

Bassetlaw

ACTION



Centre

Annual Report 2024/2025

Making a
difference
throughout
Nottinghamshire



Bassetlaw Action Centre, Canal Street, Retford, Nottinghamshire, DN22 6EZ.

Registered charity number 1106908. Registered company number 05177066.

Chief Executive's Report

Our organisation, like many others, is continuing to face challenges, but has also benefited from some successes too. We have been fortunate to secure funding for new project delivery but this in turn has put additional pressures in the system in recruiting staff and volunteers to enable us to deliver these new work streams.

I thought I might summarise some of our key milestones this year which has proven to be another very busy year:

In April we launched our Supported Independent Living Service and had the Solar Panels Fitted on the building.

On 7th May we launched our Supported Hospital Discharge Service at Bassetlaw Hospital and on 13th May at Kings Mill Hospital.

We had a very unsafe, dead cherry tree removed from the garage site in June.

In July We hosted a thank you event at West Retford Hotel for all volunteers, staff and board members to come together.

In August we launched our Supported Hospital Discharge Service at Queens Medical Centre. In September we had our Motability Funding confirmed and so we placed an order for our new minibus (due for delivery in April 2025). We also had a really successful Focus on Farmers Event at Idle Valley.

In October we were finalists in the Nottinghamshire ICB awards, having been a winner in the previous year.

I attended the Locality convention in Manchester in November 2024 where we were finalists for the National Power of Community Award.

In December all staff were invited to a team building event which was a chocolate making workshop. It seemed to go down really well - in fact it was probably one of the better team building events!

In January we launched some IT training sessions for our staff to participate in. The first one being on AI in partnership with Inspire. 7 further sessions were completed by staff over the first three months of the year.

Bassetlaw Action Centre had been established 29 years on the 26th February and plans have commenced to celebrate 30 years next year.



(Lynn Tupling Chief Executive, Jo White MP and Paula Graham Health and Wellbeing Manager)

In March we replaced all of the signage on our building (thanks to UKSPF funding) and we hosted a visit from Jo White MP.

Our staff and volunteers are by far our greatest assets without which our organisation simply could not function. In addition to extending my personal thanks to each of them, I do so on behalf of the thousands of vulnerable and older people that benefit from their time, dedication and commitment.

We continue to receive referrals and be an active member of the North Notts Support Partnership which is a collaboration between Bassetlaw Action Centre and BCVS supported by Bassetlaw District Council.

Our three new major contracts; the Supported Hospital Discharge Service, the Supported Independent Living Service and the Motability funding for complementary transport services have all been welcome developments and have resulted in growth and some security for our organisation. We now employ 37 staff across Nottinghamshire and have 84 volunteers, yet still demand outstrips supply.

We were able to issue forty warm packs, alongside energy advice and cost of living support to Bassetlaw residents again this year thanks to funding from Bassetlaw District Council. Our thanks go not only to our funders, but to our health colleagues and Bassetlaw Food Bank that helped with distribution.







We now have our 30th Anniversary within our sights and look forward to the challenges and successes that the next year will bring.

Lynn Tupling
Chief Executive

Strategic Objectives

RAG Measures

Red/Amber/Green ratings in support of Bassetlaw Action Centre's five-year business plan (2025-2031). Six strategic objectives were set and agreed. Monitoring progress against these objectives takes place on a regular basis and the findings included in the annual report.

Strategic Objective	Outcome at 31st March 2025	Red/Amber/Green (RAG rating)
1. To ensure that the organisation adopts a balanced budget and maintains necessary levels of turnover.	Achieved. A balanced budget for year ending 31st March 2025 was approved by board and again we ended the year with a surplus. We were also able to provide a projected balanced budget for year ending 31st March 2026.	
2. To increase income through paid for services.	Achieved. Income from the Home Support Service has continued to grow and is showing excellent results, with the income generated from Home Support seeing a 53% increase. At the end of March 2025 our overall earned income saw a 42% increase on the previous year.	
3. To increase the volunteer base.	Not Achieved. We had 88 active volunteers across our projects at the end of the last financial year compared to 84 this year. However, in the previous year we had 83 at the end of the previous financial year and 65 at the end of the one before. Volunteer recruitment continues to be a challenge as demand still outstrips supply.	
4. To seek and pursue new opportunities to develop complementary services within the aims and objectives of the organisation.	Achieved. We successfully secured the new Supported Hospital Discharge Service (SHDS) Tender from Nottinghamshire County Council for 1 year with a possible extension to 5 years. This has now been extended to September 2025. Meanwhile we continued to secure funding to extend the Warm Pack allocation and distributed 40 packs this year. We secured five years of funding from The National Lottery Community Fund for the Supported Independent Living Service. We secured three years of funding from Motability to support our transport service and for a new fully accessible vehicle.	
5. To strengthen and extend our existing offer.	Achieved. The SHDS service is a Countywide service resulting in us extending our offer not only to Bassetlaw Patients on discharge from Hospital but Patients throughout Nottinghamshire. This has resulted in new partnerships being formed and extended our offer throughout the County. The new Supported Independent Living Service has been really successful in its first year and the new minibus is now on order for the transport department	
6. To ensure that we identify and proactively manage risks and emerging threats.	Achieved. We continue to develop and refresh our risk assessments to ensure that we identify emerging threats at the earliest opportunity to enable us to minimise impact on the organisation. Our financial risk assessment is also continuously monitored and whilst in current financial year we have achieved the necessary levels of turnover, there remains a risk to the organisation that future funding could reduce.	

Client Surveys

Bassetlaw Action Centre regularly surveys clients in order to assess performance and find areas to improve upon. The survey results are overwhelmingly positive and show that the services are well run and appreciated and that we are quick to make changes where required.

Methodology

There were 151 surveys completed in the 2024-2025 period. The surveys were done over the phone, by client's completing and returning them, or occasionally face to face.

Befriending

Users of the Befriending service all said that they had improved mental health and a reduction in loneliness. All felt that the service had provided good support that was tailored to them and the satisfaction score was 10/10.

"Very happy with the service, always ready to give the help needed when required."

Supported Independent Living Service

100% of the Supported Independent Living Service felt that their problem had been resolved. 66% of respondents felt that the engagement had improved their mental health with a further 27% who weren't sure. Users of the SILS service provided an overall satisfaction rating of 9.9/10 with many saying that they will come back if they need any additional help and that they would recommend the service to others.

"I am so pleased with the support I received, the gentleman who helped me fill in the form did so like a walk in the park. It took all my stress away."

Home Support

The Home Support service continues to receive very positive feedback. All of the clients reported improved or possibly improved mental health and a reduction in loneliness as a result of using this service. The overall satisfaction rating for Home Support was 9.4/10 with several singling out individual workers for praise.

"I am really pleased with Emma, she does a fantastic job and has been a god send. She puts me at ease and I feel comfortable having her help me in my home. Natalie also has been great setting up the service for me. I am so grateful for the Action Centre.

Minibus

The minibus day and lunch trips have had a positive response, this and Bassetlaw Community Car Scheme/Car Scheme Plus had the majority of self-completed forms. The minibus scored well on improving mental health with 75% confirming that mental health had been improved with the remaining saying it may have been. Meanwhile 71% of respondents felt less lonely as a result of the minibus trips, 24% said they weren't sure and just one person said they didn't. The overall satisfaction score for the minibus was 9.7/10.

"Brilliant service for anyone on their own with mobility issues, gets people together socially. Door to door absolutely marvellous"

Supported Hospital Discharge Service

The Supported Hospital Discharge Service has had a clear impact on the people who use the service. 75% of users reported improved mental health with a further 12.5% not sure and 86% felt less lonely as a result of our intervention. The service satisfaction score was 9.75/10.

"Made me feel well supported at a time when I lacked confidence."

Bassetlaw Community Car Scheme and Car Scheme Plus

The Bassetlaw Community Car Scheme and Car Scheme Plus received largely positive responses with some minor suggestions for changes. 67% felt that their mental health had improved from using BCCS/CS+ with a further 23% unsure. In addition, 67% felt less lonely with 24% undecided and just 9% still feeling isolated. Overall clients score the service at 9.4/10.

"(BAC is good at) Going out of your way to accommodate. I've seen my dad in hospital every day for the past few weeks thanks to you."

Holistic Support and Its Impact

BAC's holistic approach ensures that clients receive comprehensive support addressing various aspects of their lives, which significantly contributes to improved mental health and reduced isolation. Here are some key elements of this approach:

1. Personalised Assessments:

Each client receives a personalised assessment and support is tailored to their unique needs, ensuring that all aspects of their well-being are addressed.

2. Integrated Services:

Clients have access to a wide range of services, including health and care services, financial assistance, transport support, home support services, and social support. This integrated approach ensures that clients receive seamless and coordinated care.

3. Regular Check-ins and Follow-ups:

BAC provides ongoing monitoring and support through regular check-ins and follow-up assessments. This continuous support helps identify any new or emerging needs, allowing BAC to adjust the support provided accordingly.

4. Community Engagement:

BAC encourages clients to engage with community groups and befriending services, helping them build social connections and reduce feelings of loneliness and isolation.

5. Emotional Support:

BAC staff are trained to provide emotional support, helping clients navigate challenging situations and offering a listening ear. This support is crucial in improving clients' mental health and overall well-being.



Client Stories

IH felt overwhelmed and unsure about her entitlements. With BAC's support, she was able to access the benefits she was entitled to, significantly improving her financial situation and mental health. She expressed immense gratitude for the staff's assistance and felt more confident and supported.

HW described BAC's service as a "shoulder to lean on." The staff's kindness and responsiveness, especially in helping her get to the hospital with her wheelchair, made a significant difference in her life. She felt more secure and less isolated, knowing she had reliable support.

ML highlighted the reliability of the car scheme and the politeness of the drivers, which helped reduce her feelings of isolation. The service allowed her to stay connected with her community and maintain her independence.

“

90% of patients reported that their concerns were addressed within 1-2 days and 85% of patients were satisfied with the communication methods used by BAC.

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Conclusion

There is a clear and measurable impact to the services that clients receive from Bassetlaw Action Centre. The overall satisfaction score is 9.5/10 with no services falling below 9/10. 70% of clients reported an improvement in mental health and a further 24% with a possible improvement. 66% also reported a decrease in loneliness.

Digital Literacy

Bassetlaw



Our digital literacy project exists to support individuals in the community to access the NHS APP and all of its features. We have helped over 300 individuals in a 6-month period to order their prescriptions online, track their blood pressure and make appointments amongst other things.



Mrs F and Mrs K came in to the centre after seeing a post on Facebook advertising our sessions, they wanted to cover every feature on the app in depth. They were very interested in the Repeat Prescriptions function as they had occasionally had problems previously. They liked that you could order at any time and that you could contact the pharmacy team directly through it. They were impressed that you could change your pharmacy, particularly as one lady spends a lot of time away from the area. They were also very keen on the function to request an emergency prescription and felt it would be useful if they were away and had forgotten vital medicine. Neither needed a prescription at the time but both intend to try using it.

The ability to access their health record at any time was appreciated by both ladies. They felt that the ability to see prescriptions and when events occurred would be useful when seeing consultants, they liked the ability to track symptoms through Patient Knows Best for the same reason and are keen to register for it. They felt that having all information in one place could be really useful and intend to make full use of it. They were pleased with the function to see upcoming and past appointments and feel that it will help when brain fog is bad.

Mrs F has an Enduring Power of Attorning for her mother. As they are at the same surgery she will link the accounts to make it easier to order prescriptions and check appointments. She felt that this could be really valuable and would make things a lot easier.

They did feel that the ability to easily check symptoms could be good and they loved that there was a link to medical acronyms and felt that would be a big help. The ability to store care plans was appreciated and both understood that these cannot always be kept to.

Both ladies appreciated the versatility of the app and were impressed with all it can do. They felt that there was far greater scope than they had imagined and that elements of it would be really useful for them. They found it mostly user friendly. Both intend to use the app fully and are aware that we are available to help if they have any problems; they feel far more confident as a result.



Get Out Get Active – GOGA

Men Walk Talk

Men Walk Talk has successfully relocated from multiple venues in Bassetlaw to being twice monthly at Idle Valley Nature Reserve, making it easier for clients to know where to attend. It continues to encourage men to meet up with others and talk about things affecting their mental health while having a gentle walk in nature. As Idle Valley has a cafe open it means that the group does not need to be cancelled in bad weather and people can still meet up, preventing potential isolation.

The group currently has three leaders who run the walks either alone or together. They have all had mental health difficulties themselves so understand the challenges involved and the positive impact that talking can have. This helps open them up to attendees who find that knowing they are talking to someone who has been there, which reduces fears and stigma.



Stay Pawsitive

Stay Pawsitive runs from Idle Valley Nature Reserve weekly on a Tuesday at 2pm. The group helps reduce social isolation and with no topic off limits. Attendees feel that they are able to open up about any struggles they may have. Attendees are encouraged to bring dogs if they have them which provides an instant starting point to conversation if needed. The relaxed walk around Idle Valley is done at the client's pace ensuring that nobody is left out because of mixed fitness levels. The group currently has three volunteers who are able to encourage people to be open with them and relax in their presence.

Walking Tennis

Walking Tennis runs weekly at 10am on Wednesdays at Retford Tennis Club. The game is run as a normal match but with softer balls, a smaller court, and a two-bounce allowance; enabling competitors to move at a slower pace while still enjoying the game. The group is run autonomously by Retford Tennis Club but they have the knowledge that we are available to help as and when needed.



Bassetlaw Seniors Directory

Bassetlaw is fortunate to have many active groups and clubs to support and improve lifestyle.

Access to information about how and where services are provided is very important.

As a result, Bassetlaw Action Centre produced this Directory to inform older people about the services, groups and clubs available.

A copy of the directory can be found on our website.
www.bassetlawactioncentre.org.uk



Our services are used by both individuals and organisations.

“

In 2024/2025 there were 23,085 callers either in person or by telephone and 9597 home visits to clients.

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

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



Office Space Meeting Room Training Room Hire

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

Our rooms are hired out all day on Tuesdays and Thursdays by organisations such as CGL Nottinghamshire and 180 Fitness.

Our meeting rooms can be used in a number of different layouts to suit your needs



Room hire enquiries;
 Call:
01777 709650
 Email:
enquiries@actioncentre.org.uk



Focus on Farmers

Bassetlaw

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Focus on Farmers is a collaborative project designed to address the unique mental and physical health needs of the Bassetlaw farming community.

We held a launch event at Idle Valley Nature Reserve where at least 70 people were in attendance, Helen Azar and Rachael Wood (Bassetlaw Place Based Partnership), Ema Keeling (Kingfisher Family Practice) and Paula Graham (Bassetlaw Action Centre) gave a presentation about the project and what we are trying to achieve.



We continued to both raise awareness throughout the year and also write funding bids to keep this initiative alive.

We host a page on our website that is a directory for farmers to get in touch with third sector help that is in the community, we had some tractor shaped air fresheners made with the QR code on taking you straight to the webpage. These can be hung in tractors and trucks - so always on hand.

We engage directly with the community through events, creative outreach, and collaborative partnerships, ensuring the services we offer are shaped by and for those we support. We also had some pens and keyring torches made with our web address and email printed on them that we distributed at the Christmas tractor run and the Spring ploughing match.

Through ongoing communication and engagement, we aim to ensure that no one in the agricultural community faces challenges alone. We want to ensure they are able to access confidential mental health services in Bassetlaw.



**Because everyone
deserves a break..
... including you**



**Enjoy a cuppa on us and
explore the support
available for the farming
community in Bassetlaw
whenever you need it.**

www.bassetlawfocusonfarmers.org.uk

Futures Project

Futures, an organisation dedicated to improving employability and life skills, with funding from the UK Shared Prosperity Fund (UKSP), partnered with Bassetlaw Action Centre to take part in the 'Transform Your Future' project.

The project is designed to provide employability and life skills support to economically inactive adults.

Economically inactive individuals are often difficult to engage, and many have complex needs such as mental health issues, debt, or insecure housing. By partnering with local organisations already embedded in these communities, **Futures ensures that support reaches those who need it most.**

Paula Graham, BAC said;

“

We are delighted to be involved in the Futures project, it is invaluable to the marginalised groups of people that are benefitting from the support of our services. This project had enhanced our offer to the community without doubt.

”

Case Study

Person Details:

- **Initials:** MD
- **Age:** 39
- **Gender:** Female
- **Locality/District:** Bassetlaw

Person History:

- **Enrolment date:** 01/08/2024
- **Reason:** Support with searching for employment. Client had been out of work due to long term health conditions.

Futures Worker/Volunteer Intervention:

- Met client at job fayre in Bassetlaw
- Advised of volunteering projects in the local community
- Advised of part-time vacancies at BAC
- Informed about our Staying Well Programme where she could access support to manage conditions

Key Outcomes:

- Employed by BAC from September 2024 on a part-time basis
- Continually supported for her long-term health conditions, with adjustments made to her working pattern and environment where necessary
- Been employed for 6+ months, successfully passing probationary period

Next Steps:

- Supported to maintain employment with BAC through regular reviews and any necessary adjustments to support long term health conditions made.



Funded by
UK Government



Home Support

Our home support service has delivered 8962 hours of support to 192 clients this year, this is an increase of 2424 hours compared to 2023/24. Our workers have travelled 21,996 miles in 928 hours in the current year in order for them to deliver this vital service. These services were delivered by 12 workers making over 7500 home visits.

Mr R started having Home Support in 2023. Originally intended as a twice a week service to check on him and to give him someone to chat to as well as help with some light cleaning. This has since evolved with Mr R's changing needs.

After Mr R was diagnosed with Alzheimer's disease, it became apparent he needed more care. So, he now has three services a week, two lasting three hours and one lasting two hours. During these services Mr R is able to access social groups, doctors' appointments and shops he is usually unable to attend due to living in a rural village and no longer holding a driver's licence.

Mr R's daughter lives in Manchester and is unable to care for him as much as she'd like, relying on the Home Support Service to provide that support and assure her that her father is okay. His worker will take him out, prepare food for him, tidy his home and give him medication prompts, all things he now struggles with due to his declining health.

Mr R's daughter said of the service: "(The worker) has been brilliant and has held everything together. He really needs that extra time and the time out as well. I knew he would need additional support but wouldn't agree to it, so given that he was really comfortable with his worker it was seamless. She was a great help when he had to move home and became unsettled."

The worker feels Mr R is very positive about the service and is always happy to see her. Mr R said of his worker "it's really good that she has a car and can take me out. She smiles all the time and makes me happy. She just sorts everything out for me".

All in all, Mr R's well-being has improved despite his health decline. He is able to live as independently as possible while still receiving necessary help from a service he knows he can rely on and a worker he has now formed a bond with. This is the aim of the Home Support Service.



Mr N started the service in August 2024. He had suffered from a stroke and had been advised to join the gym to help with his recovery. At the time he had a PA that was taking him but she was due to retire. Mr N and his sister came across one of our Home Support leaflets and got in contact to see if we were able to help.

His worker takes him to the gym Mon & Fri mornings weekly for 2.5 hours. She stays and walks around with him the whole time, encouraging him to keep going and cleaning the equipment as they go.

Mr N is very grateful for all the support he has from BAC and feels like he can keep his independence at home and also focus on his recovery.

Mr N's sister is also very grateful for the help from the service.

Below quote from Mr N:



"Having Julie to take me out in my wheelchair gives me freedom to enjoy doing normal stuff and connect with other people.

This interaction helps improve my mental health and wellbeing

I very much look forward to going out on Monday and Friday morning #

Promoting Independence Service

Introduction

The Promoting Independence Service has been instrumental in supporting individuals to maintain their independence and improve their quality of life. This report outlines the key activities, achievements, and case studies from the year 2024/2025.

Service Overview

Referrals: Throughout 2024/2025, the Promoting Independence Service accepted 298 referrals.

Support Hours: A total of 596 hours were dedicated to supporting these clients.

Onward Referrals: 1390 onward referrals were made to ensure continued support after discharge.

Client Benefits

Clients accessing the service have experienced:

- Increased confidence
- Reduced isolation
- Better access to local services
- Lower reliance on extensive healthcare interventions
- Alignment with Integrated Care Strategy

The Promoting Independence Service aligns with the Integrated Care Strategy through:

Patient-Centred Care: Focusing on the individual needs and preferences of clients.

Partnerships: Collaborating with various stakeholders to provide comprehensive support.

Continuous Improvement: Regularly evaluating and enhancing service delivery.

Preventive Measures: Implementing strategies to prevent health deterioration.

Inclusivity: Ensuring services are accessible to all individuals in need.



Case Study 1:

Mr. A

Background:

Mr. A is a 90-year-old gentleman who was discharged home after a hospital admission for a fall and subsequent heart condition diagnosis. Previously, he lived independently with minimal health concerns.

Challenges:

Post-discharge, Mr. A struggled with mobility and relied heavily on his son and neighbour, which was challenging due to their work and family commitments.

Support Provided:

- Advised on claiming relevant benefits
- Assisted with applying for Attendance Allowance.
- Advised on services for cleaning and home support.
- Registered for the Bassetlaw Community Car scheme.

Outcome:

Mr. A was awarded the higher rate Attendance Allowance, enabling him to hire extra help at home. This reduced the pressure on his son and improved their relationship, as well as alleviated concerns about meal preparation.





Case Study 2:

Mr. B

Background:

Mr. B is a 94-year-old with multiple health issues, including falls, cellulitis, leukaemia, Type 2 diabetes, and CKD stage 3. His recent hospital admission was due to a fall.

Challenges:

Mr. B struggled with mobility, lacked disability benefits, and had limited family support.

Support Provided:

- Assisted with claiming benefits (Attendance Allowance and Pension Credit).
- Helped apply for a Blue Badge.
- Supported filling out care finance forms.

Outcome:

Mr. B's financial situation improved significantly. He was awarded the higher rate Attendance Allowance and Pension Credit, and obtained a Blue Badge for accessible transport. This allowed him to pay for care and cleaning services, improving his living conditions and health management.

Conclusion:

The Promoting Independence Service has proven to be a vital component of the healthcare system, enhancing outcomes and contributing to healthier communities through its holistic approach and collaborative efforts. The service's commitment to patient-centred care, partnerships, continuous improvement, preventive measures, and inclusivity ensures that clients receive the support they need to live independently and with dignity.

Supported Hospital Discharge Service (SHDS)

Service Overview:

The Supported Hospital Discharge Service (SHDS), funded by Nottinghamshire Adult Social Care, ensures smooth transitions from hospital care to community-based support. Support Coordinators are based within Transfer of Care Hubs at Bassetlaw, Kings Mill, and Queens Medical Centre, receiving referrals for patients with little or no support network.

Key Responsibilities:

- **Hospital Discharge Support:** Ensuring patients have essential items like food, drink, clean bedding, heating, and necessary equipment.
- **Assessment and Outcomes Star:** Conducting initial and follow-up assessments to gauge and measure progress.
- **Coordination and Communication:** Collaborating with hospital staff and reablement teams, maintaining effective communication with patients and stakeholders.
- **Service Delivery:** Providing initial support, recruiting volunteers, and coordinating ongoing services.

Launch and Expansion:

The service launched in Bassetlaw Hub on 7th May 2024, Kings Mill on 13th May 2024, and Queens Medical Centre on 12th August 2024. It is now fully active across the county.

Referral Statistics:

From launch to March 2025, the service received:

- 368 referrals at Bassetlaw
- 357 referrals at Kings Mill
- 476 referrals at Queens Medical Centre

Total referrals: 1201

Service Activities:

- Safe and Well Calls: 3191
- Home Visits: 1591
- Shops: 611
- Onward Referrals: 590
- Signposts to Further Services: 557

JD (Queens Medical Centre):

Supported with shopping, laundry, medication collection, housing issues, and enabling regular visits to his brother.

“The support I received was invaluable during my recovery.”

DG (Bassetlaw Hospital):

Assisted with cleaning, shopping, medication coordination, hearing aids replacement, financial support, home repairs, and welfare checks.

“The team was incredibly helpful and responsive.”

ML (Bassetlaw Hospital):

Helped with shopping, cleaning, topping up gas and electric, safety measures, financial support, housing repairs, and food support.

“I felt well cared for and supported.”

Need for the Service:

SHDS is essential for ensuring individuals transitioning from hospital care to home receive necessary support to remain safe and independent, preventing hospital readmissions by addressing immediate needs.

How the Service Supports People:

- **Safety at Home:** Ensuring patients have essential items and a safe living environment.
- **Preventing Readmissions:** Addressing ongoing needs and coordinating with healthcare providers.
- **Independence:** Supporting individuals in regaining independence through regular assessments and tailored support.
- **Community Integration:** Facilitating connections with community resources and services.

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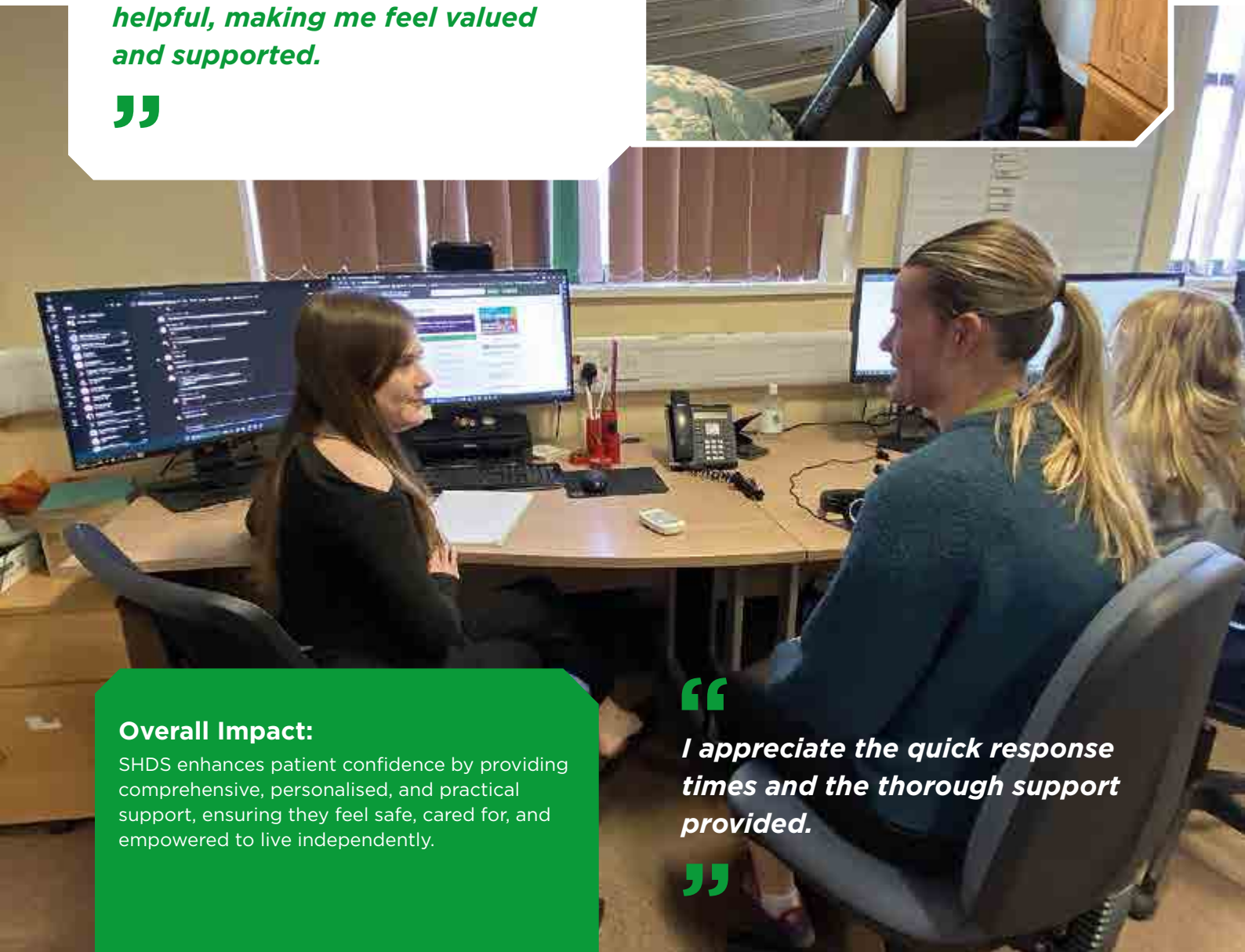
The staff are always polite and helpful, making me feel valued and supported.

”

“

The service is a lifeline for me. I couldn't manage without it.

”



Overall Impact:

SHDS enhances patient confidence by providing comprehensive, personalised, and practical support, ensuring they feel safe, cared for, and empowered to live independently.

“

I appreciate the quick response times and the thorough support provided.

”

Supported Independent Living Service (SILS)

Introduction:

The Supported Independent Living Service (SILS) went live on 1st May 2024, funded by the National Lottery for 5 years. It integrates Housing Choices and Befriending Services, offering comprehensive support to Bassetlaw residents in Housing, Benefits, Energy, and Loneliness. The team consists of 3 members: 2 SILS advisors and a SILS Triage, focused on helping clients remain independent at home.

Housing Surgeries/Advice Groups:

- **Retford Housing Surgery:** Conducted every Monday, fully booked and well-attended.
- **Worksop Housing Surgery @ Bassetlaw Food Bank:** Held on the last Tuesday of each month.
- **Citizens Advice Benefit & Wellbeing Drop-in Events:** Participated in events in Harworth and Retford, with the next event planned for Ordsall.
- **Dementia Hub:** Provides monthly advice and support at the Worksop Dementia Hub and will start at the new Dementia Hub in Harworth on 24/04/2025.

Befriending Service:

- **Group Signposting:** Directs clients to groups in Retford, Worksop, Harworth & Bircotes, Gringley on the Hill, and Clarborough.
- **Volunteer Engagement:** 21 active volunteers, with 2 new applications recently received.
- **Home Visits/Telephone Befriending:** Volunteers visit or call one client every fortnight for up to 2 sessions, reducing waiting times and extending support duration.
- **Befriending Assessments:** Effective in identifying additional support needs, leading to increased involvement from SILS in areas such as benefits, housing, and energy support.

“

Thank you so much, it's great to know I have someone at the end of the phone to help.

”

**DK
(72, Female,
Bassetlaw):**

Supported with Attendance Allowance, Blue Badge application, housing registration, and energy advice.

“Regular attendance at Retford Befriending group has helped me form friendships and improve my mental health.”

**AW
(58, Female,
Bassetlaw):**

Assisted with PIP application, energy bill management, housing registration, and use of wheelchair accessible vehicle.

“The support has improved my financial situation and reduced isolation.”

**M
(65, Female,
Bassetlaw):**

Helped with befriending, benefits check, food bank referral, and personal care assessment.

“The service has eased my financial burden and improved my mental and physical health.”

“

I'm very pleased, it's been really helpful so thank you - I will recommend you to anyone and everyone.

”

“Evelyn cannot fault the service she has received, everyone has been so kind and courteous, putting her at ease.”

“Everything was absolutely brilliant. The staff were all very pleasant and super helpful all the way through, from opening the front door to helping me fill in the form. They asked the questions nicely and sensitively and I couldn't recommend the action centre enough. I recommend it to everyone.”

“I can't thank all your staff enough. I didn't think I was entitled to anything but they have been brilliant in showing me what I can get and helping me do so. I am so grateful.”

“Very nice people, nothing is too much trouble. Nice to know there is somewhere in town to turn to for help. Craig was a lovely gentleman and I felt very at ease.”

“Service was amazing, I think what you're doing deserves a lot of credit. I wouldn't hesitate to recommend you to anyone.”

“

Thank you for all your help, the Blue Badge will make such a huge difference.

”

Service Impact and Statistics:

Cases Handled:

1004 cases handled in 11 months with 506 home visits

Onward Signposts:

2087 onward signposts to other services

Referrals Completed:

Over 900 referrals

Support Areas:

Benefits (42%), Housing (11%), Befriending (10%)

Benefits Applications:

Over 300 applications completed, bringing over £880,000 to residents within Bassetlaw

Befriending Services:

404 home visits, 780 hours of telephone calls, 6 befriending groups offering almost 300 sessions and over 1500 hours of support

Client Demographics::

92% over 50, 80% over 65, average age 74. Majority British ethnicity, 57% female, 40% male. 50% owned their home, 30% in Local Authority housing, 10% with Private Landlords

Initial Contact Method:

Telephone (70%), Office visit (15%), Email (1%)

Bassetlaw Community Car Scheme

Bassetlaw Community Car Scheme has had another very successful year. We currently have 37 active drivers. We have a steady stream of new volunteers but as always, we are recruiting more, using a variety of media to get our message across.

Membership prices are £25 for annual membership and £8 for monthly membership. We take a non-refundable £3.00 administration fee over the phone. The Bassetlaw Community Car Scheme has done 8718 journeys this financial year.

MH and her son PH have been using the Bassetlaw Community Car Scheme (BCCS) for many years. PH has significant learning difficulties and lives independently in supported accommodation. PH travels every Saturday and Sunday to see MH and has done so for 24 years. MH uses BCCS for regular shopping trips as she is physically less able than she was. She also goes on our minibus trips and has made a number of new friends that way.

When asked for feedback on how to improve MH said

“

I can't see anything you could better it. No complaints whatsoever. I tell everyone to use it. You've been fetching PH forever, taking him for 24 years!

”

For PH it is important that he knows in advance who will be driving him so MH checks on a regular basis or we let her know if it changes. MH doesn't mind who drives her so she doesn't need informing if there are any changes. She finds that the minibus trips are a good way to see places she wouldn't normally be able to travel to and as it is door to door if she gets over tired she doesn't have to worry about getting home.



BCCS's involvement has enabled both MH and PH to remain independent while assisting with their different needs. The flexibility it provides allows changes to be made as necessary enabling clients to remain in control but have a little bit of extra support as required.





Bassetlaw Community Car Scheme Plus

Bassetlaw Community Car Scheme plus has had its most successful year to date covering 9503 miles and 434 journeys. Of those 94 were for Bassetlaw Hospice who now use BCCS+ for getting patients to groups and sessions on a regular basis. There was a total of 313 passengers, 179 of whom were wheelchair users.

Mrs S said

“

I am 100% happy with all contact I've had with the car scheme plus people - from the initial contact with Norman/Booking clerk to contact with all the drivers who are very kind and caring.

”

Bassetlaw Community Minibus

Bassetlaw Community Minibus continues to be very popular with demand for some trips outstripping supply. It has gone on 23 Lunch club trips (238 passengers), 27 day trips (301 passengers) and was used on 33 occasions by non-profit organisations and groups. The venues continue to increase with garden centres remaining firm favourites with passengers.

Mrs P says that BAC “put on very well managed minibus trips and the volunteer drivers are very helpful and kind”.

The difference that Community Transport makes is clear. As MW says “(BAC is best at) going out of your way to accommodate. I've seen my dad in hospital every day for the past few weeks thanks to you”

“Brilliant service for anyone on their own with mobility issues, gets people together socially. Door to door absolutely marvellous.”



Warm Packs

Bassetlaw Action Centre has once again been providing Warm Packs for people in Bassetlaw who are having difficulties using their heating. These Warm Packs were provided by Bassetlaw District Council and a full pack consisted of:

- Two radiators
- One heated throw
- One electric under blanket for a bed
- One flask
- Two thermometers
- A cost of living in Bassetlaw leaflet

These packs were adaptable so some people did not take all elements while others needed additional items due to multiple occupancy. The aim for these packs was to warm the person/room rather than the whole house, providing much needed heat at a lower cost. There were a number of reasons for needing a pack such as:

- Being unable to afford to put their heating on
- Unsuitable heating arrangements (in one instance a client had a single coal fire and could not heat the rest of the property)
- Illnesses requiring additional heating
- Heating break downs.

There were 40 packs given out in total consisting of 29 small radiators, 29 large radiators, 36 heated throws, 32 electric blankets and 21 flasks. Thermometers and leaflets were given out in all instances.

The majority of recipients were elderly females who lived in villages with Worksop residents close behind. A large number of clients had illnesses, often multiple. Packs were handed out to our own clients but we also took referrals from other agencies whereupon we assessed the client to work out the most suitable help.



Referrals for packs came from a range of partner organisations including Bassetlaw Food Bank and Urgent Community Care with Citizens Advice Notts and The Oasis Centre requesting a large number. Change Grow Live (CGL) have also had a number of people using the packs for the first time this year. From our monitoring 18 people lived alone but 19 do not, meaning each of those packs benefit at least two people so the 40 packs have helped a minimum of 59 people.

In addition to the Warm Packs this winter we have done 362 energy surveys of existing clients, assisting directly or signposting where necessary. Since October our SILS service has helped 17 with energy problems (for example finding new suppliers) and our SHDS service did 226 heating checks when visiting them at home.



The Staying Well Programme



Staying Well is a 6-week course to help people living with long term conditions maintain their health and improve their quality of life

through a self-management course led by tutors who also live with a long-term health condition.

83 participants attended the Staying Well Programme in the past year. All of these participants reported that they felt more in control of their health condition, less isolated and more empowered following completion of the course.

“Attending the Staying Well program was a really positive experience for me. From the start, making enquiries and booking felt easy and welcoming, with friendly phone support and reassuring email confirmation. The venue itself was local, pleasant and comfortable — not overly formal, but modern, homely and functional, with access to kitchen facilities, a snack machine and good access to toilets and natural light. I felt at ease as soon as I arrived. The relaxed welcome set the tone: we were invited to help ourselves to drinks and take a seat at the table with a small, manageable group of eight plus the session leader. From the outset, the program was explained clearly, and the delivery was friendly, human and relevant, making it easy to engage. There was space for gentle social interaction too, which helped us connect and apply what we were learning. I felt lucky to be there — reassured, respected and treated with kindness. Hearing others’ contributions helped me think in new ways, and overall, it was an encouraging and valuable experience. I can’t recommend it highly enough to anyone who might be sitting on the fence about giving it a go.



“Hi, I’m Celia and I attended Bassetlaw Action Centre’s Staying Well Programme after being referred by a social prescriber for help with my long-term illness and mental health. I have something called Encephalitis, an autoimmune condition which cause problems with my brain function; affecting my communication, mobility and causing complete changes to my personality. Through suffering with this condition for many years I have found it has affected my social skills and caused me to become very isolated.

After moving to Retford, I found myself to be very lonely and somewhat lost, living alone and having nobody to confide in or help me when I needed it. Joining the Staying Well Programme has helped me create a new support network that I did not expect. Knowing I can go somewhere at a specific time every week and have a group of understanding people to talk to, to learn about; who I know will understand my circumstances and give me time to explain myself and my condition has really helped me start to get my confidence back. Everybody who attends the course has something different wrong with them, but still something in common with everyone else, meaning everyone always has a thought, idea or way to help.

I used to be a physiotherapist with a very active social life and long list of hobbies including sailing and skiing. I’m thankful to the Action Centre and the Staying Well Programme as I now feel like I want to become more active again. I may even join the local bowls club.

It’s a very useful and helpful course that I think everyone with a long-term health condition should consider. It’s very accessible and inclusive, and can help in unexpected ways that could be exactly what a person didn’t know they needed.



Equal Opportunities Statement

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. All staff and volunteers have been trained in GDPR regulations.

Independent Examiners

Glover & Co.
Chartered Accountants
13/15 Netherhall Road
Doncaster
DN1 2PH

Our financial statements are available on request.

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: Firstly you should contact the member of staff. If the staff member is unable to deal with your compliment or complaint please contact the Chief Executive. 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

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Nottinghamshire County Council
Bassetlaw District Council
The National Lottery
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Bassetlaw Place Based Partnership
Locality
UKSPF Rural Prosperity Fund
Motability
Futures
Inspire
Co-Operative
Thomas Farr Charity
Retford Rotary Club
Bassetlaw Freemasons
Digital Notts

Partnerships

Aurora MIND
Bassetlaw CAB
Retford Lawn Tennis Club
BCVS for NNSP

Affiliations

An associate member of Locality
An affiliate of BCVS

Contact Details

We are open from 9am to 1pm 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)

E-mail: enquiries@bassetlawactioncentre.org.uk

Web: www.bassetlawactioncentre.org.uk

Facebook: Bassetlaw Action Centre

X: @BassetlawBAC

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