustee Responsibilities 30

Independent Auditors' Report 31

Statement of Financial Activities for the Year Ending 31st March 2021 34

Balance Sheet as at 31st March 2021 35

Statement of Cash Flows for the year ended 31st March 2021 36

Notes to the Financial Statements 37

With Thanks to Our Partners 46

Our Board 47

CHAIR'S FOREWORD

With Covid as our backdrop last year I could not be prouder of how well n-compass has adjusted and adapted to meet this challenge head-on! We not only maintained service stability throughout last year but also continued to grow, with the introduction of three new services. We are delighted to now be providing the Bury and Carlisle Carers Services, as well as the IMCA Advocacy Service for Tameside, Stockport, and Oldham.

Alongside this growth we have also maintained a laser sharp focus on our staff's health and wellbeing especially since homeworking became the 'norm'. We developed a range of wellbeing initiatives to ensure all staff continued to feel connected to, and supported by, n-compass. This effort was reflected in 91% of colleagues agreeing that n-compass was a great place to work through our 2020 engagement survey.

It is very gratifying that our reputation as a 'dynamic' and 'can do' organisation has led to a substantial vote of confidence by Commissioners and other funders alike. We are bold and ambitious and simply want to support more people across the North of England to stay well. We look forward to what will no doubt be a year filled with both opportunities and further challenges which, with energy and commitment, we will rise to meet and overcome.

On behalf of the Board, I would like to thank our wonderful staff - their dedication, passion and commitment is what makes n-compass truly exceptional! This gratitude is particularly heartfelt as in the Summer I will be standing down as Chair, in line with the Charity Commission guidelines, as I have been a Trustee for nine years. I am very gratified by the progress we have made together and believe that when Cathy Scivier, our current Vice Chair, takes on the role of Chair, the Charity's future is in very safe hands.

Barbara Aird, Chair

MESSAGE FROM THE CHIEF EXECUTIVE

I do not think any of us will forget 2020 in a hurry! Yet despite the challenges we have all had to face at work and in our personal lives, from an n-compass perspective, I could not be prouder. I have been amazed and humbled by our colleagues' continued passion and drive, and the way they have all rallied together in continuing to meet last year's challenges, not being fazed nor beaten by them. I said to colleagues back in March 2020 when we went into the first lockdown, we would come out the other side of the pandemic fitter, stronger and with renewed energy and vigour. Well, we are certainly on track for that to be the case!

Last year we supported over 25,000 adults and young people to regain control of their lives, providing hope and a renewed sense of purpose, in getting them back on their feet. We promote resilience over reliance, by placing people at the centre of everything we do and delivering excellence by utilising individuals' strengths, to stay well. We have a strong social conscience. We employ local people and support over 20 social work students every year, some of whom move on to permanent employment with us.

Our aspiration is to continue to grow, innovate and remain a well-regarded provider of health and care services across the North of England. As part of this journey, we will continue to diversify our funding base, whilst maintaining and exceeding customer and commissioner expectations. Our focus on delivering excellent services and keeping Service Users at the heart of everything we do, will remain paramount. This is facilitated by our VALUES driven culture.

Teresa Jennings, Chief Executive

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
- Carlisle
- Cheshire East
- Lancashire
- Rochdale

Advocacy Services

We deliver in:

- Blackburn with Darwen
- Bury
- St Helens
- Tameside
- Oldham
- Stockport
- Wirral

Counselling Services

We deliver in:

- Lancashire

Wellbeing Services

Deaf Support and Connect 5 Services

We deliver across:

- Lancashire

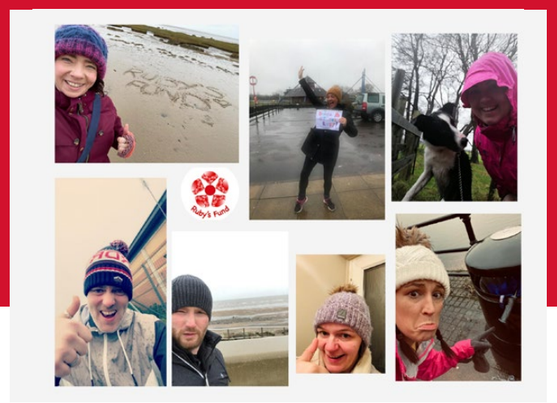
Volunteering Services

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 THE NORTH OF ENGLAND

OUR CHARITY WORK - RUBY'S FUND

Each year we raise money for a staff selected charity. This year was the turn of a Cheshire based charity called Ruby's Fund. Despite the challenges we have all faced during the pandemic, staff have continued to think of creative, virtual, or socially distanced ways to raise money. Over the last year we raised a whopping **£3650** between us.



INFLUENCING NATIONAL POLICY

We are involved in influencing national policy through membership for the following:

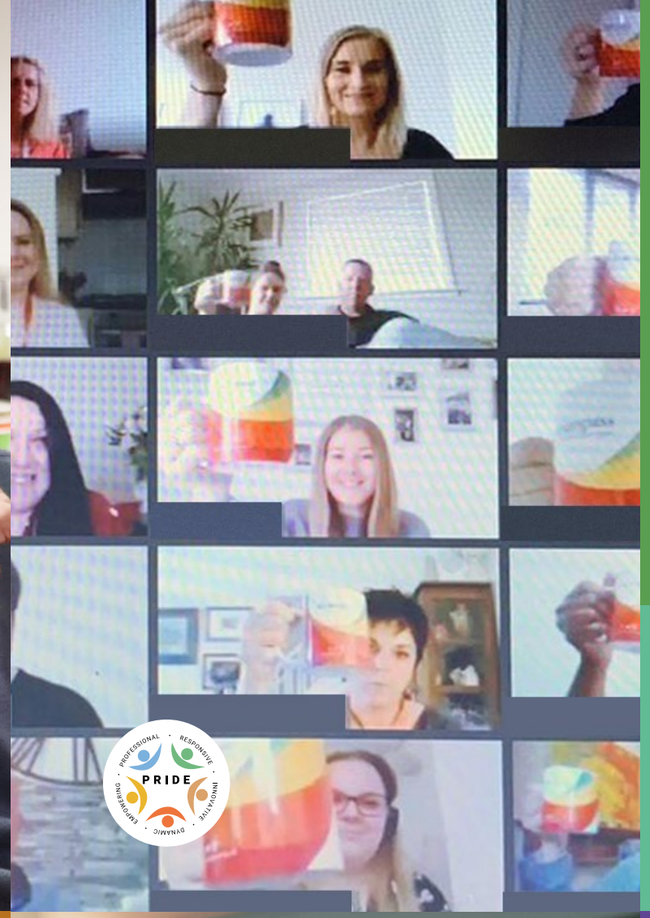
- Association of Mental Health Providers (AMHP)
- Carers UK
- Advocacy Leaders Network

SERVICE USERS SATISFACTION SURVEY RESULTS

99%

OF SERVICE USERS SAID THEY WOULD RECOMMEND OUR SERVICES TO FRIENDS AND FAMILY

"Thank you so much for all your support, it's been really helpful and I really appreciate it - I didn't feel like I was getting anywhere before I rang n-compass and now I feel much clearer on where to go next."



STAFF SATISFACTION SURVEY RESULT

91%

OF STAFF THAT COMPLETED THE ANNUAL STAFF ENGAGEMENT SURVEY AGREED OR STRONGLY AGREED THAT THEY LOVE WORKING FOR THE ORGANISATION

"n-compass has gone more than the extra mile to get it's staff vaccinated at this time. Thank you so much for doing this for us, you are a fantastic company to work for. You have looked after our wellbeing right from the start of this pandemic."

STAKEHOLDER SATISFACTION SURVEY RESULTS

87%

AGREED THAT THE OVERALL OPINION OR IMPRESSION OF N-COMPASS IS A **POSITIVE** ONE

88%

AGREED THAT N-COMPASS IS A PROFESSIONAL AND GOOD QUALITY PROVIDER OF HEALTH AND SOCIAL CARE SERVICES

88%

AGREED THAT THEY UNDERSTOOD HOW TO REFER PEOPLE INTO N-COMPASS SERVICES

88%

AGREED THEY WOULD RECOMMEND N-COMPASS TO FRIENDS AND FAMILY

"n-compass are dedicated, caring and knowledgeable."

VOLUNTEER SATISFACTION SURVEY RESULT

98%

OF OUR VOLUNTEERS AGREE THAT N-COMPASS PROVIDE HIGH QUALITY VOLUNTEERING OPPORTUNITIES

"Volunteering on the CHAT line has been a fantastic journey for me personally; building a positive relationship with a Carer who has provided me with a unique insight into the challenges Carers face in the role they provide for a significant other."

Carers' Services

n-compass is one of the largest providers of Carers' services in the country and we are leaders in the field identifying, supporting, and empowering previously hidden carers of all ages and from all backgrounds.

Bury Carers' Hub

Bury Carers' Hub provides a single point of access for all adult Carers (18+) supporting another adult living in Bury. The Hub exists to ensure that Carers have access to information, advice, and a wide range of support services.

IDENTIFIED & SUPPORTED
173
NEW CARERS

"I'm very grateful to have been given the opportunity for counselling sessions through the Bury Carers' Hub. It really helped me to make space in my week to focus on myself and how I'm feeling and to work through the vast range of difficult emotions that all Carers have to deal with."
CARER

DELIVERED
21
DIGITAL BRIEFINGS AND PRESENTATIONS **ATTENDED BY**
130
PROFESSIONALS

"Just to say a big thankyou for the lovely afternoon tea that has just been delivered. It looks delicious and has cheered up this dreary day!"
CARER

86
VOLUNTEERS SUPPORTING OUR CARERS HELP AND TALK LINE

"Thank you so much for the lovely surprise-so very kind of you. Thank you all."
CARER

DELIVERED
507
ONE TO ONE **SUPPORT SESSIONS**

DELIVERED
154
DIGITAL **SUPPORT GROUPS** AND ACTIVITIES

DELIVERED
44
COFFEE & CHATS ATTENDED BY
228
CARERS

DISTRIBUTED
783
NEWSLETTERS TO ADULT CARERS AND PROFESSIONALS

SARAH'S STORY

Sarah is the primary Carer for David a family member she lives with. David has a number of health conditions including COPD and age-related frailty, which is very debilitating. Sarah also has a number of health issues including arthritis and glaucoma. Sarah was referred to the Bury Carers' Hub through the Older Peoples Staying Well Team to provide information and practical and emotional support. Following a Carers assessment, Sarah's needs were highlighted, and she was able to receive an attendance allowance and benefit check. A referral to LEAP energy efficiency, also resulted in Sarah receiving a fridge freezer as part of their HEART whitegoods project. Sarah's doctor was also made aware of her caring role. Sarah was grateful to receive this support as it helped with her caring role.

Carers' Hub Rochdale

The Carers' Hub Rochdale provides a single point of access for all Carers including young and adult Carers in the borough of Rochdale. The Hub exists to ensure that Carers of all ages have access to information, advice and a wide range of support services which are designed to help Carers continue in their caring role for as long as they choose and reduce the impact the caring role can have on their own health and wellbeing.

IDENTIFIED & SUPPORTED
401
ADULT AND YOUNG **CARERS**

Thank you for your help, you have such a way with you that immediately puts people at their ease."
CARER

DELIVERED
3338
ONE TO ONE **SUPPORT SESSIONS**

WE DISTRIBUTED
4799
NEWSLETTERS TO ADULT AND YOUNG CARERS

"You made my mum and dad feel so supported."
CARER

86
VOLUNTEERS SUPPORTING OUR CARERS HELP AND TALK LINE

DELIVERED
286
DIGITAL ACTIVITIES ATTENDED BY
819
ADULT AND YOUNG CARERS

"My support worker helps me deal with any problems I have"
YOUNG CARER

42
NEW VOLUNTEERS

89%
REPORTED **IMPROVED WELL-BEING**

"I enjoy the sessions they are really fun."
YOUNG CARER

92%
REPORTED **REDUCED ISOLATION**

LEANNE'S STORY

Leanne's father has breathing difficulties and following a fall, now has little use of his legs and sleeps downstairs. Leanne moved in with her father to become his full time Carer, which was a big overnight change. Leanne already had existing health issues including depression and anxiety. She had not taken medication for a number of years, preventing her from gaining further qualifications and looking for employment. Leanne was struggling to sleep, felt isolated and the house was becoming unclean. Leanne was referred to Carers' Hub Rochdale and her needs were identified in a support plan, whilst her father was referred for his own Community needs assessment. She is now back on medication (helping her sleep and feel more energised) and is looking at online college courses. She learnt to use Zoom, registered with the Carers UK Digital Resource and joined our Carers Community Network to chat with peers and attend cookery classes.

Carlisle Carers

Carlisle Carers provides a single point of access for all age Carers, including young Carers (5-18), and adult Carers (18+) supporting someone living in Cumbria. The service exists to ensure that Carers have access to information, advice, and a wide range of support services.

IDENTIFIED & SUPPORTED
374
NEW ADULT, PARENT AND YOUNG CARERS

"Thank you so much for listening to me today that alone has made me feel so much better."
CARER

COMPLETED
351
CARERS ASSESSMENTS WITH ADULT, PARENT AND YOUNG CARERS

"My neighbour has been singing your praises and advised me to contact you because my caring role is now a struggle!"
CARER

REVIEWED
575
CARERS ASSESSMENTS WITH ADULT, PARENT AND YOUNG CARERS

"It makes a difference knowing that help is at hand - You guys are stars and we hope you continue your good work. Thank You."
CARER

REGISTERED
52
ADULT, PARENT AND YOUNG CARERS FOR A **CARERS EMERGENCY CARD**

"I was signposted to DWP for a benefits check and we are now in receipt of a substantial increase in our income this has made a huge difference to our lives thank you."
CARER

"Your support has helped me so much thank you I have now got attendance allowance and it will make a great difference to us being able to get out together."
CARER

DELIVERED
144
DIGITAL PEER **SUPPORT GROUPS, ACTIVITIES AND TRAINING SESSIONS** FOR ADULT, PARENT AND YOUNG CARERS

STEPHEN'S STORY

Stephen cares for his wife, who has vascular dementia, osteoarthritis, and poor hearing. He was referred to our Carlisle Carers service for additional support who arranged a Carers assessment. This resulted in a Social Care referral for an Occupational Therapy assessment regarding bathroom equipment, as Stephen found their current facilities very difficult. Carlisle Carers completed a benefits check and Stephen was referred to the Department for Work and Pensions as he was eligible to apply for an attendance allowance and also looked at Careline Solutions and they recommended an emergency wrist band alarm for Stephen's wife. Additionally, they advised he had a Carers emergency card, which would be activated if Stephen went into hospital, enabling care support for his wife. Stephen also accessed a Carers budget for breaks to help with cleaning and gardening. Stephen became fully aware of his entitlements as a Carer and was grateful for the support he received.

Cheshire East Carers' Hub

Cheshire East Carers' Hub provides a single point of access for all Carers including young and adult Carers. The Hub exists to ensure that Carers of all ages have access to information, advice and a wide range of support services which are designed to help Carers continue in their caring role for as long as they choose and reduce the impact the caring role can have on their own health and wellbeing.

IDENTIFIED & SUPPORTED
1284
NEW ADULT AND YOUNG CARERS

"You have brought her out of her shell, you have given her more confidence and she has realised there are other Young people like her. We wouldn't have got to where we are without your support. You've been amazing."
PARENT OF A YOUNG CARER

DELIVERED
5478
ONE TO ONE **SUPPORT SESSIONS**

DELIVERED
232
DIGITAL ACTIVITIES ATTENDED BY
2277
ADULT AND YOUNG CARERS

"It has been lovely working with you and your team, your commitment to supporting and championing the needs of Carers shines through"
PROFESSIONAL

DISTRIBUTED
649
LIVING WELL FUND GRANTS

DISTRIBUTED
4000
NEWSLETTERS

86
VOLUNTEERS SUPPORTING OUR CARERS HELP AND TALK LINE

98%
OF CARERS REPORTED INCREASED **ABILITY TO MANAGE** THEIR CARING ROLE

51
DIGITAL SERVICE BRIEFINGS ATTENDED BY
384
PROFESSIONALS

"Must admit I burst into tears receiving your email, I have battled for 16 years for help from someone to finally have someone respond is over whelming."
CARER

98%
OF CARERS REPORTED **IMPROVED EMOTIONAL WELLBEING**

CLAIRE AND JOE'S STORY

Claire and Joe, mother and son, care for each other. Claire also has two other young children. Claire has mental health problems and Joe has behavioral issues. Claire experiences anxiety and depression relating to caring for Joe, whilst he struggles to cope with understanding his mum's condition and caring for her. Our Cheshire East Carers' team worked with their Family Support Worker to ensure their assessment and support planning was streamlined and holistic. Collaborative working ensured Claire and Joe did not have to repeat their stories. Claire was referred to our Care for Carers Counselling Service for support to manage her emotions. Joe's assessment identified he needed to engage in activities, which would serve as respite for both him and his mum. Through the Living Well fund Joe received swimming lessons and Claire accessed driving lessons, which helped them both increase their confidence and independence.

The Lancashire Carers' Service

The Lancashire Carers Service works across the county providing support and information to adult Carers (18+). Our service is delivered in partnership, n-compass delivering in North and Central Lancashire and Carers Link Lancashire delivering in East Lancashire. Our service supports Carers to improve their own health and wellbeing.

COMPLETED
11496
CARER ASSESSMENT **REVIEWS**

"I found the training really informative and learned a lot of information I didn't know before. I think these sessions are really beneficial for individuals and organisations. I would recommend the sessions to others. It was interactive and Colin created a space where the group could ask questions and chat about the topic. Thank you!"
PROFESSIONAL

COMPLETED
3430
NEW CARER **ASSESSMENTS**

COMPLETED
1366
NEW PEACE OF MIND PLANS

"I have been given the tools to help myself control my worries and OCD, so the help goes beyond the sessions. A variety of techniques were used, including visualisation, which I found particularly useful."
CARER

36487
CARERS WHO **REGISTERED WITH THE SERVICE**

"My self-awareness has also grown, which has improved my relationships with my daughter and husband."
CARER WHO ATTENDED OUR CBT OFFER

IDENTIFIED
4382
HIDDEN CARERS

"Just to say how much I continue to enjoy the carers' quiz. My husband sits alongside me and is delighted when he manages to recall an answer. Better than TV - and no repeats!"
CARER

3038
CALLS TO AND FROM THE CARERS CHAT LINE

"I would like to say a very big 'Thank You!' for having carried out the review of our Peace of Mind for Carers' Plans promptly, diligently and attentively. It has been a pleasure liaising with you as you have made the process as simple and easy, as possible!"
CARER

2166
CARERS SUPPORTED TO HAVE A BREAK FROM THEIR CARING ROLE

"I knew all this was coming as my parents were getting older, frailer and their health deteriorating, the question was "who to get in touch with to point us in the right direction?" and after x3 falls, x1 submission and x2 sets of Paramedics, you answered it. Great support."
CARER

924
CARERS ARE **MEMBERS** OF THE CARERS COMMUNITY NETWORK

EMILY'S STORY

Emily is a full-time Carer for her partner who is currently undergoing treatment for diagnosed Cancer. Emily had to give up work to support her partner and is also caring for her mother. Emily self-referred into the Lancashire Carers' Service to see what support and information was available for her and a Carers' Assessment was arranged. Our Assessment and Support Officer connected Emily to our Carers Community Network and CHAT line to obtain support with others in a similar position. Emily was eligible for the Carers Personal budget which she used for her pottery hobby, providing her with valuable time out and enjoyment. Emily now feels less isolated and more connected to others via the network. She also feels informed on where to get support if she needs it in the future. She reflected - "having a carers assessment really made a difference as I was able to talk about things openly".

Advocacy Services

n-compass provides Advocacy Hub Services across Bury, Blackburn with Darwen, St Helens, Tameside, Stockport and Oldham, Wirral.

Advocacy Services

n-compass uses a strength-based approach, aiming to achieve sustainable change for the individuals using our services.

The aim is to deliver excellence by integrating advocacy as best practice within the health and care sector and affiliated professions.

Our Advocacy Service is a free, confidential and independent service safeguarding and upholding the rights of individuals, including their Human Rights and rights under the Mental Health Act, Mental Capacity Act, Care Act and other legislation affecting their lives. This is achieved via a single point of contact into strength based, specialist or legislative advocacy, listening to, educating and empowering the individual. The primary outcome is the effective communication of individuals' views, wishes, feelings and decisions to professionals, delivered through a process that safeguards vulnerable people, builds resilience and develops their ability to 'self-advocate' in the future.

Bury Advocacy Hub

848
INTERACTIONS INTO THE BURY ADVOCACY HUB

"Thank you for all your help and support over the last few weeks. It was much appreciated and I feel much better and able to cope. I will strongly recommend your service to anyone who needs it in the future."
SERVICE USER

652
STATUTORY RIGHTS UPHELD WITH SUPPORT OF AN ADVOCATE

"I felt listened to - my advocate had a good level of knowledge and was flexible."
SERVICE USER

340
INDIVIDUALS SUPPORTED UNDER THE MENTAL HEALTH ACT

98%
CLIENT AND PROFESSIONAL **SATISFACTION WITH THE SERVICE**

"I'd like to say that all the staff I have contacted at n-compass were kind-hearted, professional, empathetic, polite and helpful. The advocate gave me the hope I needed when I was in a bad situation. They were very considerate, caring and kind. They helped me find the light at the end of the tunnel. The advocate helped me to get the outcome I wanted and I am so grateful for that. I wish the staff at n-compass all the very best and hope that they stay safe and well."
SERVICE USER

JAKE'S STORY

Jake suffered a brain injury and lived in a specialist unit that provided him with the support he needed. He liked where he lived but had previously agreed that someone else should look after his finances as he did not feel he could cope with this. After some time, Jake was referred to our Bury Advocacy Hub by a social worker as he wanted to become more independent with his money and make more decisions about how it was spent. Our Advocacy team worked with Jake and the social worker to put forward his views, wishes and feelings about this, resulting in Jake being considered to have capacity to control his own finances. This led to Jake becoming more independent and empowered to make decisions about how he spent his money.

Blackburn with Darwen Advocacy Hub

Blackburn with Darwen Advocacy Hub

1166
INTERACTIONS INTO THE BLACKBURN WITH DARWEN ADVOCACY HUB

"You've been an absolute dream. If you weren't there I wouldn't have had a clue who to turn to."
IMCA SERVICE USER AFTER BEST INTEREST MEETING

552
CLIENTS SUPPORTED UNDER THE MENTAL HEALTH ACT

"Thank you for treating me with dignity and respect. You listened to me and gave me the extra time I needed to ensure you fully understood. I am very happy with the outcome, thank you."
SERVICE USER

352
INDIVIDUALS SUPPORTED TO SELF ADVOCATE

"The advocate I worked with was very helpful and professional. They ensured that the client was heard throughout and kept central to the decision being made."
SOCIAL CARE PROFESSIONAL

719
STATUTORY RIGHTS UPHELD WITH SUPPORT OF AN ADVOCATE

"Thank you for today's session – it is really positive to be building strong working relationships with advocacy and to ensure that we are making the appropriate referrals for service users – I am going to really promote the need for care act advocates."
ADULT SOCIAL CARE & MH MANAGER

TRACEY'S STORY

Tracey has paranoid schizophrenia and was finding it difficult to manage her medication, resulting in her being detained under the Mental Health Act at hospital on numerous occasions during a period of five years. The last occasion was due to feeling isolated during the pandemic and not receiving enough support. Tracey wanted to go home and collect some of her belongings but needed support to request this from the hospital. The Blackburn with Darwen Advocacy hub helped Tracey to prepare for this by giving her the confidence to put forward her view, wishes and feelings. Tracey was listened to and was able to go home and collect some of her personal belongings. This gave her the confidence to self-advocate in the future.

St Helens Advocacy Hub

St Helens Advocacy Hub

678
NEW CONTACTS FOR SUPPORT

"Thank You very much you are a star fantastic help. Thank you very, very much."
SERVCIE USER BEING SUPPORTED BY AN ADVOCATE UNDER THE CARE ACT

291
PROFESSIONALS SUPPORTED TO MEET THEIR DUTY TO REFER FOR STATUTORY ADVOCACY

100%
OF RESPONDENTS SAID THEY LEFT THE SERVICE FEELING **MORE ABLE TO COPE**

"Despite being in the middle of the COVID-19 Pandemic, the advocacy service was able to offer the assistance that was required."
PROFESSIONAL REFERRING INTO THE ADVOCACY SERVICE

288
SELF HELP PACKS **DOWNLOADED**

"Thank you for your support, I've been having a really hard time with my anxiety, struggling with my sleep and it feels good to know that things are moving forward now and I'm not on my own with it all."
SERVICE USER BEING SUPPORTED BY AN ADVOCATE UNDER THE MENTAL HEALTH ACT

55%
OF PEOPLE WHO CONTACTED THE SERVICE **RESOLVED THEIR OWN ISSUES** WITH SELF-HELP TOOLS AND SUPPORT

"The level of dedication from the advocates to make sure the service has continued to be provided throughout this past year during COVID-19 has been second to none."
SERVICE MANAGER

MAUD'S STORY

Maud has dementia and after a row with her son was placed in a care home for a period of respite and assessment regarding her long-term accommodation. A St Helens advocate was allocated, who tried to engage with her via video and telephone calls. However, Maud's hearing issues prevented her being able to fully engage. Due to national lockdown, the advocate completed a Covid-19 risk assessment, and a face-to-face visit was approved. The visit was extremely positive. Maud told the advocate how she felt, where she wanted to live and the events leading up to her coming into the home. The advocate attended another meeting the following week with Maud and her social worker and it was agreed that she would go home with a package of care. Maud's views, wishes, and feelings were central to decisions being made about her and her rights were upheld.

Tameside, Stockport and Oldham (TSO) Advocacy Hub

Tameside, Stockport & Oldham IMCA Hub

1126
INTERACTIONS INTO THE TAMESIDE, STOCKPORT & OLDHAM IMCA HUB

"I always receive reports in a timely way written in a professional and person - centred manner."
PROFESSIONAL

947
CLIENTS SUPPORTED UNDER THE MENTAL CAPACITY ACT

"Thank you so much for responding quickly, your support with this case really has helped."
PROFESSIONAL

100%
CLIENT AND PROFESSIONAL **SATISFACTION WITH THE SERVICE**

"There have been regular emails and phone calls from the advocate and good flexibility with meeting dates- I am very happy with the service."
PROFESSIONAL

"Very timely and efficient support was provided by the advocate, which had a positive impact for the service user being represented."
PROFESSIONAL

934
PROFESSIONALS SUPPORTED TO MEET THEIR STATUTORY DUTY TO REFER

DANIEL'S STORY

Daniel lived in a care home and was subject to a Deprivation of Liberty Safeguard, which restricted his choices. He had no family or friends, and was unable to leave the care home he was living in. The Mental Health Capacity Advocate spoke to Daniel via video link to ascertain his views, wishes and feelings regarding where he lived. Daniel was happy in his placement but wanted to be able to order fish and chips himself on Fridays by telephone. Our IMCA recommended this in their report, resulting in Daniel being allowed to order fish and chips himself on Fridays. Daniel expressed his delight, stating it was "amazing".

Wirral Advocacy Hub

Wirral Advocacy Hub

1126
NEW CONTACTS FOR SUPPORT

"I found this particular service very professional, as they were informative, and provided the service user with all the information they requested. I would certainly recommend this service to others."
CARE WORKER AFTER REFERRING FOR ADVOCACY SUPPORT

907
PROFESSIONALS SUPPORTED TO MEET THEIR DUTY TO REFER FOR STATUTORY ADVOCACY

100%
OF RESPONDENTS SAID THEY LEFT THE SERVICE FEELING **MORE ABLE TO COPE**

"Thank you so much for taking the time to talk the situation through with me, it was really helpful, and I feel much clearer on my choices moving forward."
SERVICE USER BEING SUPPORTED BY AN ADVOCATE UNDER THE CARE ACT

321
SELF HELP PACKS **DOWNLOADED**

"Brilliant service, really warm and helpful, was great to be able to ring up and get clear useful information about the support that is out there - Thank you so much."
SERVICE USER

"2020 has provided challenges to organisations and individuals because of the pandemic, and the role of effective advocacy for some of the most vulnerable people in our communities has been essential. Throughout the year, the team at the Wirral Advocacy Hub have continued to provide a high-quality service, making the necessary adjustments to the way they offer their service, ensuring that the people of Wirral have access to independent advocacy whilst keeping the people they represent safe."
COMMISIONER

38%
OF PEOPLE WHO CONTACTED THE SERVICE **RESOLVED THEIR OWN ISSUES** WITH SELF-HELP TOOLS AND SUPPORT

JESS'S STORY

Jess was detained under section 3 of the Mental Health Act in a psychiatric ward. Jess has a complex eating disorder and was receiving support from the ward and Community Mental Health team. The Wirral Advocacy Hub supported Jess to understand her rights regarding her current situation. The advocate supported Jess to express her views, wishes and feelings regarding her care and treatment on the ward, her recovery and being discharged. A step-by-step plan with person-centred goals was developed with Jess. The advocate upheld Jess's rights, also communicating her wishes to the staff team in charge of her care. Jess felt more in control over her recovery and having a plan in place, alleviated a huge amount of pressure and anxiety from a previously unknown recovery pathway. Shortly after our support, Jess successfully attained her goals and was discharged from hospital to go home to the care of her family.

Counselling Services

n-compass provides Counselling services delivered in Fylde and Wyre and Preston, Chorley and South Ribble.

Fylde & Wyre

The Butterfly and Phoenix Project

80
CHILDREN AND YOUNG PEOPLE **SUPPORTED**

"She listened to everything I said and gave me support."
YOUNG PERSON

95%
REDUCED OR CEASED **SELF-HARMING** BEHAVIOUR

"I really connected with my counsellor and we had a great relationship. I feel more confident and feel like I can cope with things much better."
YOUNG PERSON

96%
REDUCED OR CEASED **SUICIDAL IDEATION** OR THOUGHTS

"I enjoyed the phone session as it stopped me from feeling lonely while this COVID 19 is happening. It's really easy to talk over the phone, I sometimes find it difficult face to face"
YOUNG PERSON

96%
INCREASED SELF-ESTEEM AND **POSITIVITY**

96%
INCREASED KNOWLEDGE OF MINIMISING RISK

"My children have built up a really good relationship with both their counsellors and look forward to seeing them and hearing from them. They are getting so much out of it. I really appreciate it."
PARENT

95%
IMPROVED PSYCHOLOGICAL AND EMOTIONAL **WELLBEING**

HARRY'S STORY

Harry was struggling to manage his feelings at home and was referred to our Counselling service by his mum. He initially met his Counsellor during lockdown via video call, but chose to wait until he could work with them face-to-face. Harry felt our Counsellor was different to others, as they really listened to him and helped him explore his struggles with the pressures of academic work. The Counsellor helped Harry feel less worried about his work and recognise his views and opinions were important. "Working with my Counsellor made me less worried...I realised that as long as I try my best, I can't do anymore".

Preston, Chorley & South Ribble

The Butterfly and Phoenix Project

240
CHILDREN AND YOUNG PEOPLE **SUPPORTED**

"The support has been good, thankyou for keeping contact throughout lockdown."
YOUNG PERSON

95%
REDUCED OR CEASED **SELF-HARMING** BEHAVIOUR

"It makes you really happy when you talk to them and makes you more confident."
YOUNG PERSON

"Someone to talk to who had no idea who I was and listened to me."
YOUNG PERSON

92%
REDUCED OR CEASED **SUICIDAL IDEATION** OR THOUGHTS

"No barriers to support and the flexibility to use messaging to keep sessions private when parents at home."
YOUNG PERSON

96%
INCREASED SELF-ESTEEM AND **POSITIVITY**

92%
INCREASED KNOWLEDGE OF MINIMISING RISK

"I must say a massive thankyou for all you have done for my daughter, she has really enjoyed her time with you. Thanks for getting us this far and all the support you have shown us, you have really helped us thankyou so much."
PARENT

94%
IMPROVED PSYCHOLOGICAL AND EMOTIONAL **WELLBEING**

SOPHIE'S STORY

Sophies mum and dad were no longer together, and she was having difficulties at home, particularly at her dad's. She was finding it difficult to trust people and felt let down by other services as they made her feel very controlled. Sophie was referred to the Counselling service by her mum. Our Counsellor supported Sophie to understand her feelings, that she had a voice and was old enough to have her views and opinions heard. This empowered Sophie to put her wants and needs into words and feel understood. Sophie now feels much more confident in what she can achieve.

Wellbeing Services

n-compass provides Wellbeing Services in Lancashire.

Connect 5 Training

73
TRAINING SESSIONS DELIVERED

"I have learned a lot that I can use to support young people and also some things that I can use myself in my own personal life, I would recommend this training to others."
YOUTH VOLUNTEER

"Facilitator was amazing at delivering the session on mental health and for the first time has made me consider working within the mental health sector. She was energetic and made the session very interesting, which helped to stay tuned in. The information was really inspiring and helped me to gain tools to maintain my own wellbeing as well as supporting others. I feel that the training has been very beneficial to me and I will carry these tools with me throughout my life."
SOCIAL WORK STUDENT

97%
REPORT **IMPROVED SKILLS AND CONFIDENCE** TO DISCUSS MENTAL HEALTH AND WELLBEING ISSUES **WITHIN DAILY PRACTICE**

"Useful training delivered very well via Zoom. Enjoyed the practice in the break-out rooms, atmosphere felt inclusive, and the diverse mix of the attendees meant there was a broad range of quality discussion. One of the biggest messages I will take away from the training is to meet people where they are!"
NURSE ADVISOR

"Excellent two-day training course, reinforcing and adding to prior knowledge. Pace of course was just right and worked very well being delivered by Zoom. Overall, very enjoyable and informative."
SOCIAL PRESCRIBING LINK WORKER

100%
REPORT **SATISFACTION WITH COURSE** DELIVERY AND MATERIALS

417
HEALTH AND SOCIAL CARE **PROFESSIONALS TRAINED**

95%
REPORT **IMPROVED AWARENESS** OF MENTAL HEALTH

"I have gained further confidence in speaking with people and opening up general conversations around mental health."
TRAINEE ASSOCIATE PSYCHOLOGICAL PRACTITIONER

Deaf Link Service

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

"You have helped me to cope with all these barriers that I face every day."
SERVICE USER

"Being able to use my own language with you is such a relief."
SERVICE USER

"We are seeing changes thanks to you."
SERVICE USER

SUPPORTED
TO **NAVIGATE** HOUSING AND BENEFITS **PATHWAYS**

"I am thrilled with what you have done, I am going to tell all my friends as we all need your help."
SERVICE USER

LIAISED
WITH **UTILITY COMPANIES**

"You made it so I could be heard."
SERVICE USER

INCREASED AWARENESS OF THE **BARRIERS FACED** BY DEAF IN LANCASHIRE WITH OVER
1800
PROFESSIONALS

"Knowing we can contact you is a relief."
SERVICE USER

HENRY AND SYLVIA'S STORY

Henry and Sylvia are culturally deaf, use British Sign language (BSL) and have limited literacy skills. Henry was in hospital for six weeks and was referred following a delay in his discharge. Our Deaf Link Worker recognised the hospital did not have access to BSL support agencies, meaning there was difficulty in understanding how to safely discharge Henry. Our Deaf Link worker communicated to Henry and Sylvia in BSL, easing their anxiety and distress and engaged social services who then met with them, with an interpreter, and contacted the appropriate care services. Our Deaf link work continued liaising between Henry, Sylvia and all services, ensuring their voices were heard and their rights upheld. Henry's discharge was conducted safely with ongoing support from a BSL agency. Henry and Sylvia are now enjoying the ability to communicate with the carers in their own language.

Volunteering Services

n-compass provides Volunteering Services across all our service areas.

We support all our volunteers through a dedicated volunteer team. As we continue to grow, we want to ensure that the quality all our volunteers experience is maintained to the highest standard. There are various ways in which people can volunteer at n-compass

The Volunteer Hub

The Volunteer Hub

237
VOLUNTEERS HAVE **SUPPORTED OUR SERVICES** DURING THE YEAR

"It's lovely to hear the same voice each week and the CHAT Line gives me something to look forward to."
CARER

OUR **VOLUNTEERS HAVE DONATED**
11534
HOURS OF THEIR TIME TO **SUPPORT** OUR SERVICE USERS

110
VOLUNTEERS ARE **CONNECTING** WITH OUR CARERS EACH MONTH

"I feel that I'm giving something back, it's nice to feel useful at the same time as helping others."
VOLUNTEER

OUR VOLUNTEERS **HAVE HELD**
4342
CHATS WITH CARERS OVER THE PHONE DURING THE YEAR

"I really enjoyed the recent training with the n-compass team and I had a few wow moments listening to everyone's input, I feel it's really supported my personal development and has also help grow my confidence for my volunteer role."
VOLUNTEER

LEWIS'S STORY

Lewis wanted to volunteer and help people during lockdown and signed up with our Carers Chat Line. He was able to chat with a number of different Carers who all had different stories to talk about, which Lewis found interesting and an enriching experience. He really enjoyed being able to make their lives "brighter". Lewis strengthened his listening skills and engaging in a caring conversation as a volunteer, increased his awareness of what it is like to be an unpaid Carer and how common this role is for so many people. He reflected on how "supportive and super friendly" n-compass staff are and he always felt he could talk to them when needed. "I would definitely recommend n-compass to a friend"

Service Access Team

n-compass is supported by a dedicated Service Access Team who provide Service Users with information, support and signposting.

Service Access Team

During 2019-2020 our Service Access Team dealt with over 40,000 calls, which equates to 188 calls for each working day!

> We supported 24,000 incoming telephone callers

> We made 16,000 outgoing calls to Service Users

Our Fantastic People

n-compass is fully committed to its dedicated and talented staffing team. With their commitment, passion and 'can-do' attitude we are able to fulfil our Vision and Mission, providing high quality services to the people we serve and support.

my n|compass

THE SUNDAY TIMES 100 BEST NOT-FOR-PROFIT ORGANISATIONS TO WORK FOR 2019

Who we are, who we work with and how we work

Name:	N-Compass Towards A Brighter Future Limited
Registered Charity number:	1128809
Registered Company number:	06845210
Registered office:	1 Edward VII Quay, Navigation Way, Ashton-on-Ribble, Preston, PR2 2YF
Trustees & Directors at date of report approval	Barbara Aird (Chair) Catherine Scivier (Vice Chair) Jonathan Church (resigned October 2020) Brian Watson Dr. Mandy Dixon Janet Walton Hannah Woodcock Hamish Hamilton Helen Carouzos Ann Allcoat (joined October 2020) Keith Bevan (joined October 2020) Sally McIvor (joined December 2020)
Chief Executive:	Teresa Jennings
Auditors:	Whittles LLP, Chartered Accountants & Statutory Auditors, 1 Richmond Road, St Annes on Sea, Lancashire, FY8 1PE
Bankers:	Lloyds Bank, 30 Corporation Street, Blackpool, FY1 1EN

Governing Document

Since the 1st April 2009, N-Compass Towards A Brighter Future Limited has been a Company Limited by Guarantee. The governing instrument of n-compass is the Articles of Association. Previous to this n-compass existed as a Charity only, which was established and registered in 1999.

n-compass' objectives:

i. **The relief of those in need by reason of facing disadvantage through illness, disability, age, the demands of the carer's role, social exclusion or adverse life events, by providing information and services to enable those people to improve their quality of life**

ii. **The advancement of education to address the difficulties faced by disadvantaged people seeking to express themselves**

Organisational Structure

In line with the governing document, the Board of Trustees can consist of up to 12 members. Representatives can also be invited to attend the Board meetings but have no voting rights. Throughout the majority of the financial year, 10 Trustees served on the Board.

The Trustees are responsible for the strategic direction and policy of the organisation. There is one sub-committee of the Board. The sub-committee enables more in-depth discussion of key issues and will consider matters referred to them by the Board, making recommendations to the Board. The sub-committee is the Audit Committee

The Board convenes at a minimum of 4 times each year. The subcommittee meet bi-monthly or at pre-set times and has its own Terms of Reference. The reports and minutes of the subcommittee are a standing agenda item for the full Board meetings. Other committees and working groups may also be set up as needed.

The Board of Trustees delegate the management responsibility of the organisation to the Chief Executive who is assisted in this task by a Senior Management Team consisting of the Services Director, the Finance Director and the Business Development Director.

Trustee Recruitment, Induction and Training

Prior to inviting nominations, the Trustees review the skills audit to try to attract members with the relevant experience and skills to the Board. A potential Trustee is required to meet with the Chair of the Board of Trustees and the Chief Executive in order to familiarise themselves with the work of the organisation, the context within which it operates and understand:

- The legal obligations of Trustees
- The main documents which set out the operational framework for the organisation
- Resourcing, and the current financial position as detailed in the latest published Annual Accounts

On appointment, each Trustee completes a register of interests and conflict of interests form. They are given a Trustee Handbook that includes the Articles of Association, risk policy and selected policies and procedures and the Charity Commission leaflet CC3. New Trustees are invited to undertake the process of induction. Training needs are assessed and undertaken as required.

The Chief Executive regularly updates Trustees on any issues which affect their roles and responsibilities. The Trustees also have the opportunity to access appropriate training and development.

Risk Management

The Board of Trustees regularly reviews the major risks to which the organisation is exposed, and systems and procedures have been established to mitigate these risks. The audit-committee has been charged with undertaking a risk analysis pertinent to areas of focus which feeds directly to the Board of Trustees. Additionally n-compass produces and assesses monthly management accounts, an annual budget, quarterly budget reviews, business/strategic plans, and the reserve fund policy and possesses adequate insurance cover for all personnel, property and activities as part of their risk management approach. Internal control of risks are minimised by the implementation of procedures for authorisation of all transactions and projects. This is supported also by a planned audit schedule which assesses and reviews the way we work in line with a continuous improvement approach and forms part of the ISO 9001 quality framework. As a result of the in-depth strategic analysis, including a thorough risk review, a more robust and detailed risk management register is in place which forms part of the compilation of a business continuity plan

Health and Safety policies and procedures are established and regularly reviewed to ensure the health and safety of staff, volunteers, individuals and visitors. The organisation contracts with Rradar, Employment Law Consultants, who provide advice which sits alongside employment litigation indemnity insurance (via AXA).

The continuing implementation and compliance with a number of quality standards ensures consistent quality for all operational aspects of the organisation. These include, as mentioned, ISO 9001, NHS Information Governance Toolkit Compliance, Advocacy and Investors in Volunteering Quality Marks and Best Companies Accreditation. All systems are periodically audited and reviewed to ensure that they continue to meet the needs of the organisation.

Our Finances - Summarised

Over the last 11 years our income, and with it our funds, has increased steadily from **£1.2m** in 2010 to **£6.3m** in 2020, falling back to **£5.2m** in 2021.

This reduction in the year was as a result of the loss of the Lancashire Wellbeing contract with an annual impact of **£2m**.

The impact of this loss of income has been offset by continued strong growth in our Advocacy and Carers Services, to the extent that we are once again forecasting a total income of **£6.2m** in 2021-22.

Despite the loss of such a major contract, through an effective management of the cost structure of the charity, Net Income for the year was **£118,176** thereby increasing the total reserves held at the 31st March 2021 to **£1,074,200**.

Within this figure are free reserves of **£1,031,450** which exceeds the reserves policy level for free reserves which has been calculated to be **£913,000**.

Reserves Policy

The Board of Trustees conduct an annual review of the level of both unrestricted and restricted reserves by considering risks associated with the various incoming resources and expenditure plans for the next year. In addition, the Audit sub-committee reviews all reserves on an on-going basis and informs the board of any exceptional items.

Under the requirements of Charity Law, the Trustees are obliged to define the Charity's policy for holding reserves. The intention in establishing this reserves policy for n-compass is to secure continuation of its activities.

The policy will:

1. Preserve the viability of the Charity
2. In doing so, underwrite existing services against periods of deficit
3. Enable the charity to meet its legal objects
4. Provide confidence to supporters and donors seeking to give financial support to a prudently controlled charity afforded to all matters of investment
5. Ensure that, consistent with objects, mission statement and values of n-compass, proper ethical consideration be afforded to all matters of investment
6. Ensure that the reserves are at a level sufficient to discharge all the charity's obligations should the charity cease its operations

n-compass provides a range of Welfare and Public Health services on behalf of public bodies, via short term contracts that are tendered and subject to competition. The Sector is subject to constant review with increasing levels of resource constraints and high risks of funding cuts. As a response to these risks n-compass looks to mitigate the impact by operating across different funding streams, looking for strategic alliances, and being highly innovative and efficient in service delivery. The Trustees would wish to achieve a general reserve that represents three months' worth of payroll costs and the planned levels of reserves will exceed this target. Surplus funds will be designated as directed by the Trustees in order to support delivery of the strategic plan.

Pay policy for senior staff

The trustees consider the board of trustees, who are also the charitable company's directors, and the senior management team comprise the key management personnel of the charity in charge of directing and controlling, running and operating the Charity on a day to day basis. All trustees give their time freely and no trustee received remuneration in the year. Details of trustees' expenses and related party transactions are disclosed in notes 9, 12 and 22 to the accounts.

The pay of the senior staff is a matter for the Audit Committee.

Related Parties and Partnerships

In so far as it is complementary to n-compass, the organisation is guided by both local and national policy drivers. To understand and translate these in the context of n-compass, we are an active member on a number of partnership and information networks, and fully participate in activities through local, regional and national structures.

n-compass is also actively involved in a wide range of multi-agency, community specific, operational and strategic partnerships. The partnerships provide the opportunity to improve professional understanding of the people n-compass supports, gain information relating to local services and activities, and through our involvement in strategic planning, we can identify gaps in service provision and inform/influence the commissioning of future planned services.

Responsibilities of the trustees

The Trustees (who are directors of the company for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and regulations. Company law requires the Trustees to prepare financial statements for each financial year. Under that law, the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and the incoming resources and application of resources, including income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and which enable them to ensure that the financial statements comply with Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. The trustees confirm that they have complied with the duty in section 17 of the Charities Act 2011 to have due regard to public benefit guidance published by the Commission when reviewing the Charities aims and objectives, in planning future activities and setting policies for the year. Our review of services provided demonstrates how our work is carried out for public benefit. In so far as the Trustees are aware:

- there is no relevant audit information of which the charity's auditor is unaware; and
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

AUDITOR

Whittles LLP, Chartered Accountants were appointed as the Charity's auditors during the year and have expressed their willingness to continue in that capacity.

Registered Office:
1 Edward VII Quay
Navigation Way
Aston-on-Ribble
Preston. PR2 2YF.

Signed on behalf of the Trustees:

B. Aird

Chair of Board of Trustees

Financial statements for the Year Ended 31st March 2021

Independent Auditors' Report to the Members of N-Compass Towards A Brighter Future Limited

Opinion

We have audited the financial statements of N-Compass Towards A Brighter Future Limited (the 'charitable company') for the year ended 31st March 2021 which comprise the statement of financial activities, balance sheet, cash flow statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31st March 2021, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the directors' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the entity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Independent Auditors' Report to the Members of N-Compass Towards A Brighter Future Limited

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Explanation as to what extent the audit was considered capable of detecting irregularities, including fraud.

The objectives of our audit in respect of fraud are; to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses to those assessed risks; and to respond appropriately to instances of fraud or suspected fraud identified during the audit. However, the primary responsibility for the prevention and detection of fraud rests with both management and those charged with governance of the Charity.

Our approach was as follows:

- We obtained an understanding of the legal and regulatory requirements applicable to the Charity and considered that the most significant are health and safety legislation, employment legislation, UK accounting standards and GDPR/data protection legislation.
- We obtained an understanding of how the Charity complies with these requirements by reviewing the internal risk register and discussions with management and those charged with governance.
- We assessed the risk of material misstatement of the financial statements, including the risk of material misstatement due to fraud and how it might occur, by holding discussions with management and those charged with governance.
- We inquired of management and those charged with governance as to any known instances of non-compliance or suspected non-compliance with laws and regulations.
- Based on this understanding, we designed specific appropriate audit procedures to identify instances of non-compliance with laws and regulations. This included making enquiries of management and those charged with governance and obtaining additional corroborative evidence as required.

As part of an audit in accordance with ISAs (UK) we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purposes of expressing an opinion on the effectiveness of the Charity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Charity.
- Review minutes of meetings of the board of trustees and the audit committee
- Conclude on the appropriateness of the Charity's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Charity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Charity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Obtain sufficient appropriate audit evidence regarding the financial information of the Charity to express an opinion on the financial statements.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Rosemarie Andrews

Rosemarie Andrews BA(Hons) FCA
(Senior Statutory Auditor)

Date: 29th September 2021

For and on behalf of Whittles LLP,
Chartered Accountants & Statutory Auditors

Registered Office:
1 Richmond Road
St Annes on Sea
Lancashire
FY8 1PE

Statement of Financial Activities (Including Income & Expenditure Account) for the Year Ended 31st March 2021

	Notes	Unrestricted funds £	Restricted funds £	31.03.21 Total funds £	31.03.20 Total funds £
INCOME					
Donations and legacies	**3**	104,531	-	104,531	-
Activities for generating funds	**4**	39,160	-	39,160	4,938
Investment income	**5**	274	-	274	1,093
Income from charitable activities					
Provision of services	**6**	5,093,379	-	5,093,379	6,319,833
Total income		5,237,344	-	5,237,344	6,325,864
EXPENDITURE					
Charitable activities	**7**	5,119,168	-	5,119,168	6,179,834
Total expenditure		5,119,168	-	5,119,168	6,179,834
NET INCOME	**10**	118,176	-	118,176	146,030
Transfers between funds		-	-	-	-
Net movements in funds		118,176	-	118,176	146,030
RECONCILIATION OF FUNDS					
Total funds brought forward		956,024	-	956,024	809,994
TOTAL FUNDS CARRIED FORWARD		**1,074,200**	**-**	**1,074,200**	**956,024**

The statement of financial activities includes all gains and losses in the year and therefore a statement of total recognised gains and losses has not been prepared.

All of the above amounts relate to continuing activities.

The notes form an integral part of these financial statements

Balance Sheet At 31st March 2021

Company Number 06845210

	Notes	Unrestricted funds £	Restricted funds £	31.03.21 Total funds £	31.03.20 Total funds £
FIXED ASSETS					
Intangible assets	**13**	2,949	-	2,949	10,924
Tangible assets	**14**	39,801	-	39,801	39,138
CURRENT ASSETS					
Debtors	**15**	593,085	-	593,085	414,664
Cash at bank and in hand		1,252,550	-	1,252,550	1,276,774
TOTAL CURRENT ASSETS		1,845,635	-	1,845,635	1,691,438
CREDITORS					
Amounts falling due within 1 year	**16**	814,185	-	814,185	785,476
NET CURRENT ASSETS		1,031,450	-	1,031,450	905,962
TOTAL ASSETS LESS CURRENT LIABILITIES		1,074,200	-	1,074,200	956,024
NET ASSETS		**1,074,200**	-	**1,074,200**	**956,024**
FUNDS	**19**				
Unrestricted funds					
- General use				1,074,200	956,024
- Designated funds				-	-
Restricted funds				-	-
TOTAL FUNDS				**1,074,200**	**956,024**

The financial statements were approved by the Board of Trustees/Directors on 29th September 2021 and were signed on its behalf by:

B Aird – Chairperson & Director

The notes form an integral part of these financial statements

	Notes	2021 £	2020 £
Cash (used in) / provided by operating activities	21	**(2,309)**	**360,812**
Cash flows from investing activities			
Interest income		274	1,093
Purchase of tangible fixed assets		(22,189)	(33,476)
Cash (used in) investing activities		**(21,915)**	**(32,383)**
(Decrease) / increase in cash and cash equivalents in the year		(24,224)	328,429
Cash and cash equivalents at the beginning of the year		1,276,774	948,345
Total cash and cash equivalents at the end of the year		**1,252,550**	**1,276,774**

1. STATUTORY INFORMATION

N-Compass Towards A Brighter Future Limited is registered as a charitable company limited by guarantee, and is domiciled in the UK. In the event of the charitable company being wound up, the liability in respect of the guarantee is limited to £10 per member of the charitable company. The trustees are the members of the charitable company. The charitable company's registered number and principal office are as below:

Registered Charity Number: 1128809

Registered Company Number: 06845210

Principal Office: 1 Edward VII Quay, Navigation Way, Ashton-on-Ribble, Preston, PR2 2YF

2. ACCOUNTING POLICIES

Basis of Accounting

The financial statements of the charity, which is a public benefit entity under FRS102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006.

The presentation currency of the financial statements is the Pound Sterling (£).

The trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

No significant judgements have had to be made by the trustees in preparing these financial statements.

Income

Income is recognised in the Statement of Financial Activities when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably. Where the charity undertakes activities under contracts, income is recognised on a time basis to reflect the services provided. Details of income deferred to a future period are contained in note 16. These amounts will be released to projects in the coming year.

Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under headings that aggregate all costs related to the category.

Support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back-office costs, finance, personnel, payroll and governance costs which support the charity's objectives. Support costs have been allocated to activities on a basis consistent with the use of resources.

Operating leases

Operating lease rentals are charged to the Statement of Financial Activities on a straight line basis over the term of the lease.

Taxation

As a registered charity, the Charity benefits from rates relief and is generally exempt from Income Tax and Capital Gains Tax.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Office Equipment - 33% on cost

Assets are capitalised if they can be used for more than one year and cost at least £50. They are valued at cost.

Intangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Software purchases and IT development - 33% on cost

Assets are capitalised if they can be used for more than one year and cost at least £50. They are valued at cost.

Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Creditors

Creditors are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are normally recognised at their settlement amount after allowing for any trade discounts due.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor, or when funds are raised for particular restricted purposes.

Designated funds are unrestricted funds set aside by the charity for a particular purpose as set out in the notes to the accounts.

Pension costs and other post-retirement benefits

Pension contributions were made in respect of 158 employees to defined contribution schemes. The charity has no liability under the schemes other than for the payment of the contributions. Contributions payable for the year are charged to the Statement of Financial Activities.

3. DONATIONS AND LEGACIES

	Unrestricted funds £	Restricted funds £	31.03.21 Total funds £	31.03.20 Total funds £
Donations	104,531	-	104,531	-
	104,531	**-**	**104,531**	**-**

A donation of **£103,331** was received in relation to the merger with Carlisle Carers which concluded in August 2020.

4. ACTIVITIES FOR GENERATING FUNDS

	Unrestricted funds £	Restricted funds £	31.03.21 Total funds £	31.03.20 Total funds £
Sundry services provided	-	-	-	1,378
Student placements	39,160	-	39,160	3,560
	39,160	**-**	**39,160**	**4,938**

5. INVESTMENT INCOME

	31.03.21 £	31.03.20 £
Bank interest	**274**	**1,093**

100% of investment income is related to assets held in the United Kingdom.

6. INCOME FROM CHARITABLE ACTIVITIES

		Unrestricted funds £	Restricted funds £	31.03.21 Total funds £	31.03.20 Total funds £
Provision of services	**Activity**				
	Advocacy	1,030,605	-	1,030,605	780,731
	Counselling	334,877	-	334,877	334,054
	Carers	3,668,871	-	3,668,871	3,182,085
	Health and Well-Being	59,026	-	59,026	2,022,963
	SAT and Volunteering Services	-	-	-	-
		5,093,379	**-**	**5,093,379**	**6,319,833**

7. EXPENDITURE ON CHARITABLE ACTIVITIES

	Unrestricted funds £	Restricted funds £	31.03.21 Total funds £	31.03.20 Total funds £
Advocacy Projects	1,139,219	-	1,139,219	795,141
Counselling	347,204	-	347,204	375,115
Carers Projects	3,291,382	-	3,291,382	2,989,799
Health and Well-Being	59,692	-	59,692	1,799,451
SAT and Volunteering Services	281,671	-	281,671	220,328
	5,119,168	**-**	**5,119,168**	**6,179,834**

8. SUPPORT COSTS

	Staff Cost £	Other Costs £	31.03.21 Total Costs £	31.03.20 Total Costs £
Advocacy Projects	152,659	181,475	334,134	232,474
Counselling	46,860	55,706	102,566	94,343
Carers Projects	332,592	395,374	727,966	609,366
Health and Well-Being	8,235	9,790	18,025	158,347
SAT and Volunteering Services	44,467	52,861	97,328	115,034
	584,813	**695,206**	**1,280,019**	**1,209,564**

The basis of allocation of support costs is pro rata to staff full time equivalents.

9. GOVERNANCE COSTS

	31.03.21 £	31.03.20 £
Indemnity insurance	895	895
Trustees' meetings, annual report & AGM	-	345
Auditors' remuneration	4,200	3,960
	5,095	**5,200**

Fees paid to the auditor for other services amounted to **£6,123** (2020: **£5,437**)

10. NET INCOME FOR THE YEAR

This is stated after charging:	31.03.21 £	31.03.20 £
Operating leases - premises	170,162	171,296
Depreciation	29,501	25,082

11. STAFF COSTS

	31.03.21 £	31.03.20 £
Wages and salaries	2,919,140	2,941,839
Social security costs	216,141	230,891
Other pension costs	146,930	143,991
Redundancy costs	8,500	24,994
Other employee benefits	13,682	15,122
	3,304,393	**3,356,837**

Number of employees earning over £60,000	**2021**	**2020**
£60,001 - £70,000	1	1

Pension costs are allocated to activities in proportion to the related staffing costs incurred and are wholly charged to unrestricted funds.

The key management personnel of the Charity comprise the Trustees, the Chief Executive Officer, the Services Director, the Business Development Director and the Finance Director. The total employee benefits of the key management personnel of the Charity were **£232,753 (2020: £221,863)**.

The average monthly headcount in the period was **142** staff **(2020: 144)** and the average number of full time equivalent staff in the period was as follows:

	31.03.21	31.03.20
Charitable Activities	105.30	107.20
Other	12.90	12.80
Total	118.20	120.00

12. TRUSTEES' REMUNERATION AND BENEFITS

Members of the Board of Trustees (who are all directors within the meaning of the Companies Act 2006) receive no remuneration or taxable benefits for their services.

During the year none of the Trustees were reimbursed or had any amounts paid on their behalf for expenses incurred.

13. INTANGIBLE FIXED ASSETS

	Software £	Total £
COST		
At 1st April 2020	23,960	23,960
Additions	-	-
Disposals	-	-
At 31st March 2021	23,960	23,960
DEPRECIATION		
At 1st April 2020	13,036	13,036
Charge for year	7,975	7,975
Eliminated on disposal	-	-
At 31st March 2021	21,011	21,011
NET BOOK VALUE		
At 31st March 2021	2,949	2,949
At 31st March 2020	10,924	10,924

14. TANGIBLE FIXED ASSETS

	Office Equipment £	Total £
COST		
At 1st April 2020	130,824	130,824
Additions	22,189	22,189
Disposals	(56,407)	(56,407)
At 31st March 2021	96,606	96,606
DEPRECIATION		
At 1st April 2020	91,686	91,686
Charge for year	21,526	21,526
Eliminated on disposal	(56,407)	(56,407)
At 31st March 2021	56,805	56,805
NET BOOK VALUE		
At 31st March 2021	39,801	39,801
At 31st March 2020	39,138	39,138

15. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.03.21 £	31.03.20 £
Trade debtors	521,358	374,461
Prepayments	71,727	40,203
	593,085	**414,664**

16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.03.21 £	31.03.20 £
Trade creditors	151,709	219,520
Other creditors	426,228	309,222
Accrued expenses	236,248	256,734
	814,185	**785,476**

Deferred income is included within other creditors and amounts to **£49,983** (2020: **£106,293**). Of the opening deferred income, **£106,293** was released to the SOFA. Of the closing deferred income, **£49,983** is income deferred in the current year.

The amounts deferred comprise time apportioned contracts and Service Level Agreements or funding for projects that were not set up at the year-end. These will be released in the coming year against relevant projects.

17. GRANTS EXCLUDED FROM THE SOFA

The Charity acts as agent in respect of grants which are passed directly to individual beneficiaries. The amounts attributable are therefore not included in income, expenditure, or closing fund balances. The amounts administered and excluded are as follows:

	Held at 01.04.20 £	Receipts excluded £	Payments excluded £	Transfers £	Held at 31.03.21 £
Living Well Fund	82,139	287,768	122,652	-	247,255
Russell Haldane	1,187	-	1,187	-	-
Parent Carers Forum	67,188	112,146	108,430	-	70,904
TOTAL FUNDS	**150,514**	**399,914**	**232,269**	**-**	**318,159**

18. OPERATING LEASE COMMITMENTS

At 31st March 2021 the Charity had total commitments under non-cancellable operating leases as set out below:

	Land & Buildings 2021 £	Land & Buildings 2020 £
Leases which expire:		
Within one year	30,105	15,371
In the second to fifth year inclusive	180,200	306,620
In more than five years	-	-
	210,305	**321,991**

19. MOVEMENT IN FUNDS

	At 31.03.20 £	Net movement in funds £	At 31.03.21 £
Unrestricted funds			
Core – General use	956,024	118,176	1,074,200
Restricted funds			
Advocacy Project	-	-	-
Counselling	-	-	-
Carers Project	-	-	-
Health and Well-Being	-	-	-
SAT and Volunteering Services	-	-	-
TOTAL FUNDS	**956,024**	**118,176**	**1,074,200**

19. MOVEMENT IN FUNDS - continued

Net movement in funds included in the above are as follows:

	Income £	Expenditure £	Fund transfers £	Movement in funds £
Unrestricted funds				
Core – General use	5,237,344	5,119,168	-	118,176
Restricted funds				
Advocacy Project	-	-	-	-
Counselling	-	-	-	-
Carers Project	-	-	-	-
Health and Well-Being	-	-	-	-
SAT and Volunteering Services	-	-	-	-
TOTAL FUNDS	**5,237,344**	**5,119,168**	**-**	**118,176**

Funds are represented by:

	Fixed assets £	Net current assets £	Total at 31.03.2021 £
Unrestricted funds			
Core – General use	42,750	1,031,450	1,074,200
Restricted funds			
Advocacy Project	-	-	-
Counselling	-	-	-
Carers Project	-	-	-
Health and Well-Being	-	-	-
SAT and Volunteering Services	-	-	-
TOTAL FUNDS	**42,750**	**1,031,450**	**1,074,200**

Notes to the Financial Statements for the Year Ended 31st March 2021

20. VOLUNTEERS

Volunteering is vital to delivery of all our services. They provide us with additional capacity as well as bringing in a diverse range of experience, skills and knowledge to the organisation. Without the support of volunteers, we would not be able to support as many people as we do.

During 2020/2021:

- 237 volunteers supported our services
- Our volunteers donated 11,534 hours of support and made 4342 CHAT Line calls to carers.
- n-compass volunteers currently support the following services and departments - Carers' Services, Advocacy Team, Counselling Services, Citizen Involvement Board, Central Services, Service Access Team, Wellbeing Team and the Volunteer Hub

21. RECONCILIATION OF NET MOVEMENTS IN FUNDS TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2021 £	2020 £
Net movement in funds	118,176	146,030
Add back depreciation charge	29,501	25,082
Deduct interest income shown in investing activities	(274)	(1,093)
(Increase) / decrease in debtors	(178,421)	341,908
Increase / (decrease) in creditors	28,709	(151,115)
Net cash **(used in) / provided by** operating activities	**(2,309)**	**360,812**

22. RELATED PARTIES

There are no related party transactions requiring disclosure.

With Thanks to Our Partners

carersUK – making life better for carers
Carers Link Lancashire – IMPROVING LIFE FOR CARERS
Alzheimer's Society – United Against Dementia
Proudly supporting those who serve.
Association of Mental Health Providers
Richmond Fellowship – Making Recovery Reality
One Rochdale Health & Care – Caring. Co-operative. Community.
Oldham Council
Tameside Metropolitan Borough
Stockport Metropolitan Borough Council
Cumbria County Council
Cheshire & Merseyside Social Work Teaching Partnership
Rochdale Borough Council
St.Helens Council
Cheshire East Council
Blackburn with Darwen Borough Council
Wirral
Lancashire County Council
Bury Council
NHS Chorley and South Ribble Clinical Commissioning Group
NHS Fylde and Wyre Clinical Commissioning Group
NHS Greater Preston Clinical Commissioning Group
NHS Eastern Cheshire Clinical Commissioning Group
NHS Heywood, Middleton and Rochdale Clinical Commissioning Group
NHS South Cheshire Clinical Commissioning Group
uclan
Edge Hill University
Lancaster University
Liverpool Hope University – 175 Years of Academic Excellence

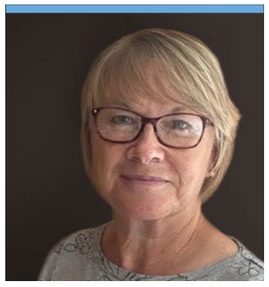
OUR BOARD

Barbara Aird
Chair

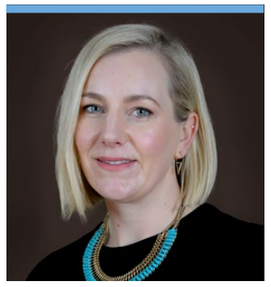
Cathy Scivier
Vice Chair

Hamish Hamilton
Chair of the Audit Committee

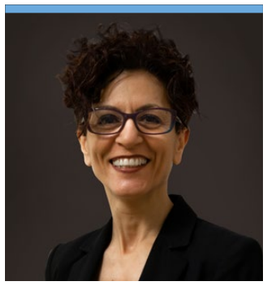
Brian Watson
Vice Chair of the Audit Committee



Ann Allcoat



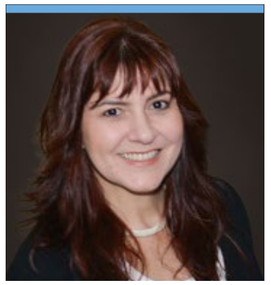
Hannah Woodcock



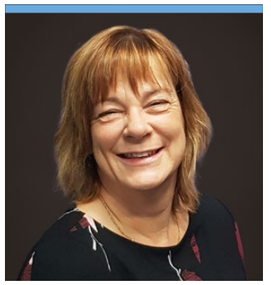
Helen Carouzos

Janet Walton

Keith Bevan



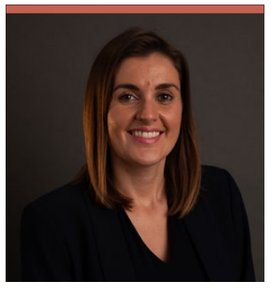
Dr Mandy Dixon



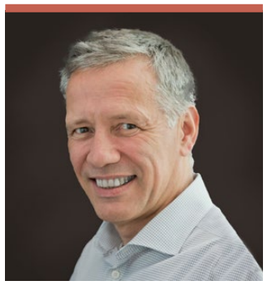
Sally McIvor

SENIOR MANAGEMENT TEAM

Teresa Jennings
Chief Executive



Joanna Solanki
Service Director



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