

To fulfil our mission, we must ensure that we provide

an effective service

to our stakeholders, and that clear, accessible and strategic communications support both our internal operations and our relationships.

In order to assess how effective our services are, and how well our relationships work, we conducted our first annual stakeholder survey in June 2016.

You can request access to the full survey by email – teresa.jennings@ncompassnorthwest.co.uk

Next survey date: June 2017



Our vision...

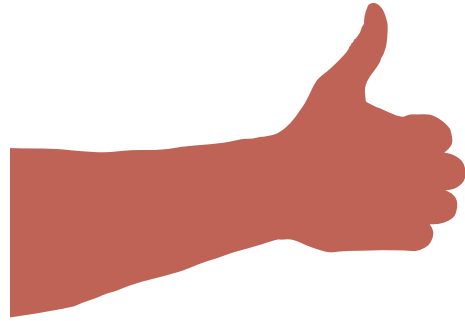
is to enhance the health and wellbeing of people across the Northwest through providing localised, innovative and responsive services.

The Results...

91%

AGREED

that n-compass staff are professional and act with integrity



91%

AGREED

their overall opinion of n-compass was positive



88%

AGREED

they understand how to refer people into n-compass



88%

AGREED

their queries were dealt with positively and efficiently



86%

AGREED

that they understand the breadth of services that n-compass delivers



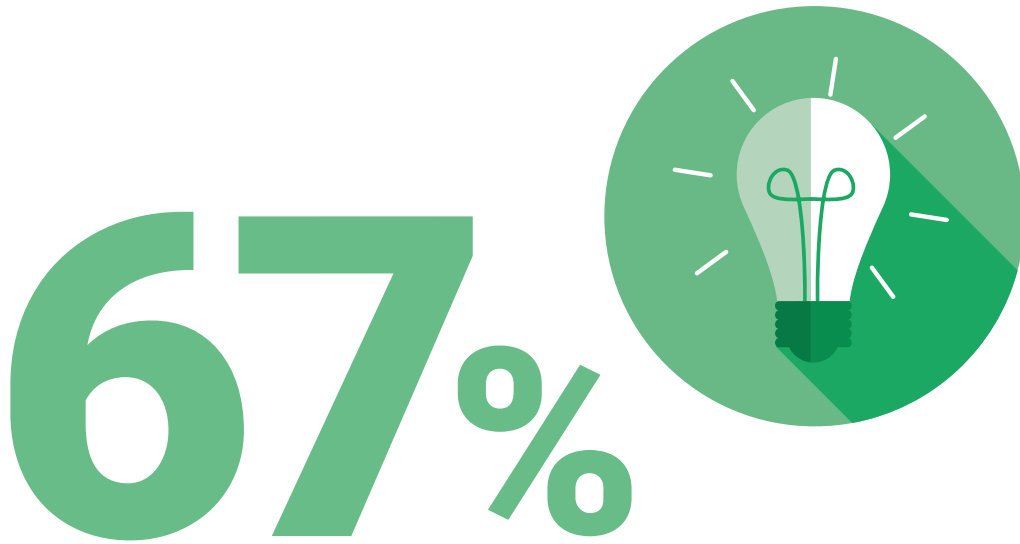
85%

AGREED

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



Where we'd like to improve...



OF STAKEHOLDERS
agreed that n-compass is an innovative
and forward thinking organisation



OF STAKEHOLDERS
agreed that n-compass was accountable and transparent



OF STAKEHOLDERS agreed that n-compass brings additional social value

CIRCULATE A DEDICATED E-NEWSLETTER

to keep stakeholders better informed and engaged in our work



2

HOLD BEST PRACTICE SEMINARS THIS YEAR

to showcase our innovative services more visibly



Develop new 'business 2 business' marketing materials



Build upon our social media presence



Share a summary infographic which demonstrates our impact in

2015-2016

with stakeholders

