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## Introduction from the Chairman



In our 20<sup>th</sup> year of delivering much needed health and care services to over 150,000 people during this time; I am delighted to be able to report that n-compass has enjoyed another very successful 12-month period. This has involved the retention of key contracts as well as a growth in line with our three-year strategic plan.

The quality of the services we deliver is paramount and the achievement of contractual targets and positive service user and stakeholder feedback is testament to that. This is something we will fiercely protect now and into the future.

We 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. We place people at the centre of everything we do, delivering excellence by utilising people's strengths to stay well.

We supported over a massive 32,000 individuals in the last 12 months – adults and young people.

We couldn't do any of this without our fantastic staffing team! We have been working hard to deliver against our annual staff satisfaction action plan and in 2018 87% of staff agreed that n-compass was a great place to work; as well as achieving 3 stars in the national Best Companies Scheme and an amazing 13<sup>th</sup> position in the Sunday Times Top 100 Not-For-Profits to Work For in the UK! We have also continued to build upon our Investors in People Silver standard as we strive towards achieving the Platinum Standard by 2020.

I would like to pass on my thanks to the staff on behalf of the Board for all their hard work – it is their passions, professionalism and determination to make a difference to people's lives every day that makes n-compass northwest the great organisation that it is.

A handwritten signature in black ink, appearing to read 'Barbara Aird'. The signature is fluid and cursive.

**Barbara Aird, Chairman**

## Overview from the Chief Executive



n-compass northwest is a partnership orientated and Values driven organisation. It is through our Values and the way we do business that we are able to achieve our vision.

Our aspiration over the next few years is to continue to grow, innovate and remain a well-regarded provider of health and care services across the North West. To enable us to do this we must continue to diversify our funding base; whilst maintaining and exceeding customer and commissioner expectations in the services we provide. Quality service provision is at the heart of everything we do.

This vision is plotted out in our three-year strategic plan – of which we have just concluded our second year.

As we enter our third and final year of our current strategic plan; we have already started in earnest planning for our 2020-2023 strategy working with the Board and our staff.

### Highlights from 2018-2019 include;

- We celebrated our 20<sup>th</sup> year milestone with a stakeholder and staff celebrations
- We held our first dedicated networking event at the House of Commons – networking with MPs and Ministers
- We secured 13<sup>th</sup> place in the Sunday Times Top 100 Not-For-Profits to Work For in the UK
- We achieved 3 stars in the national Best Companies programme – which demonstrates extraordinary levels of staff engagement
- We have expanded on Carers Service in Rochdale with the addition of a dedicated GP services
- We have continued to invest in our infrastructure so that it better supports our staff and volunteers in being able to deliver excellent services to our service users – this has included a new Customer Management System (CMS)
- We have focussed on building more partnerships with like-minded organisations for joint bidding / joint delivery / sharing good practice and learning
- We achieved high satisfaction levels from our staff, services users and stakeholders

Finally, I'd like also to add my thanks in recognition of the hard work of all our valued staff and volunteers have made which has contributed towards the successes we have enjoyed in the last 12 months.

A handwritten signature in black ink, appearing to read 'Teresa Jennings'.

**Teresa Jennings, Chief Executive**

## **Our Services**

### **Lancashire Wellbeing Service**

During 2018-2019 we continued to deliver the Lancashire Wellbeing Service as part of a consortium approach with Age Concern Central Lancashire and the Richmond Fellowship. The service supports individuals to deal with the underlying causes that are affecting their ability to manage their health and wellbeing, allowing them to feel included in their communities and to be able to live a more independent and better quality of life. The service works closely with primary and social care to identify patients who are at risk of needing crisis health or social care interventions and forms part of the teams that exist around GP surgeries in Lancashire.

In the last 12 months we

- Supported over 11,000 adults through this service
- 81% have an improved emotional wellbeing as a result of the support they have received
- Over 41,000 hours of face to face support have been provided
- 81% are getting more out of life
- 60% are feeling more optimistic
- 57% are thinking more clearly
- 98% of services users are satisfied with the service they received

### **Advocacy Services**

During 2018 - 2019 we supported adults to access and deal with health and social care services through the provision of statutory and non statutory advocacy. This includes

- the Advocacy Single point of contact in Lancashire responsible for dealing with all types of advocacy enquiries and the provision of mental health and generic advocacy
- the Blackburn and Darwen Advocacy Hub responsible for dealing with all types of advocacy enquiries and the provision of Independent Mental Health, Independent Mental Capacity, Care Act, Health complaints and Generic advocacy
- the Wirral Advocacy Hub responsible for dealing with all types of advocacy enquiries and the provision of Independent Mental Health, Independent Mental Capacity, Care Act and Generic advocacy
- the St Helens Advocacy Hub which will provide a Single point of contact and both statutory and non statutory advocacy

### **The n-compass Advocacy Service has**

- supported 2,770 adults to address issues in relation to health and social care services and develop their self advocacy skills in Lancashire
- supported 1,217 adults in Wirral with issues in relation to statutory advocacy and health and social care services

- supported 592 adults in Blackburn with Darwen with issues in relation to statutory advocacy and health and social care services
- supported 318 adults in St Helens with issues in relation to statutory advocacy and health and social care services
- achieved a 100% service user customer satisfaction across all our Advocacy services

## **Carers Services**

During 2018-2019 we supported adult carers (18+) in **Lancashire** to reduce the impact of their caring role.

We

- Identified 7,431 previously hidden carers
- Provided 6,471 1-2-1 support sessions for carers
- Undertook 2,626 new Carers Assessments and 3,045 reviews of Carers Assessments
- Delivered 1,222 new Peace of Mind 4 Carers Plans
- Enabled carers to take a break from their caring role, through brokering 775 volunteer-led sitting in service sessions
- Supported 164 carers through our volunteers led chat line
- Delivered 1,135 carers awareness briefings to professionals
- 99% of carers said they were satisfied with our service

From 1<sup>st</sup> May 2018-2019 we supported adult and young carers in **Rochdale** to reduce the impact of their caring role.

We

- Identified and supported 638 carers
- Had 252 carer referrals
- Identified 392 previously hidden carers
- Provided 1,485 1-2-1 support sessions for carers
- Recruited 17 volunteers
- Delivered 271 support groups attended by 2,929 carers
- Delivered 119 carers awareness briefings to professionals attended by 1,051 individuals
- 72% of carers reported improved wellbeing; 73% reported improved access to information

From 1<sup>st</sup> May 2018-2019 we supported adult and young carers in **Cheshire East** to reduce the impact of their caring role.

We

- Identified 1,798 new adult and young carers
- Had 8,361 contacts with carers
- Made 685 referrals to other organisations
- Delivered 2,266 1-2-1 sessions with carers
- Distributed 1,083 living well fund grants
- 99% of carers reported increased choice, control and independence
- 99% of carers reported maintaining their employment, education or having returned to work
- Facilitated 353 support groups, coffee & chats, training and activity sessions, attended by 3,416 carers
- 56 service briefings were attended by over 1,000 individuals

### **Counselling Services**

During 2018-2019 we supported children and young people (aged 11-18) in Fylde and Wyre and also in Preston, Chorley and South Ribble to improve their emotional health and wellbeing and reduce the risks of engaging in self-harming and/or self-destructive behaviours.

Trained counsellors provided up to eight sessions of 1-1 counselling and programmes of group work, supporting children and young people to:

- identify underlying issues
- increase their awareness of 'triggers'
- explore healthy coping mechanisms
- understand risks
- increase self-esteem and confidence

### **In Fylde and Wyre we**

- Supported 101 children and young people overall
- Of the children and young people we supported in 1-1 counselling:
  - 95% reduced or ceased their self-harming/destructive behaviours
  - 91% of those experiencing suicidal ideation reported a reduction or end to these thoughts
  - 86% reported improved psychological and emotional wellbeing
  - 93% reported increased understanding of the issues and triggers underpinning their self-harming/destructive behaviours
  - 92% reported increased knowledge and understanding of minimising risk
  - 93% reported increased understanding of healthier coping mechanisms

- 91% reported increased self-esteem and positivity
- 83% reported feeling less isolated

### **In Preston Chorley and South Ribble we**

- Supported 240 children and young people overall
- Of the children and young people we supported in 1-1 counselling:
  - 92% reduced or ceased their self-harming/destructive behaviours
  - 93% of those experiencing suicidal ideation reported a reduction or end to these thoughts
  - 89% reported improved psychological and emotional wellbeing
  - 83% reported increased understanding of the issues and triggers underpinning their self-harming/destructive behaviours
  - 81% reported increased knowledge and understanding of minimising risk
  - 83% reported increased understanding of healthier coping mechanisms
  - 86% reported increased self-esteem and positivity
  - 82% reported feeling less isolated

### **Service Access Team**

n-compass is supported by a dedicated Service Access Team who provide service users with information, support and signposting. All calls are handled by this team of well-trained Advisors who take time to listen to issues that are impacting upon the individual's health and wellbeing and offer appropriate advice and support. This could be through services provided by n-compass and/or through signposting to other local quality provision. Our aim is to ensure that we offer advice and support in a holistic way rather than through a specific service focussed approach.

During 2018-2019 our Service Access Team dealt with over 54,000 calls, which equates to 213 calls for each working day!

- We supported 32,000 incoming telephone calls
- Made 22,000 outgoing calls to service users

### **Volunteering Services**

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.

### **Citizen Involvement Board**

n-compass has a robust and meaningful Citizen Involvement framework which ensures that our service users are fully involved in informing changes to our service delivery models. This is to ensure that the services we offer are entirely relevant to the needs of those we support. A range of activities are in place, from evaluation of individual service user feedback, regular service user involvement meetings and our Citizen Involvement Board. Feedback received from service evaluation questionnaires and from service user forums is shared with the

Citizen Involvement Board, meaning it can inform the identification of cross service and organisational trends and themes. Our Chief Executive attends all Citizen Involvement Board meetings and is able to consider information/recommendations presented and feed this back to our Senior Management Team and our Board of Trustees.

### **Service Volunteers**

Volunteers are vital to the delivery of all our services. They provide us with additional capacity as well as bringing a diverse range of experience, skills and knowledge to the organisation. Without their assistance, we would not be able to support as many people as we do or offer the same range of innovative solutions.

Many volunteers also join to extend their social networks, make new friends and build up meaningful experiences, as well as utilising their skills and talents for the benefit of others. Volunteers have also found that their role with us has supported their prospects of future employment both within our own organisation and with external employers.

We are well placed and committed to offering quality volunteering opportunities, ensuring that new volunteers are properly trained to undertake their roles and are fully supported throughout their volunteering activity. We have a well-regarded reward and recognition process to ensure that we recognise the added value that volunteers bring to our organisation.

We have successfully secured the 'Investing in Volunteering' standard which underpins our aspirations around delivering an excellent experience for all our valued volunteers.

During 2018-2019:

- 144 volunteers provided regular support within n-compass
- Volunteers devoted over 7,000 hours to n-compass
- We continued to be a key partner in the Lancashire Tempo Credits scheme with almost 2,500 Credits being issued to our volunteers
- Our volunteers have supported 205 carers, spending 33 hours chatting to carers through our support phone line
- Our volunteers have provided 775 sitting in service sessions providing carers with a much-needed break



## **Plans for the future**

Organisations such as ours are overwhelmingly dependent on statutory funding and that is not likely to change in the short to medium term. Consequently, our highest priority is to retain existing contracts as and when they come up for renewal and continue to seek growth in line with our 3 year Strategic Plan. The challenge we face however is that Local Authorities and NHS contracts are emerging with a broader geographical remit and with greater complexity. Working collaboratively with key partners to respond to this is a necessity, not only to improve our chances in securing the contracts but most importantly effectively responding to the diversity in service users' health and social care needs.

We will continue to identify new ways to reach and support individuals and communities. We will always look for development opportunities both in how we practice and in how we deliver new services.

In summary, for 2019 - 2020, priorities are:

### **Strategic**

- Meet our aspirations as set out in Year 3 of our Strategic Plan for 2017-2020
- Nurture existing and develop new strategic alliances that supports the achievement of the charity's strategy and objectives
- Continue to measure staff, stakeholder, volunteer and service user satisfaction levels and use the results to drive continuous improvements across all our services
- Maintain our position in the Best Companies and Sunday Times Top 100 schemes and achieve Platinum standard in the Investors in People programme
- Digitally innovate in line with our service users needs through our digital ambassador status

### **Operations**

- Keep under review our IT needs and resource accordingly
- Retain existing contracts by delivering high quality provision that meets and where possible exceeding our contractual obligations

## **Governance**

Name:	n-compass, North West 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 (Chairman) Catherine Scivier (Vice Chairman) Jonathan Thomas Jonathan Church Brian Watson Dr. Mandy Dixon Janet Walton Hannah Woodcock Ian Merrill Hamish Hamilton (March 19) Helen Carouzos (March 19)
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, North West 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 and IT Director and the Business Development Director.

## **Recruitment and Appointment of the Board of Trustees**

The following Trustees have served throughout the year:

David Lodge (retired July 2018)  
Jonathan Thomas  
Barbara Aird  
Brian Watson  
Jonathan Church  
Janet Walton  
Catherine Scivier  
Diane Bellinger (resigned December 2018)  
Hannah Woodcock  
Dr. Mandy Dixon  
Ian Merrill  
Hamish Hamilton (appointed March 2019)  
Helen Carouzos (appointed March 2019)

In December 2017 there was an amendment made to our Articles of Association which introduced a maximum tenure of 9 years' service for Trustees. In compliance with the new governing document, Trustees can serve a maximum of three consecutive 3 year terms. At this point they then must retire at the first General Meeting after their 9 year anniversary date.

The Charity's work is focused on both vulnerable and disadvantaged adults and young people, and the Board of Trustees seeks to ensure that the needs of these groups are appropriately reflected throughout the diversity of the governance and management structure of n-compass. A wide range of skills and experience, including specialist practitioners, financial, human resources and general management, are well represented.

The Trustees regularly undertake a skills/knowledge audit and review the overall functions of the Board against Charity Commission guidelines for effective governance. This aids the Board in identifying gaps and developing plans to meet the needs of the organisation.

## **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 Harrison Drury, Human Resource/Employment Law Consultants, who provide employment litigation indemnity insurance, a telephone response service offering employment advice, and a review and update on all human resource policies and procedures.

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, Investors in People (Silver), ISO 9001 and Advocacy QPM. All systems are periodically audited and reviewed to ensure that they continue to meet the needs of the organisation.

## **Financial Review**

An analysis of the financial activity in 2018/19 highlights the following:

- Income increased by £631,535 from the previous year, mainly as a result of the new

services being secured

- Over 99% of the organisation's costs related directly to the delivery of services
- An Operational surplus of £76,878 reflects the ongoing efforts to save costs and increase efficiencies by maximising resources and reorganising both staff teams and management structures
- During the year £70,167 of unrestricted reserves was spent on a number of organisational projects
- Reserves held as at 31 March 2019 total £809,994 of which £60,000 has been designated by the Trustees (see note 19 to the financial statements) to be spent during the next financial year

### **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
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.

### **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.

### **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 note 11 to the accounts.

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

### **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:**

A handwritten signature in black ink, appearing to be 'B. Aird', written in a cursive style.

**B. Aird**

Chair of Board of Trustees

## N-COMPASS, NORTH WEST LIMITED

Financial statements  
for the Year Ended 31<sup>st</sup> March 2019

### **Independent Auditors' Report to the Members of N-Compass, North West Limited**

#### **Opinion**

We have audited the financial statements of N-Compass, North West Limited (the 'charitable company') for the year ended 31<sup>st</sup> March 2019 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 31<sup>st</sup> March 2019, 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**

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

#### **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.



## N-COMPASS, NORTH WEST LIMITED

### Financial statements for the Year Ended 31<sup>st</sup> March 2019

#### **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.

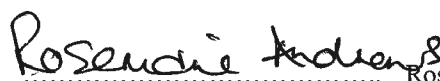
#### **Auditor's responsibilities for the audit of the financial statements**

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.

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](http://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 BA(Hons) FCA  
(Senior Statutory Auditor)

..... 11 July 2019 Date

For and on behalf of Whittles LLP, Chartered Accountants and Statutory Auditors  
1 Richmond Road  
St Annes on Sea  
Lancashire  
FY8 1PE

N-COMPASS, NORTH WEST LIMITED

Statement of Financial Activities (Including Income & Expenditure Account)  
for the Year Ended 31<sup>st</sup> March 2019

	Notes	Unrestricted funds £	Restricted funds £	31.03.19 Total funds £	31.03.18 Total funds £
<b>INCOME</b>					
Donations and legacies	3	1,762	-	1,762	120
Activities for generating funds	4	8,586	-	8,586	25,930
Investment income	5	810	-	810	441
<i>Income from charitable activities</i>					
Provision of services	6	6,090,599	-	6,090,599	5,443,731
		<hr/>	<hr/>	<hr/>	<hr/>
<b>Total income</b>		<b>6,101,757</b>	<b>-</b>	<b>6,101,757</b>	<b>5,470,222</b>
<b>EXPENDITURE</b>					
<b>Charitable activities</b>	<b>7</b>	6,095,046	-	6,095,046	5,517,367
		<hr/>	<hr/>	<hr/>	<hr/>
<b>Total expenditure</b>		<b>6,095,046</b>	<b>-</b>	<b>6,095,046</b>	<b>5,517,367</b>
<b>NET INCOME</b>					
	<b>10</b>	6,711	-	6,711	(47,145)
<b>Transfers between funds</b>		-	-	-	-
		<hr/>	<hr/>	<hr/>	<hr/>
<b>Net movements in funds</b>		<b>6,711</b>	<b>-</b>	<b>6,711</b>	<b>(47,145)</b>
<b>RECONCILIATION OF FUNDS</b>					
<b>Total funds brought forward</b>		803,283	-	803,283	850,428
		<hr/>	<hr/>	<hr/>	<hr/>
<b>TOTAL FUNDS CARRIED FORWARD</b>		<b>809,994</b>	<b>-</b>	<b>809,994</b>	<b>803,283</b>
		<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

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

N-COMPASS, NORTH WEST LIMITED

Balance Sheet  
At 31<sup>st</sup> March 2019

Company Number 06845210

	Notes	Unrestricted funds £	Restricted funds £	31.03.19 Total funds £	31.03.18 Total funds £
<b>FIXED ASSETS</b>					
Intangible assets	<b>13</b>	18,910	-	18,910	-
Tangible assets	<b>14</b>	22,758	-	22,758	8,293
 <b>CURRENT ASSETS</b>					
Debtors	<b>15</b>	756,572	-	756,572	645,270
Cash at bank and in hand		948,345	-	948,345	996,578
		<hr/>	<hr/>	<hr/>	<hr/>
<b>TOTAL CURRENT ASSETS</b>		1,704,917	-	1,704,917	1,641,848
 <b>CREDITORS</b>					
Amounts falling due within 1 year	<b>16</b>	936,591	-	936,591	846,858
		<hr/>	<hr/>	<hr/>	<hr/>
<b>NET CURRENT ASSETS</b>		768,326	-	768,326	794,990
 <b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>					
		<hr/>	<hr/>	<hr/>	<hr/>
		809,994	-	809,994	803,283
		<hr/>	<hr/>	<hr/>	<hr/>
<b>NET ASSETS</b>		<b>809,994</b>	<b>-</b>	<b>809,994</b>	<b>803,283</b>
 <b>FUNDS</b>					
Unrestricted funds	<b>19</b>				
- General use				749,994	748,283
- Designated funds				60,000	55,000
Restricted funds				-	-
		<hr/>	<hr/>	<hr/>	<hr/>
<b>TOTAL FUNDS</b>				<b>809,994</b>	<b>803,283</b>
		<hr/>	<hr/>	<hr/>	<hr/>

The financial statements were approved by the Board of Trustees/Directors on 11<sup>th</sup> July 2019 and were signed on its behalf by:



.....  
B Aird – Chairperson & Director

N-COMPASS, NORTH WEST LIMITED

Statement of Cash Flows  
for the Year Ended 31<sup>st</sup> March 2019

	Notes	2019 £	2018 £
<b>Cash provided by operating activities</b>	<b>22</b>	<b><u>(1,256)</u></b>	<b><u>60,857</u></b>
<b>Cash flows from investing activities</b>			
Interest income		810	441
Purchase of tangible fixed assets		(47,787)	-
<b>Cash (used in)/provided by investing activities</b>		<b><u>(46,977)</u></b>	<b><u>441</u></b>
(Decrease)/increase in cash and cash equivalents in the year		(48,233)	61,298
Cash and cash equivalents at the beginning of the year		996,578	935,280
<b>Total cash and cash equivalents at the end of the year</b>		<b><u>948,345</u></b>	<b><u>996,578</u></b>

## N-COMPASS, NORTH WEST LIMITED

### Notes to the Financial Statements for the Year Ended 31<sup>st</sup> March 2019

#### **1. STATUTORY INFORMATION**

N-Compass North West 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 2015)', 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.

## N-COMPASS, NORTH WEST LIMITED

### Notes to the Financial Statements - continued for the Year Ended 31<sup>st</sup> March 2019

#### 2. ACCOUNTING POLICIES - continued

##### **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 181 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 £	31.03.19 Total funds £	31.03.18 Total Funds £
Donations	1,762	-	1,762	120
	<u>1,762</u>	<u>-</u>	<u>1,762</u>	<u>120</u>

#### 4. ACTIVITIES FOR GENERATING FUNDS

	Unrestricted Funds £	Restricted Funds £	31.03.19 Total Funds £	31.03.18 Total Funds £
Sundry services provided	3,126	-	3,126	4,836
Student placements	5,460	-	5,460	7,070
Small Groups income	-	-	-	14,024
	<u>8,586</u>	<u>-</u>	<u>8,586</u>	<u>25,930</u>

N-COMPASS, NORTH WEST LIMITED

Notes to the Financial Statements - continued  
for the Year Ended 31<sup>st</sup> March 2019

**5. INVESTMENT INCOME**

	<b>31.03.19</b>	<b>31.03.18</b>
	<b>£</b>	<b>£</b>
Bank interest	<u>810</u>	<u>441</u>

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

**6. INCOME FROM CHARITABLE ACTIVITIES**

			<b>31.03.19</b>	<b>31.03.18</b>
<b>Provision of services</b>	<b>Unrestricted funds</b>	<b>Restricted funds</b>	<b>Total Funds</b>	<b>Total funds</b>
<b>Activity</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Advocacy	811,363	-	811,363	847,830
Counselling	294,213	-	294,213	172,664
Carers	2,354,942	-	2,354,942	1,832,803
Health and Well-Being	2,630,081	-	2,630,081	2,590,434
SAT and Volunteering Services	-	-	-	-
	<u>6,090,599</u>	<u>-</u>	<u>6,090,599</u>	<u>5,443,731</u>

**7. EXPENDITURE ON CHARITABLE ACTIVITIES**

			<b>31.03.19</b>	<b>31.03.18</b>
	<b>Unrestricted Funds</b>	<b>Restricted funds</b>	<b>Total Funds</b>	<b>Total funds</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Advocacy Projects	797,345	-	797,345	837,361
Counselling	320,322	-	320,322	206,681
Carers Projects	2,078,772	-	2,078,772	1,540,701
Health and Well-Being	2,487,729	-	2,487,729	2,437,261
SAT and Volunteering Services	410,878	-	410,878	495,363
	<u>6,095,046</u>	<u>-</u>	<u>6,095,046</u>	<u>5,517,367</u>

**8. SUPPORT COSTS**

			<b>31.03.19</b>	<b>31.03.18</b>
	<b>Staff Costs</b>	<b>Other Costs</b>	<b>Total Costs</b>	<b>Total Costs</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Advocacy Projects	119,530	82,194	201,724	205,251
Counselling	46,068	31,679	77,747	42,934
Carers Projects	286,368	196,919	483,287	400,028
Health and Well-Being	146,593	100,803	247,396	245,043
SAT and Volunteering Services	71,548	49,199	120,747	153,939
	<u>670,107</u>	<u>460,794</u>	<u>1,130,901</u>	<u>1,047,195</u>

The basis of allocation of support costs is pro rata to staff full time equivalents.

N-COMPASS, NORTH WEST LIMITED

Notes to the Financial Statements - continued  
for the Year Ended 31<sup>st</sup> March 2019

**9. GOVERNANCE COSTS**

	<b>31.03.19</b>	<b>31.03.18</b>
	£	£
Indemnity insurance	994	1,707
Trustees' meetings, annual report & AGM	384	418
Auditors' remuneration	3,600	3,600
	<b><u>4,978</u></b>	<b><u>5,725</u></b>

Fees paid to the auditor for other services amounted to £4,557 (2018:£3,292)

**10. NET INCOME FOR THE YEAR**

	<b>31.03.19</b>	<b>31.03.18</b>
	£	£
This is stated after charging:		
Operating leases - premises	141,619	122,660
Depreciation	14,412	6,278

**11. STAFF COSTS**

	<b>31.03.19</b>	<b>31.03.18</b>
	£	£
Wages and salaries	3,072,683	2,640,931
Social security costs	242,141	203,744
Other pension costs	156,351	137,437
Redundancy Costs	18,368	7,721
	<b><u>3,489,543</u></b>	<b><u>2,989,833</u></b>

**Number of employees earning over £60,000**

	<b>2019</b>	<b>2018</b>
£60,001 - £70,000	1	0

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 £211,093 (2018: £179,600).

The average monthly headcount in the period was 153 staff (2018: 134) and the average number of full time equivalent staff in the period was as follows:

	<b>31.03.19</b>	<b>31.03.18</b>
Charitable Activities	120.73	106.27
Other	8.55	7.89
Total	<b><u>129.28</u></b>	<b><u>114.16</u></b>



N-COMPASS, NORTH WEST LIMITED

Notes to the Financial Statements - continued  
for the Year Ended 31<sup>st</sup> March 2019

**12. TRUSTEES' REMUNERATION AND BENEFITS**

During the period no Trustee received remuneration or benefits in kind.

**13. INTANGIBLE FIXED ASSETS**

	<b>Software £</b>	<b>Total £</b>
<b>COST</b>		
At 1 <sup>st</sup> April 2018	-	-
Additions	23,960	23,960
Disposals	-	-
At 31 <sup>st</sup> March 2019	23,960	23,960
<b>DEPRECIATION</b>		
At 1 <sup>st</sup> April 2018	-	-
Charge for year	5,050	5,050
Eliminated on disposal	-	-
At 31 <sup>st</sup> March 2019	5,050	5,050
<b>NET BOOK VALUE</b>		
At 31 <sup>st</sup> March 2019	18,910	18,910
At 31 <sup>st</sup> March 2018	-	-

**14. TANGIBLE FIXED ASSETS**

	<b>Office Equipment £</b>	<b>Total £</b>
<b>COST</b>		
At 1 <sup>st</sup> April 2018	73,521	73,521
Additions	23,827	23,827
Disposals	-	-
At 31 <sup>st</sup> March 2019	97,348	97,348
<b>DEPRECIATION</b>		
At 1 <sup>st</sup> April 2018	65,228	65,228
Charge for year	9,362	9,362
Eliminated on disposal	-	-
At 31 <sup>st</sup> March 2019	74,590	74,590
<b>NET BOOK VALUE</b>		
At 31 <sup>st</sup> March 2019	22,758	22,758
At 31 <sup>st</sup> March 2018	8,293	8,293

N-COMPASS, NORTH WEST LIMITED

Notes to the Financial Statements - continued  
for the Year Ended 31<sup>st</sup> March 2019

**15. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	<b>31.03.19</b>	<b>31.03.18</b>
	£	£
Trade debtors	694,346	615,607
Prepayments	62,226	29,663
	<b>756,572</b>	<b>645,270</b>

**16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	<b>31.03.19</b>	<b>31.03.18</b>
	£	£
Trade creditors	517,938	448,758
Other creditors	165,263	188,000
Accrued expenses	253,390	210,100
	<b>936,591</b>	<b>846,858</b>

Deferred income is included within other creditors and amounts to £84,937 (2018: £129,953). Of the opening deferred income, £128,163 was released to the SOFA. Of the closing deferred income, £83,147 is income deferred in the current year. The remaining £1,790 remains deferred from the previous 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:

	<b>Held at</b>	<b>Receipts</b>	<b>Payments</b>	<b>Transfers</b>	<b>Held at</b>
	01.04.18	excluded	excluded	£	31.03.19
	£	£	£	£	£
Living Well Fund	-	325,500	(310,030)	-	15,470
Russell Haldane	1,187	-	-	-	1,187
	<b>1,187</b>	<b>325,500</b>	<b>(310,030)</b>	<b>-</b>	<b>16,657</b>

N-COMPASS, NORTH WEST LIMITED

Notes to the Financial Statements - continued  
for the Year Ended 31<sup>st</sup> March 2019

**18. OPERATING LEASE COMMITMENTS**

At 31<sup>st</sup> March 2019 the Charity had total commitments under non-cancellable operating leases as set out below:

	<b>Land &amp; Buildings</b>	
	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Leases which expire:		
Within one year	59,751	10,112
In the second to fifth year inclusive	241,870	391,849
In more than five years	-	-
	<b>301,621</b>	<b>401,961</b>

**19. MOVEMENT IN FUNDS**

	<b>At 31.03.18</b>	<b>Net movement in funds</b>	<b>At 31.03.19</b>
	<b>£</b>	<b>£</b>	<b>£</b>
<b>Unrestricted funds</b>			
Core – General use	748,283	1,711	749,994
<b>Designated funds</b>			
Service Development	55,000	5,000	60,000
	55,000	5,000	60,000
<b>Restricted funds</b>			
Advocacy Project	-	-	-
Counselling	-	-	-
Carers Project	-	-	-
Health and Well-Being	-	-	-
Triage and Volunteering Services	-	-	-
	-	-	-
<b>TOTAL FUNDS</b>	<b>803,283</b>	<b>6,711</b>	<b>809,994</b>

N-COMPASS, NORTH WEST LIMITED

Notes to the Financial Statements - continued  
for the Year Ended 31<sup>st</sup> March 2019

**19. MOVEMENT IN FUNDS – continued**

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

	Income £	Expenditure £	Fund transfers £	Movement in funds £
<b>Unrestricted funds</b>				
Core – General use	6,101,757	(6,024,879)	(75,167)	1,711
<b>Designated funds</b>				
Service Development	-	(70,167)	75,167	5,000
	<u>-</u>	<u>(70,167)</u>	<u>75,167</u>	<u>5,000</u>
<b>Restricted funds</b>				
Advocacy Project	-	-	-	-
Counselling	-	-	-	-
Carers Project	-	-	-	-
Health and Well-Being	-	-	-	-
Triage and Volunteering Services	-	-	-	-
	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
<b>TOTAL FUNDS</b>	<b><u>6,101,757</u></b>	<b><u>(6,095,046)</u></b>	<b><u>-</u></b>	<b><u>6,711</u></b>

Funds are represented by:

	Fixed assets £	Net current assets £	Total at 31.03.2019 £
<b>Unrestricted funds</b>			
Core – General use	41,668	708,326	749,994
<b>Designated funds</b>			
Service Development	-	60,000	60,000
	<u>-</u>	<u>60,000</u>	<u>60,000</u>
<b>Restricted funds</b>			
Advocacy Project	-	-	-
Counselling	-	-	-
Carers Project	-	-	-
Health and Well-Being	-	-	-
Triage and Volunteering Services	-	-	-
	<u>-</u>	<u>-</u>	<u>-</u>
<b>TOTAL FUNDS</b>	<b><u>41,668</u></b>	<b><u>768,326</u></b>	<b><u>809,994</u></b>

## N-COMPASS, NORTH WEST LIMITED

### Notes to the Financial Statements - continued for the Year Ended 31<sup>st</sup> March 2019

#### **20. DESIGNATED FUNDS**

The following funds are all unrestricted but have been designated, by the Trustees, for a specific purpose, broken down as follows:

	£
Service Development	60,000
<b>Total Designated Funds</b>	<b>60,000</b>

#### **Service Development**

Designated to cover PR/marketing consultancy, systems and software development and research activity.

#### **21. VOLUNTEERS**

Volunteering is vital to delivery of all our services. As well as supporting the volunteers themselves, 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 2018/2019:

- By the end of the year 107 volunteers have been providing regular hours to support n-compass.
- 7,073 hours have been given by volunteers supporting our services.
- Our volunteers currently support the following services and departments within n-compass; Lancashire Wellbeing Service, Carers Services, Counselling Services, Advocacy, Citizens involvement Board, Triage, Central Services and volunteering Team.

#### **22. RECONCILIATION OF NET MOVEMENTS IN FUNDS TO NET CASH FLOW FROM OPERATING ACTIVITIES**

	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Net movement in funds	6,711	(47,145)
Add back depreciation charge	14,412	6,278
Deduct interest income shown in investing activities	(810)	(441)
(Increase)/decrease in debtors	(111,302)	56,465
Increase in creditors	89,733	45,700
<b>Net cash (used in)/provided by operating activities</b>	<b>(1,256)</b>	<b>60,857</b>

#### **23. RELATED PARTIES**

There are no related party transactions requiring disclosure.

Description of Activities  
for the Year Ended 31<sup>st</sup> March 2019

**Advocacy Services**

The Advocacy service involves ensuring that service users are able to have a voice in decisions that concern their lives – to make their views known and be heard. Our highly trained advocates offer independent support and are able to listen to and represent their wishes. The support provided could include finding information, understanding their rights, writing letters or going to meetings with someone to support and speak on their behalf.

**Carers Services**

The Carers Service provides support to Carers to reduce the impact of their caring role through providing information along with one to one and group support. This includes but isn't restricted to Carers Assessment and reviews, Peace of Mind for Carers contingency plans, 1-1 emotional and practical support, including specialist support for Carers of people with mental health illnesses or dementia, support for Carers from Black and Minority Ethnic groups and for Carers who are dealing with hospital staff on behalf of the person they are caring for.

**Counselling Services**

The Counselling Service has developed a pioneering and effective programme to support children and young people who are at risk of self-harming and /or self-destructive behaviour. The trained counsellors work on a one to one basis to improve emotional health and wellbeing. We offer up to 8 sessions plus programs of group work, to support children and young people to identify underlying issues, increase their awareness of 'triggers', explore healthy coping mechanisms, understand risks and increase self-esteem and confidence.

**Health and Well-Being Services**

The Lancashire Wellbeing Service is delivered in partnership with Age Concern Central Lancashire and The Richmond Fellowship. The Lancashire Wellbeing Service will work with individuals to identify their specific goals and then support and motivate that person to make strides in achieving those goals and help in finding non-clinical solutions to address the causes that might be affecting their quality of life. The Lancashire Wellbeing Service is targeted at the 18+ age group and is delivered across Lancashire except in Blackpool/Blackburn with Darwen.

**Service Access Team and Volunteering Services**

N-Compass is supported by a dedicated Service Access Team who provide Service Users with information, support and signposting. All calls are handled by a dedicated team of well-trained Service Access workers who listen to the issues impacting upon the individuals' health and wellbeing and then offer advice and recommendation of support available. This could be through services provided by N-Compass and/or through signposting to other local quality provision.

N-Compass is supported by a full time Volunteer Coordinator who ensures that new and existing Volunteers are properly trained to undertake their roles and are fully supported throughout their Volunteering activity.

N-COMPASS, NORTH WEST LIMITED

Detailed Statement of Financial Activities  
for the Year Ended 31<sup>st</sup> March 2019

	<b>31.03.19</b>	<b>31.03.18</b>
	<b>£</b>	<b>£</b>
<b>INCOME</b>		
<b><u>Donations and legacies</u></b>		
Donations	1,762	120
<b><u>Activities for generating funds</u></b>		
Sundry services provided	3,126	4,836
Student placements	5,460	7,070
Small Groups income	-	14,024
	<b>8,586</b>	<b>25,930</b>
<b><u>Investment income</u></b>		
Bank interest	810	441
<b><u>Income from charitable activities</u></b>		
Lancashire County Council	4,100,509	4,186,298
BBO	14,817	12,024
EHWB	50,622	32,184
BIHR	-	405
Blackburn with Darwen Council	174,538	149,800
Wirral Borough Council	356,830	361,683
Fylde & Wyre CCG	71,912	49,233
Chorley, SR & Gr Preston CCG	149,940	76,893
Blackpool Council	-	4,167
Cheshire East Council	425,966	-
Children in Need	27,130	-
St Helens BC	161,401	161,401
Rochdale BC	556,934	409,643
	<b>6,090,599</b>	<b>5,443,731</b>
<b>TOTAL INCOME</b>	<b>6,101,757</b>	<b>5,470,222</b>
<b>EXPENDITURE</b>		
<b><u>Charitable activities</u></b>		
Wages	2,564,133	2,218,968
Social security	193,474	166,499
Pensions	130,467	117,060
Marketing	15,268	24,760
Project activity costs	48,160	27,997
Volunteer expenses	7,830	5,184
IT	-	(1,695)
Staff expenses	104,936	101,977
Staff training	11,214	23,024
External Supervision	5,677	5,340
Distribution to Partners	1,826,225	1,733,426
Service user involvement	507	91
Mobiles	22,166	23,608
CMS Development	15,720	21,172
Set up costs	18,368	2,761
	<b>4,964,145</b>	<b>4,470,172</b>

N-COMPASS, NORTH WEST LIMITED

Detailed Statement of Financial Activities - continued  
for the Year Ended 31<sup>st</sup> March 2019

	<b>31.03.19</b>	<b>31.03.18</b>
	£	£
<b><u>Governance costs</u></b>		
Annual Report, meetings & AGM	384	1,707
Indemnity insurance	994	418
Auditors' remuneration	3,600	3,600
	<u>4,978</u>	<u>5,725</u>
 <b><u>Support costs</u></b>		
<b><u>Designated funds</u></b>		
Head office move	9,889	83,545
IT/CMS Project Officer	-	20,889
Business Development	-	19,114
Organisational Development	6,500	20,657
Job Evaluation / Board Discretionary payment	53,778	-
	<u>70,167</u>	<u>144,205</u>
<b><u>Premises costs</u></b>		
Accommodation and office services	385,649	366,593
<b><u>Staff costs</u></b>		
Wages	504,084	422,253
Social security	48,667	37,245
Pensions	25,884	20,376
Other staff costs	91,472	50,798
	<u>670,107</u>	<u>530,672</u>
 <b>TOTAL EXPENDITURE</b>	<b><u>6,095,046</u></b>	<b><u>5,517,367</u></b>
 <b>NET INCOME</b>	<b><u>6,711</u></b>	<b><u>(47,145)</u></b>