

Bassetlaw

**ACTION**



**Centre**

## Annual Report 2025/2026



Making a difference throughout  
Nottinghamshire











# 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 will take place on an annual basis and the findings included in the annual report.

Strategic Objective	Outcome at 31st March 2026	Red/Amber/Green (RAG rating)
<b>1. To ensure that the organisation adopts a balanced budget and maintains necessary levels of turnover.</b>	Achieved. A balanced budget for year ending 31st March 2026 was approved by the 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 2027.	
<b>2. To increase income through paid for services.</b>	Achieved. Income from the Home Support Service has continued to grow and is showing excellent results, with the income generated from Home Support now exceeding £200,000.00 per annum. At the end of March 2025 the income generated by the Home Support Service topped £1m since its launch.	
<b>3. To increase the volunteer base.</b>	Not Achieved. We had 88 volunteers last year (of which 84 were active) across our projects at the end of the last financial year compared to 82 this year. However, in the year we recruited an astonishing 32 new volunteers but lost 38. Volunteer recruitment continues to be a challenge as demand still outstrips supply.	
<b>4. To seek and pursue new opportunities to develop complementary services within the aims and objectives of the organisation.</b>	Achieved. We successfully renegotiated the Supported Hospital Discharge Service (SHDS) Tender from Nottinghamshire County Council for a further year with a reduction in contract value from 1 April 2026. We successfully secured funding to extend the Warm Pack allocation. We secured funding from Citizens Advice to deliver an Energy Advice Service and overachieved the KPIs resulting in an additional payment being received.	
<b>5. To strengthen and extend our existing offer.</b>	Achieved. Whilst funding from NCC for our housing service and transport services have been withdrawn from 1st April 2026 we have worked with new and existing partners to seek collaborative funding opportunities. This has resulted in a 3-way bid to a Countywide Homeless prevention fund with CANNs and BEAM being submitted – the outcome of which will be known in June 2026. We have also delivered a Digital Skills programme of support to digitally excluded people and a Centres for Warmth project in partnership with BCVS.	
<b>6. To ensure that we identify and proactively manage risks and emerging threats.</b>	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. We celebrated 30 years in February and took the opportunity to showcase our organisation to a range of partners including funders.	

# Customer Satisfaction

***“It’s reassuring knowing someone is checking in and helping us manage.”***

*PL was referred to SHDS after a stroke and struggled with daily living, finances, and food access. With practical and financial support, his situation stabilised, and he became more secure during his recovery.*

***“I don’t know what I would have done without the help – it’s been a lifeline.”***

*WB, aged 81, was referred to SHDS with no heating, food, or ability to manage finances. Intensive support stabilised his situation and enabled him to remain safely at home.*

***“They’ve sorted everything for me – I feel safe again.”***

***“As the daughter and main carer for my elderly mother, it has made a big difference using the Home Support service, as it enables me to have a ‘free’ day every week.***

***It enables Mum to keep her independence in her own home and it gives the family a break.”***

*MW was referred to SILS due to loneliness and isolation while recovering from surgery. Through regular befriending visits, group activities, and transport support, SILS helped rebuild her confidence and reconnect her with her community.*

***“I feel happier and more confident now – I’m not on my own anymore.”***

# Client Surveys



## Methodology

This analysis is based on responses from the Customer Satisfaction Survey collected between April 2025 and March 2026, aligned to the financial year reporting period. Surveys were completed by service users or, where required, with staff support to ensure accessibility and inclusion.

## Overall Satisfaction

Satisfaction levels during the financial year were exceptionally high. The average satisfaction score across all responses was 9.55 out of 10, indicating consistently positive user experiences.

## Responsiveness

Response times were strong across the year, reflecting effective service coordination despite increasing demand. Overall, just under 70% of respondents were contacted within two days of their enquiry or referral, indicating high responsiveness across services.

## Perceived Impact and Outcomes

Qualitative feedback consistently shows that services deliver meaningful, life enhancing outcomes, including:

- Improved mental wellbeing, confidence and reassurance
- Reduced loneliness and isolation
- Increased independence and ability to attend appointments, shop, and engage socially

Many respondents described the service as a “lifeline” and stated they would be unable to cope without the support provided.

## Summary

The April–March data demonstrates consistently excellent performance, characterised by:

- Very high satisfaction scores
- Rapid response times
- Exceptionally high resolution rates
- Strong, demonstrable impact on independence and wellbeing

The findings confirm that staff compassion, professionalism and reliability remain central to the organisation’s success.

# Tackling Technology Together

Our Tackling Technology project exists to support individuals in the community to access the NHS App and all of its features as well as help them to be more digitally confident so they are able to do online shopping and even banking. We have helped over 100 individuals in a 3-month period to order their prescriptions online, make appointments, set up online shopping accounts and set up internet banking amongst other things.



We had a limited amount of digital support packs available to people that needed either a phone or a tablet in order to access these vital services.

An older couple living in a rural Nottinghamshire village were experiencing significant challenges following lengthy hospital admissions and ongoing mobility issues. Their home environment had become difficult to manage due to past clutter, heating problems, and a previous rodent infestation. As their routine deteriorated, so did their ability to manage core daily tasks.

Before their hospital stays, the couple had been able to use online shopping. However, after several months away from home and a decline in their health and confidence, they were no longer able to manage digital tasks such as accessing shopping websites or verifying online payments. This resulted in repeated food shortages, distress, and multiple emergency contacts.

To help stabilise the household and support safer independent living, we implemented a digital solution through the Tackling Technology Together project—providing a tablet and structured digital support for weekly food shopping.

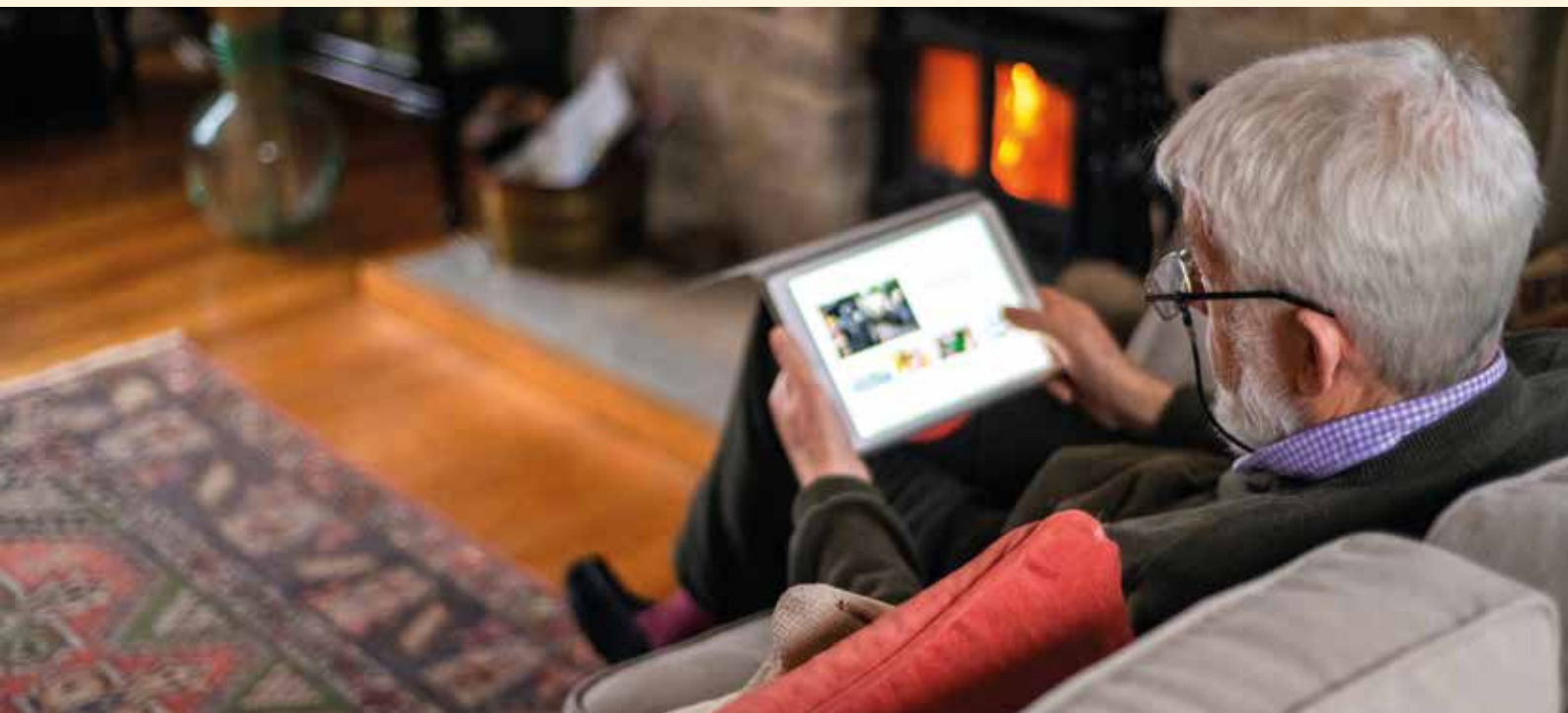


Our worker set up the tablet supplied through the Tackling Technology Together project:

- Connected it to the home Wi-Fi.
- Created a secure shared email account specifically for online shopping.
- Set passwords for carers only.
- Configured the tablet solely for grocery ordering to avoid accidental misuse.

## Outcomes and Benefits

1. Reliable Access to Food - The couple now receive consistent weekly food deliveries, improving nutrition, stability, and peace of mind.
2. Reduction in Crisis Contacts - Since implementing the new system, emergency and out-of-hours services have seen fewer calls relating to food shortages and distress.



# Focus on Farmers

Bassetlaw



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

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

We continue to 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. A donation from a local business allowed us to produce some tractor shaped air fresheners that could hang in tractors and trucks,

so are always on hand. The air fresheners have a QR code on taking you straight to the webpage. We also received some funding from The Freemasons of Retford and a local tractor run to buy more promotional material to get the word out there.

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.

Our Services
Befriending
Car Scheme Plus
Community Car Scheme
Community Minibus
Energy Advice
Focus on Farmers
Groups and Clubs in Bassetlaw
Home Support Service
Housing Choice
Meeting Rooms
North Notts Support Partnership
Services available for older people
Staying Well
Supported Independent Living Service (SILS)
Vacancies
Volunteering Opportunities

## Focus on Farmers

### About Us

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

Led by Bassetlaw Action Centre, and supported by Bassetlaw Place-Based Partnership, Kingfisher Family Practice and South Yorkshire and Bassetlaw Cancer Alliance.

The support is accessible to all Bassetlaw residents. We work closely with farmers, their families, and rural residents to provide accessible and trusted support.



[Support Directory for farmers](#)

[Cancer information](#)

[Food ethics committee survey](#)

[Nottinghamshire based agricultural hub](#)

[The Edible Campus Project](#)

Our focus areas include mental health, community support, physical health, cancer screening, and firearm safety.

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.

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.

# Core Services

Our services are used by both individuals and organisations.

In 2025/2026 there were 25,608 callers either in person or by telephone and 655 home visits to clients.

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, 180 Fitness, Walking with the Wounded and National Clarion Cycling Club.

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**

# 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](http://www.bassetlawactioncentre.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 asked to continue the Futures project. It is invaluable to the marginalised groups of people that are benefitting from the support of our services.*

”

## Case Study

### Person Details:

- **Initials:** TP
- **Age:** 57
- **Gender:** Female
- **Locality/District:** Bassetlaw

### Person History:

- **Enrolment date:** 06/08/2025
- **Reason:** Wanted help applying for UC and PIP; also help to seek employment

### Futures Worker/Volunteer Intervention:

- Informed about our Staying Well Programme where she could access support to manage conditions
- Applied to UC and PIP
- Helped to get an OT assessment
- Supported in a search for employment
- Advised of volunteering projects in local community to enhance her CV

### Key Outcomes:

- Continually supported for her long-term health conditions

We have continued to support TP while she is looking for work. Due to the support she received from Bassetlaw Action Centre TP feels more confident in herself and more able to manage her health conditions and her life better.



Funded by  
UK Government

POWERED BY  
**LEVELLING  
UP**

# Promoting Independence

The Promoting Independence Service provides short-term, preventative support to adults, primarily older people, following hospital discharge or periods of increased vulnerability. The service focuses on early intervention, practical problem-solving and emotional reassurance, supporting people to remain independent, improve wellbeing and access community-based support.

The service works in close partnership with Bassetlaw Hospital, primary care and internal services including Supported Independent Living Services (SILS), Community Transport and Home Support.



## Service Activity

- 266 referrals received against KPI target of 260
- 1,715 onward referrals and signposting actions
- 532 sessions of support delivered
- 54% of service users aged 75-84

## Outcomes

- 99% of service users reported a reduction in feelings of self-blame
- 98% reported improved emotional wellbeing at discharge
- 98% reported increased periods of not feeling down, depressed or hopeless
- Fortnightly ward visits at Bassetlaw Hospital, supporting early identification of need
- Follow-up telephone support post-discharge, with letters and leaflets sent where phone contact is unsuccessful
- Proactive cold weather screening, with referrals to SILS for energy advice, fuel bank vouchers and warm packs

## Case Study Impact

Case studies from the year demonstrate improved emotional wellbeing, reduced isolation and increased confidence among service users. Support included benefits advice, coordinated home support, transport solutions, energy advice and referrals to befriending services. These interventions resulted in safer home environments and reduced stress for both service users and carers.

## Conclusion

The Promoting Independence Service has continued to deliver high-impact, preventative support with consistently strong outcomes. Through early intervention, partnership working and a person-centred approach, the service has played a vital role in supporting independence, wellbeing and resilience across Bassetlaw. Unfortunately, due to funding cuts the service ended on the 31 March 2026.



# Home Support

Our home support service has delivered 8516 hours of support to 173 clients this year. Our workers have travelled 26,999 miles in 792 hours in the current year in order for them to deliver this vital service. These services were delivered by 11 workers.

Mrs F joined the Home Support service in August 2023, initially receiving two visits per week. As her needs have gradually increased, this support has been reviewed and adjusted to three visits per week to ensure she continues to feel safe, comfortable, and well-supported in her daily life.

At 99 years old, Mrs F was keen to access support that would enable her to maintain her independence and remain living in her own home, which is very important to her. The service focuses on providing both practical assistance and emotional reassurance, helping her with day-to-day tasks while also offering companionship and continuity.



The home support service is excellent.  
My worker Jerry is truly amazing and a big help,  
as I now struggle to do the cleaning.  
She makes my life a lot easier and is a lifeline for me,  
as are the other services BAC provide.  
I am extremely pleased with the service you provide,  
and would gladly recommend.



Mrs F has developed a very positive relationship with her Home Support worker and speaks highly of the support she receives. She often describes her worker as being like a family member, highlighting the trust and rapport that has been built over time. She greatly values the kindness, patience, and reliability shown to her, and regularly expresses her gratitude, noting that nothing is ever too much trouble.



KM said “Here is what being a home support worker means to me; it’s a very rewarding role, I get a great sense of well-being, I’m out and about seeing lots of lovely different people.



No two days are the same, sorting, cleaning, helping with shopping, helping with bills, making appointments etc.

And more importantly a lifeline to some very lonely and anxious individuals.

All it takes sometimes is a few kind words of assurance and guidance to make a real difference to their day or week.

It’s the best job I’ve ever had!

Mr H joined the Home Support service in November 2024 to help him build confidence and re-engage with the community. The service supports him in maintaining regular contact with his mother and encourages social connection. Additionally, he has been provided with a slow cooker, and his worker is working with him to develop his skills and confidence in preparing meals independently.



**Hi Natalie,**

***I just spoke to my dad after Julie visited yesterday. He said she was brilliant and he got on with her perfectly.***

***So a big thanks to you and Julie, I think this will be great for my dad and it takes a bit of worry away from me.***

**James**



# Supported Hospital Discharge Service (SHDS)

The Supported Hospital Discharge Service (SHDS), funded by Nottinghamshire Adult Social Care and delivered by Bassetlaw Action Centre, operated at full capacity throughout Year 2 across the Transfer of Care Hubs at Bassetlaw Hospital, Kings Mill Hospital and Queen's Medical Centre.

The service supports people with limited or no informal support at the point of discharge, ensuring they return home safely with essentials in place and appropriate follow on support arranged. Support Coordinators are embedded within hospital discharge pathways and work in close partnership with reablement teams, Adult Social Care, health professionals, voluntary sector partners and families. During Year 2, SHDS experienced a marked increase in complexity and vulnerability, with higher levels of frailty, dementia, mental health needs, safeguarding concerns, carer exhaustion and housing-related risks.

## Scale and Reach - Year 2

Between April 2025 and March 2026, SHDS provided support to:

- 2,091 individuals across Nottinghamshire
- 340 referrals from Bassetlaw Hospital
- 647 referrals from Kings Mill Hospital
- 1,104 referrals from Queen's Medical Centre

### Service activity included:

- 6,721 Safe and Well calls
- 2,567 home visits
- 1,688 shopping support visits
- 591 onward referrals
- 1,149 signposts to additional services

## Impact on People Supported

SHDS delivered strong, measurable outcomes despite rising levels of complexity:

- 44% of people reported reduced loneliness
- 45% reported improved mental health

Regular contact through visits and calls reduced anxiety and distress, particularly for people living alone, those recently bereaved and individuals experiencing cognitive decline. Practical support such as shopping, welfare checks and reassurance enabled people to remain safely at home at a vulnerable point in their recovery and helped prevent escalation to crisis services.





## Case Study

### **Bassetlaw:**

SHDS identified serious safeguarding and financial abuse risks following repeated unsafe discharges, coordinated emergency intervention and supported escalation to appropriate long term care.

### **Kings Mill:**

A person living with dementia was supported through regular visits and shopping, preventing food insecurity during a period of family bereavement and enabling a smooth transition to commissioned support.

### **Queen's Medical Centre:**

Short term intensive support stabilised recovery, improved confidence and ensured a safe handover to ongoing care, avoiding readmission.

These examples demonstrate SHDS's role as a preventative, safeguarding and stabilisation service, bridging the gap between hospital discharge and longer term provision.

In its second year, the Supported Hospital Discharge Service delivered by Bassetlaw Action Centre has made a clear and measurable difference to some of the most vulnerable people in Nottinghamshire. The service has shown flexibility, resilience and compassion in responding to increased demand and complexity, while maintaining strong outcomes.

By providing timely, practical support and emotional reassurance, and by working effectively with statutory and community partners, SHDS continues to play a vital role in keeping people safe at home, supporting independence and reducing pressure on acute and statutory services.

# Supported Independent Living Service (SILS) Annual Report – Year 2 of National Lottery Funding

## Introduction

The Supported Independent Living Service (SILS) has completed its second year of five-year National Lottery funding. The service integrates Supported Independent Living and Befriending to help older and vulnerable residents across Bassetlaw remain living independently at home. SILS provides practical, person-centred support with housing, benefits, energy, and loneliness, delivered by a small team of two SILS Advisors and one SILS Triage Officer.

- **Client profile:** 72% aged over 65 (average age 73.5); 60% female / 40% male
- **Housing tenure:** 50% homeowners, 30% local authority, 10% private rented
- **First contact:** 75% telephone, 15% office visit, 10% email/letter

## Housing Advice & Outreach

- **Retford Housing Surgery:** Weekly, fully booked and consistently well-attended.
- **Harworth PCN Surgery:** Demand resulted in expansion to weekly Friday morning sessions.
- **Citizens Advice Benefit & Wellbeing Drop-ins:** Quarterly events attended in Worksop, Harworth, Retford and Ordsall.
- **Dementia Hub (Worksop):** Monthly advice sessions delivered. A Harworth pilot did not receive sufficient uptake; alternative locations are being explored.

## Befriending Service

- **Group Signposting:** Clients supported to access social and community groups across Bassetlaw.
- **Volunteers:** 21 active volunteers, with 4 new applications received.
- **Home & Telephone Befriending:** Fortnightly contact for up to 12 sessions. Increased referrals led to a Worksop waiting list, compounded by the loss of the Volunteer Recruiter.
- **Befriending Assessments:** Frequently identified additional needs, resulting in further SILS support with benefits, housing and energy advice.

## Service Impact & Statistics

- 1,140 cases handled and 752 referrals completed
- 1,936 onward signposts, totalling 2,688 actions
- **Support areas:** Benefits 50%, Housing 15%, Befriending 10%
- 385+ benefits applications, securing £2,210,208 for Bassetlaw residents
- **Befriending delivery:** 428 home visits, 800 hours of calls, 13 groups, 300+ sessions, 1,870+ hours of support

## Case Study Highlights

### JL (65)

Referred due to debt and declining health following diagnosis of a neurodegenerative condition. SILS provided home visits, a full benefits check, PIP and DHP applications, debt support, Blue Badge and household furnishings. As JL's condition deteriorated, SILS support eased the transition into full-time care, providing significant relief to his family.

### KF (52)

Following a severe stroke and loss of employment, SILS completed multiple successful benefits applications (UC, PIP, Blue Badge), supported care finance assessments, Disabled Facilities Grant and NHS cost exemptions. KF's finances are now stabilised and home adaptations are pending.

### MW (95)

Referred to Befriending due to isolation after surgery. Fortnightly home visits improved confidence, leading to participation in befriending groups and registration with Community Transport. MW now attends social activities and has formed new friendships.

What Our Clients Say

“

*Really supportive staff... it felt good to have support with complicated forms.*

”

“

*I cannot speak highly enough of the service.*

”



“

*The service allowing home visits when I was having cancer treatment really helped me feel I was not alone.*

”

“

*I honestly think I wouldn't have made it through the last 12 months without you.*

”

SILS continues to make a measurable difference to independence, wellbeing and financial security for Bassetlaw residents, delivering high impact support with limited resources.



# Bassetlaw Community Car Scheme

In many aspects the past year has been very successful for our transport services, despite some serious challenges. We recruited 7 new volunteer drivers for the Bassetlaw Community Car Scheme, 2 of whom took the enhanced MIDAS training to be fully qualified to also drive our minibuses and wheelchair accessible vehicle. However, 11 volunteers decided to stop driving, mainly due to health issues and time constraints. This means we currently have 33 active drivers. New recruit G had to retire from work early due to a health condition, but found renewed purpose and joy when he started volunteering for the car scheme, saying: "It has lifted my mood from day-to-day. It's lovely to meet new people and helping them is a bonus. I feel much happier about myself." We keep advertising volunteering opportunities on a continuous basis.

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 8230 journeys this financial year with 210 new members registered.

When Mrs S's mother, aged 88, was diagnosed with breast cancer, her family was already managing the challenges of her advancing age and health issues, like the onset of dementia and limited mobility. Mrs S's father, aged 82, found driving to hospital appointments - many of them in Sheffield - increasingly stressful. The family's routine involved Mrs S taking time off work to accompany her parents to appointments. Her father would drive them to the hospital entrance, drop them off, then find parking while Mrs S escorted her mother inside. This arrangement was physically and emotionally demanding, time consuming, and unsustainable in the long term.

Public transport was not a realistic option and specialist hospital transport had stopped serving the area. Taxis were considered, but the cost was too high to be a viable ongoing solution. The strain of coordinating frequent appointments, combined with the need to repeatedly book time off work, placed considerable pressure on Mrs S and her family. While searching online for alternatives, Mrs S discovered the **Bassetlaw Community Car Scheme**.

From the first journey, the impact was significant. The door to door service meant Mrs S's parents were collected from their home, taken directly to hospital appointments, supported throughout the process and brought safely home. Drivers were happy to wait for appointments to finish, removing the pressure of time constraints or complicated logistics.



Mrs S describes the service as **"absolutely amazing"** and **"fantastic,"** emphasising how much stress it removed from the family. Crucially, it meant she no longer needed to take time off work for every appointment, allowing her to maintain her job while still ensuring her parents received the support they needed. Mrs S recalls numerous journeys where drivers were patient, friendly, punctual and happy to chat, creating a calm and reassuring experience for her parents.



Reflecting on the overall impact, Mrs S says the Community Car Scheme was a "gamechanger." It has reduced worry and provided reassurance that her parents can attend essential appointments safely and comfortably. She considers the service vital for the community and speaks highly of both the staff and volunteers.

For Mrs S and her family, the Bassetlaw Community Car Scheme has not only solved a practical transport problem but has fundamentally improved their quality of life during an incredibly challenging time. They actively encourage others in similar situations to make use of it.



“

*It has given me my life back. From being housebound I'm now able to get anywhere.*

”

### Bassetlaw Community Car Scheme Plus

Bassetlaw Community Car Scheme Plus has had another successful year covering 9916 miles and 412 journeys. The slight drop in journeys was mainly the effect of Bassetlaw Hospice having to stop using the scheme from October 2025 due to lack of funding. There was a total of 306 passengers, 185 of whom were wheelchair users.

SH has been in a wheelchair for 14 years, but only started using BCCS+ 4 years ago. She says “It has given me my life back. From being housebound I'm now able to get anywhere”. She's also very positive about our volunteer drivers, calling them “brilliant, wonderful, amazing and kind”. SH feels safe and secure whilst travelling and asked about the impact of the Car Scheme PLUS on her wellbeing, she states: “It vastly improves my life that I can get out and about, which is great for my independence”.

### Bassetlaw Community Minibus

Minibus trips organised by Bassetlaw Action Centre continue to be very popular. With the arrival of a new minibus in May, we have now had several day trips where we had to use both minibuses due to demand. In total we've organised 25 Lunch club trips (229 passengers) and 27 day-trips (288 passengers). We've added a few more culture and heritage sites to our program and they were very well attended, but garden and shopping centres remain popular as well. We've also had 45 group hire bookings by non-profit organisations and community groups.

After being widowed and introduced to Bassetlaw Action Centre's services by a newly found friend, JC has been a frequent passenger on the minibus trips for almost 11 years. “I would not have been

to half the places, if it'd not been for the Action Centre's minibus trips.” She particularly enjoys the Lunch Club Trips, because “we all sit together around a table and have a jolly good laugh”. She's also positive about our choice of venues and happy with the food and service: “They've all been very pleasant and friendly.”

About the volunteer drivers, JC has also nothing but praise: “I like the drivers. I think they deserve a medal. They all have a bit of fun with you and nothing's too much trouble.”

For JC, the minibus trips have widened her scope of social interactions, stating “they get me to meet people I wouldn't meet otherwise and take me to places I've never been before. I don't sit here alone in a room, as you might say.”



# Warm Packs

Bassetlaw Action Centre once again secured funding of £5,000 to provide Warm Packs for people across the Bassetlaw community. Although the grant was modest, careful use of stock remaining from previous years meant we were able to maintain a strong level of support without significantly reducing what was offered.

This year, a full Warm Pack typically included:

- One radiator
- One heated throw
- One electric under blanket
- One flask
- Two thermometers
- An information leaflet about our services

Packs were tailored to individual circumstances; some clients required additional items, while many needed fewer. This flexibility allowed us to support a greater number of people overall. Electric blankets and heated throws were particularly well received, as they cost very little to run. While radiators could be slightly more expensive, they were still far more economical than heating an entire home and enabled clients to focus warmth in the rooms they used most.

During 2025–2026, we distributed a total of 34 Warm Packs. The average age of recipients was just over 60, although we also supported an increasing number of younger people affected by the ongoing cost of living crisis. Just over half of recipients lived alone, and around two thirds had long-term health conditions.

As in previous years, the majority of recipients were women, with clients evenly spread across the district. We noted a rise in referrals involving sensory issues, alongside the more common challenges of mobility problems and arthritis. While most recipients were retired or unemployed, there was an increase in the number of people in work who were still struggling financially.

The majority of referrals came through our Supported Independent Living Service, with a significant number also generated by other BAC services. Citizens Advice North Notts was the largest external referrer, requesting three times as many Warm Packs as any other partner. All external referrals followed an energy assessment, meaning a further assessment by BAC was not required.

We were able to issue most Warm Packs within 24 hours of speaking with the client and discussing which items would best meet their needs. We also completed 357 energy surveys to identify further needs and did 1293 heating checks through our Supported Hospital Discharge Service.



## Centres for Warmth Programme

Through the NAVCA project we distributed 12 CO2 alarms, distributed 15 slow cookers and helped 261 individuals.

Mr H had been buying microwave meals as he struggled to make home cooked food. He lives in a rural area of Bassetlaw and needs assistance to get to the bigger supermarkets in order to get fresh food. He has a worker who takes him once a week and mentioned that he wasn't eating properly and struggled with cooking. We gave him a slow cooker in the hope that his worker could help him and this would make his life a lot easier. Since receiving the slow cooker Mr H now makes enough food for a few days and can also freeze any meals left over for the rest of the week. His worker has also been finding new recipes and they have started to try them each week. Mr H didn't realise how little time it actually took to prepare a good healthy meal in them and what variety of food he could do in them.

We also provided Mr H with a carbon monoxide detector and advice because he has an open fire.

Mr H was extremely grateful for these interventions.



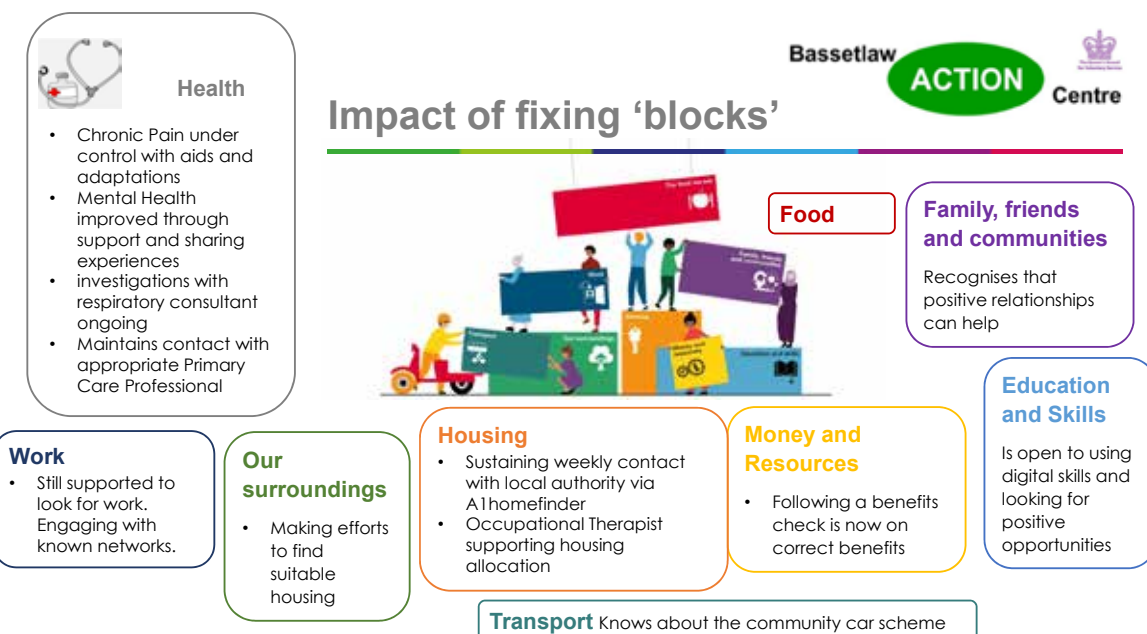
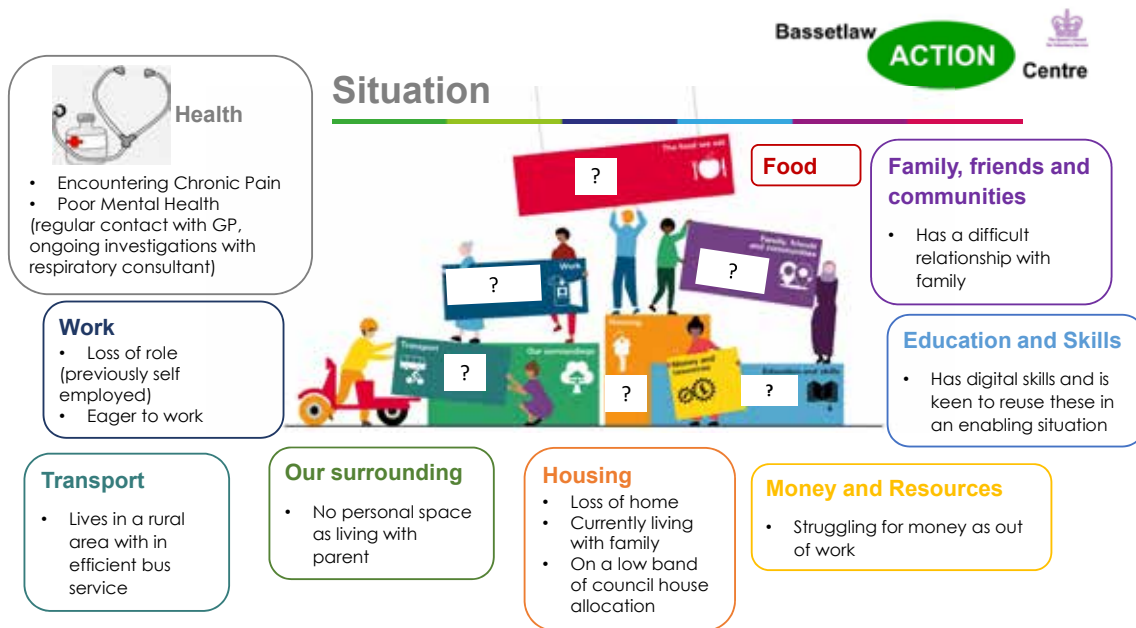
# The Staying Well Programme

Bassetlaw



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 someone else with a long-term health condition.

76 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 the course.



Mr H said

**“ The staying well programme has been a lifeline for me. It helped to hear how other people’s health conditions affect them which made me realise I am not alone. The tutors were fantastic and really compassionate. I would recommend to anyone with a long-term condition. ”**

## 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 agrees 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.

## Affiliations

An associate member of Locality  
An affiliate of BCVS

## 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

Funding received from;  
Nottinghamshire County Council  
Bassetlaw District Council  
The National Lottery  
Bassetlaw Place Based Partnership  
Locality  
UKSPF Rural Prosperity Fund  
Motability  
Futures  
Retford Rotary Club  
Thoresby Charity  
Duke of Portland Charity  
Citizens Advice  
Integrated Care Board  
BCVS

## Contact Details

We are open from 9am to 1pm Monday - Friday.  
By appointment outside of these times

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](mailto:enquiries@bassetlawactioncentre.org.uk)**

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

**Facebook: Bassetlaw Action Centre**

**X: @BassetlawBAC**

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**Centre**

