

**Bassetlaw**



**Centre**



**The Queen's Award  
for Voluntary Service**

***"Making a difference throughout Bassetlaw"***

# **Annual Report 2014/2015**

**Bassetlaw Action Centre  
Canal Street,  
RETFORD,  
Nottinghamshire.  
DN22 6EZ**

**Registered Charity Number 1106908  
Registered Company Number 5177066**

## **Chief Executive's Report**

Welcome to our new look annual report in which we have captured a range of examples of the work that we do and importantly the difference that our interventions make to our clients.

Financial challenges for the organisation remain, but during the year we continued to secure the necessary resources to ensure that all our projects and service delivery can be maintained for the foreseeable future to meet the needs of our clients.

The staff team and more than 70 volunteers at the Bassetlaw Action Centre, work extremely hard to ensure that we deliver quality services to older and vulnerable people throughout Bassetlaw

Our key achievements during 2014/2015 were:

- ◆ Receiving the Queen's Award for Voluntary Service in recognition of the work we do.
- ◆ Hosting a celebration event in September to officially receive the award which was attended by 80 guests.
- ◆ Signing up two new Apprentices to our organisation as Service Advisors who are being trained to triage all enquiries to the organisation.
- ◆ Making a successful application to the Community Transport Minibus Fund for a new minibus.
- ◆ We strengthened our links in the Advice Bassetlaw Network and secured two new Surface Pro tablets to improve our outreach service.
- ◆ Setting up new weekly advice surgeries in partner agencies to allow more clients to access our services.
- ◆ Working closely with Bassetlaw CCG and BCVS in the development of Bassetlaw Social Prescribing.
- ◆ Developing a new Social Prescribing Befriending Service.
- ◆ Successfully tendering to deliver a number of journeys for Nottinghamshire County Council and the Child Contact Service.
- ◆ Working closely with Bassetlaw Health Partnerships in gathering Patient Experience Feedback which was recognised in the Bassetlaw Health Partnership Oscars Awards as one of four nominated entries.

We also continued to offer a number of volunteering opportunities including volunteer car driving, minibus driving, staying well tutors, board membership, resource centre assistants and administrative positions.

The aims and objectives of our organisation are the furtherance of any charitable purposes in the area of Bassetlaw, in particular:

- ◆ *The provision of facilities and services designed to further the education of persons in the community.*
- ◆ *The provision of a community transport service*
- ◆ *Delivery of a range of community projects*
- ◆ *Providing information to individuals and organisations*

Every year seems to be more challenging than the previous one, but we will meet those challenges by changing, adapting and diversifying to ensure we can continue to provide the services that are needed by our vulnerable and older clients in the community.

I would like to acknowledge once again the staff at the Bassetlaw Action Centre, who are extremely loyal and dedicated to the organisation. My thanks also go to the Board of Trustees, who have given me their total support and encouragement, and lastly, but perhaps the most important of all, our volunteers who give up their time and energy to assist us in providing services to our clients across Bassetlaw.

Lynn Tupling  
Chief Executive



## Our Core Services

Our services are used by both individuals and organisations. In 2014/2015 there were **14,073** callers either in person or by telephone. The day book records them as male **4062** and **10011** female. There were a further **155** learners coming into our premises for training with the WEA.

Additionally literally thousands of emails, web hits and mail enquiries were dealt with during the year.

We continued to develop networking, partnership and contract arrangements with other organisations to meet the needs of the local community in the most efficient and cost effective way.

## Volunteering

We are committed to offering volunteering opportunities in our organisation. Our volunteering opportunities include volunteer car driving, minibus driving, staying well tutors, board membership, resource centre assistants and administrative positions.

We are a volunteer led organisation with **67** volunteers and 17 paid members of staff.

## Training Suite

Our fully accessible room enables training to be delivered to small friendly groups. The courses held are mainly introductory, covering several aspects of information technology including CLAiT.

Tutoring is provided by the Worker's Educational Association - (WEA) who also use the room to deliver Basic Skills.

The room has 13 fully internet ready laptop computers with windows 7, interactive white board and wireless printer.

## Office Space/Meeting Room/Training Room Hire

We have fully accessible and serviced office space, a fully accessible training suite furnished with 13 laptop computers and meeting rooms for hire. Each area available by the hour, day or longer term to meet individual requirements.

These rooms have been used by a range of different organisations throughout the year.

**16** different organisations used the room on **282** separate occasions including:

- WEA (basic skills course)
- Youth Offending Team
- Sheffield Hallam University
- BSL Aware Class
- ENABLE
- Staying Well Programme
- Self-Help
- RCAN
- D.A.S.H
- Community Transport for Town and Country
- Framework

The room was also used for our own staff training and development programme and for the delivery of the staying well programme.

## Bassetlaw Seniors Directory

We work with the district council in the updating of the Bassetlaw Seniors Directory.

The directory can also be found on ours and the following websites:

BCVS

Bassetlaw District Council

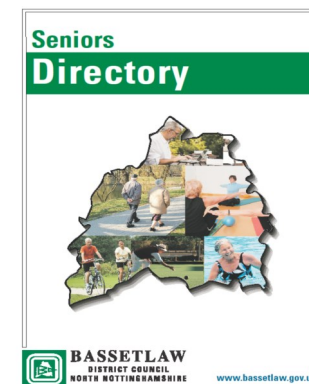
Notts 50+

## Disability Facility Grant (DFG) Panel

Our Housing Choice Case Worker sits on the DFG panel. This panel is where DFG applications are brought to for approval.

## Bassetlaw Food Bank

We are now a referral agency for the Bassetlaw Food Bank and formed a link with the Tuxford area food bank too.



## **Bassetlaw Community Car Scheme**

Our Community Car Scheme has remained busy over the past year with our volunteer drivers travelling over 123,000 miles on behalf of our clients in the Bassetlaw area. Our clients use the scheme when they are unable to access public transport. The driver will pick the client up from their home and take them on local trips to the shops, doctors or hairdressers as well as on longer distance journeys out to Doncaster, Sheffield and Nottingham. Client feedback is important to us and we undertake regular customer surveys. Comments received from our clients include “it’s very good”, “it suits me very nicely” and “it does what it says - thrilled with it”.

Our team of 42 volunteer drivers have attended regular meetings and training sessions. This year several drivers completed MiDAS training and many of them attended an Epilepsy Awareness session run by The Epilepsy Society. Comments from our drivers include “The scheme gets me out and about and gives me another interest, and I feel that I am doing some good for the community” and “When I retired in 2006 someone suggested I contacted the Retford Action Centre (as it was then known) to see if they had any suitable charity work for me to do. When I said I loved driving and meeting people I was offered the chance of driving for the Car Scheme. I have enjoyed the variety of journeys and clients ever since....and I know that my wife, also retired, is happy that I’m not ‘under her feet’ all day.”

## **Bassetlaw Community Car Scheme Plus**



The Car Scheme Plus has covered a total of 5,848 miles taking the residents of Bassetlaw to hospital appointments, social events and doctor’s appointment. It has 35 registered passengers. Carr Hill School and The Elizabethan Academy have used this vehicle to transport children on different educational visits.

## **Bassetlaw Community Minibus**

Our Bassetlaw Community Minibus has had a successful year covering 11,329 miles and taking our registered clients on day trips to Whitby, Skegness, Boundry Mill and Bakewell Market, just to name a few of our variety of destinations and has a total membership of 503 passengers.



Retford Stroke Club hired our Minibus on a monthly basis to enable their Stroke clients to get together and have an evening out. Worksop Live at Home Scheme also hired our Minibus on a weekly basis for their lunch club.

Comments we have received from our clients include;

Mrs L of Retford says “without the community minibus I would not get out and meet with anybody except my regular group on a Friday night, I certainly would never get out of Retford without it.”

“I would just like to comment on how hard working and helpful the driver that assisted us to the majestic theatre was. He could not do enough for us. Very impressive.”

A volunteer driver for both the Minibus and Car Scheme Plus Vehicle comments with regards to volunteering;

“ It gives me self-satisfaction and I realise how much it means to some of the passengers because without us their lives would be very different and lonely, I feel I have achieved something after a day out with them.”

## Bassetlaw Community Outreach

Our Community Outreach has continued to grow during the past year presenting an increasing diversity of complex needs and challenges.

We are able to visit elderly and vulnerable people over 50 in their own homes or give advice and information over the telephone or face to face at our offices.

We have seen an increase in referrals of 27% from 255 – 324 and an accumulation specifically in more intricate benefits enquiries.

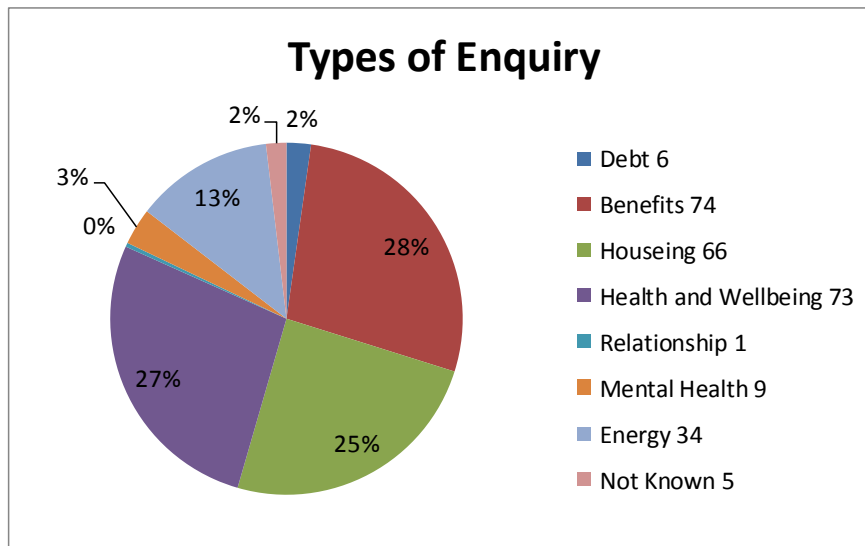
A total of £174,616 has been claimed from 46 benefit applications which have been made, with the following outcomes –

Successful – 42

Unsuccessful – 2

Unknown – 2

***“I spoke to Mrs S’s daughter today, and she wanted me to let you know that her Mum had been successful in getting Attendance Allowance from today. She wanted me to pass on their thanks to you for your time and effort. They are both thrilled as it takes some of the pressure off things and she will now be able to afford the Lifeline”.***



## Home Support

The Home Support Service (HSS) provides a community service including domestic cleaning, shopping, correspondence and companionship to its clients in their own home.



Throughout the past year the demand for the scope of HSS has advanced significantly, requiring recruitment of a specialist and experienced workforce to manage and support the complex needs of dementia, hoarding and mental ill health. Our team now has 9 dedicated support workers.

We are now in our fourth year of delivery over which time we have achieved 100% growth.

The management and delivery of our HSS sits within the framework of Community Outreach and provides a financial contribution towards the sustainability of the organisation.

Comments received include;

***“The befriending service has been a godsend this year, and thanks to both you and Janet for the caring but also very professional service you've provided”.***

***“I am so pleased to see you, who would have thought that a lovely friend like you would have come into my life”? A grateful Home Support client.***



## Staying Well Programme



During the last year we have delivered 10 Staying Well Programmes across the Bassetlaw area, with over a hundred people attending the courses. The skills and techniques learned on the course have shown to reduce the number of GP visits made by the patients and give them a better quality of everyday life. 2 people from this years' courses are now in the process of training to become course tutors and several others have now gone on to do voluntary work.

## Bassetlaw Self-Help

We have continued to support local groups and publish the Self-Help Directory and we have seen our latest group D.A.S.H. grow from strength to strength with over 20 people turning up most weeks.

"I hate to think where my Husband & I would be, not being too dramatic, we certainly had come to the end of the road! But with the kindness & support we received from DASH members, it enabled us to get our life back on track.

DASH is here to help & support you through lives challenges. Talking to people that have experienced Depression & Anxiety themselves.



Directory of  
**SELF HELP AND  
SUPPORT GROUPS**

within the Bassetlaw Area

**2014/15**

## Looking After Me Programme

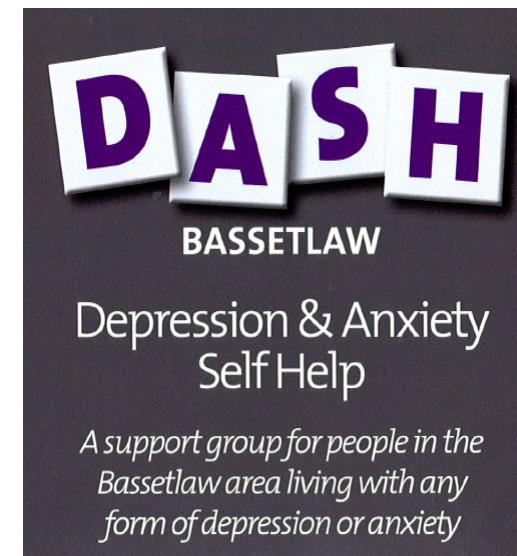
### **Looking After Me** Expert Patients Programme

#### **A FREE Self Management Course for Carers**

Do you look after someone?  
Is your own health effected?

**Then Looking after me is for you!**

We are now pleased to be able to offer the Looking After Me Programme across the Bassetlaw Area. Looking After Me 'LAM' is a course run on very similar lines to the Staying Well Programme but is aimed at people who are carers learning skills to manage their own long term health condition while working in a caring role for either family or friends.



DASH cannot always solve your problems, but hopefully it will give you the strength & courage, to get your life back to how you want it to be.

The knowledge of knowing that you're not the only one that feels like you do can be a powerful tonic"

## First Contact


The checklist is a quick and easy way for providers to access services for their clients. The checklist is completed with service users who are 60+ and then faxed or emailed to the Nottingham Customer Service Centre who use a computer system to generate the referrals to the pathway organisations.

382 checklists have been completed with service users this financial year which have generated 622 referrals. 31 frontline workers have been trained to use the checklist.

There are twice as many female service users who access services through the checklist than men and the majority of are aged between 80 - 84 years old.

The Pension Service received the most referrals this year with the Community Car Scheme in second place for help with transport needs.

A new updated leaflet has been put in place this year with the help of Bassetlaw District Council.





**First Contact  
Signposting Scheme**  
• Bassetlaw •

**SERVICES FOR OLDER PEOPLE  
IN BASSETLAW**

For further information contact:  
First Contact Co-ordinator  
Tel: 01777 709650  
Email: [firstcontact@actioncentre.org.uk](mailto:firstcontact@actioncentre.org.uk)

Produced in Partnership with:  
Bassetlaw Action Centre and Bassetlaw District Council



## Share a Ride

The Share a Ride scheme is part of the core work of Bassetlaw Action Centre.

The scheme exists to encourage individuals to share lifts, particularly to and from work. This breaks down barriers into employment and has a positive impact on the environment.



## Patient Experience Survey

We have carried out Patient Experience Surveys on a number of the services provided by the Bassetlaw Health Partnership. Results from these surveys have meant that several new practices have been adopted to appreciate patients experience. The BHP have produced a news letter called 'We Listened to You' and circulated it to all patients who took part in the survey showing where improvements have been made.



## Housing Choices



Housing Choices has had a very busy year with 416 new clients. 169 of these clients had complex needs and 247 were one off interventions.

The service provides clients with as much or as little support is necessary to meet their needs. This could mean a minor adaptation or some help to complete a housing application right through to organising and assisting a house move.

13 clients have been assisted to move in to more appropriate accommodation during this financial year. Ensuring clients are receiving all of the benefits they are entitled to can help them to fund their removals, or buy in some domestic help around the home. £59,181.20 is now being

received in extra benefit following our help. £1,929.84 has been provided through grants to assist with removals and clearance.

In August 2014 we set up Housing / Advice surgeries in Retford, Worksp, Carlton in Lindrick and Misterton. They are held in partner organisations buildings and allow clients to meet with a caseworker in their location. These have proved very successful with 85 clients attending from August 2014 – March 2015.

Comments received from our clients include “thank you for helping me get a flat in Queens Court, I am so happy here”, “Big big thank you to all concerned”, “The service was brilliant from BAC”, “The lady was very helpful!”

## Stroke Information Service

We started this year with 38 existing clients receiving support and advice from the Stroke Information Service and there have been 82 new clients.

Our service supports the stroke survivor their family and carers to access services, apply for benefits, assist with housing needs, adaptations, practical

assistance, help to return to work, putting people in contact with other stroke survivors or just being a listening ear! 2 clients who have problems with communication and anxiety issues have ongoing support visits and telephone support have been provided to 20 clients this year.

We have referred to 217 services and signposted onto a further 189 services during the year on behalf of clients to help them with their day to day living following their stroke.

Stroke has a huge impact on the financial situation in the household; we check benefits for all of our clients and £74,521.20 is now being received in extra benefit following our help.

Comments received from our clients include “everyone is fantastic”, “always listens when I ring up”, “very helpful”, “very pleased”.

## Retford’s Resource for Older People

The Resource Centre continues to serve hot lunches and refreshments as well as giving advice on local services and has seen quite a lot of new faces this year as well as those who have been coming for many years.

This year has also seen another milestone in life of the Resource Centre with the retirement of Louise Hallam who had been there for almost nine years. Customers, volunteers and staff were all sad to see her go but wished her every success in her new role looking after her grandson.





## **Equal Opportunities Statement**

The Bassetlaw Action Centre is committed to a policy of equal opportunities:

- To its staff, through recruitment, training and progression within the organisation.
- To its clients to ensure that no-one suffers abuse, discrimination or harassment by staff or trustees or other organisations/members of the public using the centre.

## **Data Protection**

Bassetlaw Action Centre agree that any information held on a computerised database is subject to the provisions of the Data Protection Act 1998. The organisation will comply with the provisions of the access to Personal Files Act 1987 by ensuring that any information held relating to a Service User is available for inspection by that Service User.

## **Independent Examiners**

Saul Fairholm Limited  
24 Exchange Street,  
Retford,  
Nottinghamshire  
DN22 6DT

## **Compliments/Complaints procedure**

We aim to provide an efficient, effective and courteous service. If you encounter any problems, or would like to compliment our service we do have a procedure:

- 1) Contact the member of staff concerned to discuss this fully.
- 2) If the problem is more urgent, or not resolved please contact the Chief Executive.
- 3) Following this, in the event that you do not feel completely satisfied Please write in detail to the Chair of the Trustees, c/o Bassetlaw Action Centre, Canal Street, Retford, Nottinghamshire. DN22 6EZ

## **Funding**

Funding received from;

Nottinghamshire County Council  
Bassetlaw Clinical Commissioning Group  
Bassetlaw District Council  
National Lottery (through CAB)

## **Partnerships**

WEA (for training Space)  
Let's Talk Wellbeing (for office space)  
CT4TC (a newly developing partnership)

## **Affiliations**

An associate member of Locality  
An affiliate of BCVS

## **Contact Details**

We are open from 9am to 3pm Monday-Friday

Bassetlaw Action Centre  
Canal Street  
Retford  
Nottinghamshire  
DN22 6EZ

Tel: 01777 709650 (answerphone service is also available outside office hours or at busy times)

Fax: 01777 700644

E-mail: [enquiries@bassetlawactioncentre.org.uk](mailto:enquiries@bassetlawactioncentre.org.uk)

Web: [www.bassetlawactioncentre.org.uk](http://www.bassetlawactioncentre.org.uk)



@actioncentre



Bassetlawactioncentre

## **Staff Team**

Lynn Tupling	Chief Executive
Dave Bacon	Health and Social Care Manager (Self Help, Staying Well and Resource Centre)
Jayne Bullock	Preventative Services Manager (First Contact, Transport, Stroke and Housing)
Kate Bishop	Centre Housekeeper and Home Support Worker
Louise Hallam	Resource Centre/Community Outreach Advisor (to January 2015)
Anita Hamilton-Clark	Staying Well Tutor (to January 2015)
Alan Portwood	Office Supervisor/Community Car Scheme Co-Ordinator/Housing Choices Administration (to August 2014)
Norman Shaw	Service Advisor
Paula Boniface	Accessible Vehicle Co-ordinator/ Staying Well Tutor (from January 2015)
Judith Sinclair	Finance Manager/Stroke Information Administration
Rachel Shaw	Office Supervisor/Community Car Scheme Co-Ordinator/Housing Choices Administration (from August 2014)
Anna Shaw	Community Outreach and Energy Advisor (to May 2015)
Emily Cleaver	Receptionist (to October 2014)
Victoria Wright	Community Car Scheme Bookings Clerk (to October 2014)
	Community Outreach and Energy Advisor/ Befriending Co-ordinator (from October 2014)
Lucy Bower	Apprentice Service Advisor (from December 2014)
Olivia Wright	Apprentice Service Advisor (from December 2014)
Maryann Arthur	Home Support Worker
Lindsey Dunk	Home Support Worker
Hilary Sparkes	Home Support Worker
Janine Kettlewell	Home Support Worker
Janet Ashton	Home Support Worker
Elaine Brown	Home Support Worker

In addition we have 67 volunteers working on various projects throughout the organisation.

## **Members of our Executive Committee**

Michael Browne	Chairman
Anthony Tromans	Chairman Finance Sub-Committee/Trustee
Denise Colton	Company Secretary
Julie Caley	Trustee
Michael Bowskill	Trustee
Michael Storey	Trustee
Brian Bailey	Trustee
David Liggins	Trustee
Clifford Entwistle	BDC Observer

## **Responsibilities of the Trustees**

Company and Charity law requires the Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of the affairs of the charity, and of the surplus or deficit of the charity for that period. In preparing these financial statements the Trustees have:

- Ensured good governance is in place and standards maintained.
- Selected suitable accounting policies and applied them consistently.
- Made judgements and estimates that are reasonable and prudent.
- Followed applicable accounting standards and the charities SORP, disclosing and explaining any departures in the financial statements.
- Prepared the financial statements on the going concern basis.

The board are pleased to announce that the organisation achieved it's outcomes this year within agreed budgets.

**Bassetlaw**

**ACTION**

**Centre**

