

**Bassetlaw**



**Centre**



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

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

# **Annual Report 2015/2016**

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

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

## **Chief Executive's Report**

We had quite a challenging year with a substantial amount of time being dedicated to completing the Early Intervention Tender which was issued by Nottinghamshire County Council. Realising the importance of the tender we appointed a bid writer to help us to complete the documentation (the first time we have done this in the 18 years that I have been writing funding applications). We formed a partnership with A1 Housing—Bassetlaw's Arms Length Management Organisation for Council Housing stock in offering what we felt was a very strong local offer. Sadly our bid was unsuccessful and the winning bid for Bassetlaw went to Nottingham Community Housing Association who launched the new Connect service in Bassetlaw in January. As the organisation had little experience in dealing with services for older people in Bassetlaw, our staff team spent quite a lot of time in advising and training the new Connect staff on a pro-bono basis to ensure that the needs of older people in Bassetlaw continued to be met.

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. Our ability to end the year on budget was helped by a natural reduction in staffing levels where posts were not appointed to as they became vacant in the organisation. One key post that was not appointed to was from the management team which has now effectively reduced by one third.

We had to make a tough decision to close the Bassetlaw Resource Centre for Older People in October. We had been supporting this work stream with our own resources since funding was withdrawn three years earlier. Unfortunately we simply did not have the spare capacity in the organisation to be able to continue on this basis. The local support and outcry from local residents was almost overwhelming—but strangely reassuring to know that our organisation is valued for the services it delivers.

On a brighter note we did celebrate our 20th Anniversary in February. All of our volunteers were presented with a commemorative paperweight and pen to mark the occasion.

As part of our winter warmth campaign this year which launched on 1st October we had 1,000 jute bags printed with the keeping warm and well message (as well as our celebrating 20 years message). We issued them filled with information and keeping warm goodies to older people throughout Bassetlaw.

In December we put on a Christmas party for 60 of our older residents in partnership with Asda Retford who provided the food and lots of volunteers to make the day such a fabulous success. The day started with a sing along to Christmas carols with the Retford Community Singers, followed by a delicious lunch with coffee and mince pies and afternoon entertainment provided by Mr Rock and Roll.

We worked hard this year in developing a social media presence and now have a Bassetlaw Action Centre Facebook page and a Twitter account (@actioncentre). We have also joined the North Nottinghamshire Envoys which provides a platform for networking with businesses and voluntary sector organisations in the local area.

I was also invited to Sir John Peace—the Lord Lieutenant for Nottinghamshire's garden party in July as a previous Queen's Award for Volunteering (QAVS) winner, to promote the QAVS to other local voluntary sector organisations. It was a very pleasant occasion and I met with several interested parties from the voluntary sector.

Once again I must thank the staff, board and volunteers at the Bassetlaw Action Centre, who are extremely loyal and dedicated to the organisation. My personal thanks are mirrored by the thanks from the many grateful vulnerable and older people in Bassetlaw who benefit from the services we offer.



Lynn Tupling  
Chief Executive

## Our Core Services

Our services are used by both individuals and organisations. In 2015/2016 there were **12,355** callers either in person or by telephone. The day book records them as **3557** male and **9710** female. There were a further **163** 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, partnerships and contract arrangements with other organisations to meet the needs of the local community in the most efficient and cost effective way.

## Volunteering



## Volunteering Opportunities

Bassetlaw ACTION Centre



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 **79** volunteers and 22 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.

**12** different organisations used the room on **248** separate occasions including:

- WEA (basic skills course)
- Youth Offending Team
- Thrumpton Primary School
- BSL Aware Class
- BCVS
- Insight Healthcare
- National Family Mediation
- Advice Bassetlaw Steering Group
- 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

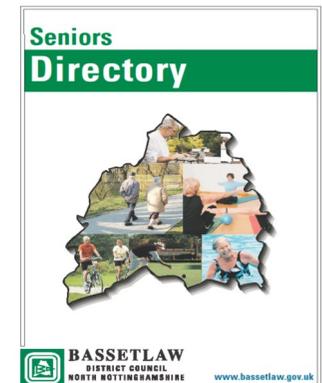
Notts 50+

## 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 Bassetlaw Community Car Scheme helps clients who cannot access public transport or where none is available to suit their needs.

Over the past year our community car scheme has:

- Travelled over 156,500 miles on behalf of our clients – an increase of over 30,000 miles from last year
- Enabled our clients to attend appointments, go shopping, visit family and friends and attend local groups and clubs
- Worked in partnership with the Primary Care Centre and Social Prescribing teams taking referrals for transport into day rehabilitation services and local groups and clubs
- Been supported by a team of 54 volunteer drivers



We regularly ask for feedback from clients and recent comments received include “it’s very good that there are people like this doing this because people can’t always use the bus. It’s been very helpful” and “I think it’s an excellent service”.

Our drivers attend regular driver meetings and training sessions including MiDAS and First Aid. Feedback from our drivers about the scheme includes “it gives me the chance to put something back to the community” and “since driving for Bassetlaw Action Centre I have met a lot of local people, made some good friends and have got to know my way around the area. I now feel I am a member of the community”.

## Bassetlaw Community Car Scheme Plus

Our wheelchair accessible Car Scheme Plus vehicle has covered over 5,200 miles in the past year taking clients to appointments, groups, clubs and social events.

The scheme is supported by 9 volunteer drivers. Local schools have used the vehicle to transport children to educational events and we work in partnership with the Primary Care Centre, Complex Wound Clinic and Social Prescribing team to help clients attend appointments, groups and clubs.



## Bassetlaw Community Minibus

Our Community Minibus has travelled over 9,800 miles in the past year supported by our team of 10 volunteer drivers. Clients have gone on day trips to many different locations including Meadowhall, Skegness, Whitby and Brigg Garden Centre.

The Community Minibus picks clients up from their home across Bassetlaw and is fully wheelchair accessible. Local groups such as Idle Valley Nature Reserve and Retford Stroke Club have hired the minibus for days out and we have also transported clients to group rehab sessions at Retford Primary Care Centre.

Comments received from our clients who have been on day trips in the minibus include “had a really good day, very enjoyable, I just wanted to say a huge thank you to you and our wonderful driver today. He was lovely and so pleasant with our Blends ladies. We had a great trip.

Thank you for all you do at the Action Centre.”

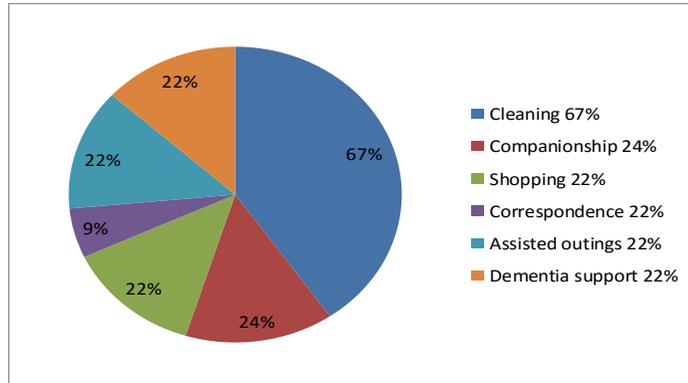
A volunteer driver for both the Minibus and Car Scheme Plus commented “As a fairly recent recruit, I have been greatly impressed by the friendliness, organisation and dedication to providing the more challenging transport solutions to people in our community.”



## Home Support

Our Home Support Service continues to grow, providing a community service including; domestic cleaning, shopping, correspondence and companionship to its clients in their own home, with an ever increasing demand throughout Bassetlaw.

We now have 12 dedicated Home Support Workers delivering services across Bassetlaw. Over the past year we have delivered 2816 hours of Home Support to our clients. This has been delivered in the following areas:



This year we have altered our pricing to ensure it is fairer on those requiring a longer service, which has become increasingly popular, especially for sitting services. The slight increase in price will accommodate the introduction of the National Living Wage over the next few years.

Comments received by clients include;

‘She always gives more than 100%’

‘Good, professional support from the office. Very reliable. Keeps me well informed.’

‘She is very polite and makes me laugh.’



‘She's always so happy when she comes and it really cheers me up because I'm not very well. She's always so kind’

‘Excellent with my Mum, and understands issues with dementia. Very patient. Mum thinks she is wonderful. Works hard at varying activities.’

## Keeping Warm and Well



Keeping Warm and Well in Bassetlaw has reached 491 clients this year. Our energy advisor has attended groups, clubs and events across Bassetlaw to give presentations on the benefits of switching tariffs and also to discuss other issues around keeping warm at home. We also had a presence at flu fayres across Bassetlaw, providing information, support and guidance

to vulnerable adults attending, at what is probably the most critical time to prepare for the winter. At these events we gave ‘keep warm packs’ which included a reusable hessian bag, hand warmers, socks, gloves, hats and face cream.

Our outcomes this year:

- We have delivered 23 emergency radiators to people across Bassetlaw who have no central heating.
- We have attended 71 events in total, including flu fayres, older people's day events, lunch clubs and self-help group meetings.
- We have provided three replacement boilers, and assisted with ECO applications for three further boiler replacements.
- We have completed 51 follow up appointments for clients, most of these being home visits.
- We have completed a total of 26 tariff switches for clients, and provided detailed instruction and demonstration to every client we met through group events or 1:1 appointments, so that they felt empowered to take action at a later date.
- We have delivered basic energy advice training to 52 frontline workers and volunteers to enable them to support clients with simple energy problems or to signpost back to us for more complex issues.
- We have completed twelve eco referrals in total for insulation and boiler replacements.



## Staying Well Programme

**Bassetlaw ACTION Centre**  
The Queen's Award for Voluntary Service

Do you have a long term condition?  
Do you want to join a free Staying Well course?

The Staying Well Expert Patients Programme (EPP) is a 'chronic disease self-management course' to help people living with long term conditions maintain their health and improve their quality of life. The course is for 2 hours per week over 6 weeks.

Some examples of long term health conditions:  
Parkinsons Stroke  
Alzheimers Lupus  
Fibromyalgia M.S.  
Arthritis M.E.  
Migraine I.B.S.  
C.O.P.D. H.I.V.  
Cancer Asthma  
Epilepsy Psoriasis  
Diabetes Depression

**Riverside Health Centre, Retford**  
**Monday 6th June—Monday 11th July**  
**10am—12 noon**

Contact Bassetlaw Action Centre to book a place.  
01777 709650 enquiries@actioncentre.org.uk

During the last year we have delivered 9 Staying Well Programmes across the Bassetlaw area, with 67 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.

Accomplishments achieved after completing a Staying Well Course include:

- Attended a big event
- Walked whenever possible
- Made new friendships

## Bassetlaw Self-Help

**SELF HELP**



Directory of  
**SELF HELP AND SUPPORT GROUPS**  
within the Bassetlaw Area  
**2015/16**

We continue to support the **128** self-help groups which are all listed in the Self Help Directory on the Bassetlaw Action Centre website. Bassetlaw Action Centre has recently registered with Google My Business and we have enhanced our search profile to ensure that people can find us quickly and easily on the internet. This has increased the amount of people accessing our website and the Self Help Directory listed by **107** hits in one month. We hope this will continue to grow month on month.

### **Directory**

The directory is updated each year and distributed electronically. Hard copies and

large print are produced as required. A wallchart is also produced and updated annually, and distributed throughout Bassetlaw.

### **Group Support**

The groups are supported throughout the year in a range of ways from promoting their services to helping secure funding.

Significant support is given to groups who require it by:

- Acting as a mail box
- Securing funding
- Providing meeting rooms
- Helping set up a committee
- Hosting meetings/AGMs
- Printing
- Providing display stands and promotional material

### **Coordinator**

The Self Help Coordinator changed in November 2015. All **128** groups were contacted to introduce our new coordinator. **23** groups requested that the new coordinator attend their group in person. The groups were all attended between January 2016 and March 2016 and support was given to the group as a whole and to individuals attending the group.

## 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. Here you can learn skills to manage your own long term health condition while working in a caring role for either family or friends.



## 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.

245 checklists have been completed with service users this financial year which have generated 438 referrals.

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.

The service was due to end on the 31<sup>st</sup> March 2016 but has been extended by Nottinghamshire County Council for a further 6 months.

## Bassetlaw Community Outreach



The Community Outreach service offered advice and support to clients who are 50+. Victoria Wright became the coordinator in May 2015 when Anna Shaw left us to take up a new position.

The service received 158 referrals up to its closure in December 2015. Many

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

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



of these clients were very vulnerable people who had very complex issues and required several visits. The complexity of the clients' needs has been growing year on year.

95 referrals to partner organisations were made on behalf of these clients and a further 43 individuals were signposted to appropriate help and support.

The Community Outreach Service ended throughout Nottinghamshire on the 31<sup>st</sup> December 2015 after 9 years. From January 2016 the Bassetlaw Connect Service was launched. Alternately clients have been signposted to our Advice Surgeries throughout the district to access help and support to meet their needs.

## Share a Ride

The Share a Ride scheme is part of the core work of Bassetlaw Action Centre. 10 profiles registered for Share a Ride in the last current year.

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.



## Housing Choices



At the start of this financial year there were 64 ongoing clients.

Throughout the year we received a further 279 new clients. 132 of these clients had complex needs and 147 were one off interventions.

The service provides clients with as much or as little support as 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.

12 clients have been assisted to move in to more appropriate accommodation during this financial year. All clients receive a benefit check to ensure they are in receipt of all benefits

they are entitled to. This money removes some of the barriers to moving and can help them to fund their removals, or buy in some domestic help around the home. £120,182.40 a year is now being received in extra benefit following our help. £1,035.78 has been provided through grants to assist with removals and clearance.

We have continued with the Housing & Advice surgeries in Retford, Worksop, Carlton in Lindrick and Misterton. They are held in partner organisations buildings and allow clients to meet with a caseworker in their location. 90 clients have attended this year.

Comments received from our clients include: *"The lady was very helpful!"*, *"Big big thank you to all concerned"*; *"She was most kind and most helpful. She was a lovely lady"*; *"Everybody was very helpful. Jayne couldn't have been more helpful. She pointed us in the right direction. Everyone was brilliant with us"*

## Stroke Information Service

We started this year with 36 existing clients receiving support and advice from the Stroke Information Service and there have been 92 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 31 clients this year.

We have referred to 209 services and signposted onto a further 191 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 assist them to apply for them. £101,173.80 is now being received in extra benefit following our help.

Comments received from our clients include:

*"I was more than happy with what they did for me"*; *"She's lovely"*; *"I couldn't have done it without you"* *"Would like to thank Jayne for all her help"*

## Retford's Resource for Older People

It was with great sadness for both the staff, volunteers and customers of the Resource Centre that it had to close its doors in October 2015, due to lack of funding. Up until its closure, the Resource Centre continued to serve hot homemade lunches and refreshments as well as giving advice on local services.

We were extremely fortunate to be able to provide our customers with a traditional 3 course Christmas lunch and a Christmas party to remember!

To enable the day to go ahead a donation was received from Asda in Retford who also provided staff which enabled us to work together to be able to support the day.

Our sincere thanks go to the Retford Community Singers, Mr Rock n Roll and not forgetting Father Christmas himself for a wonderful day.



## **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**

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**

Funding received from;  
Nottinghamshire County Council  
Bassetlaw Clinical Commissioning Group  
Bassetlaw District Council  
National Lottery (through CAB)  
Bassetlaw Community Vouluntary Service  
Big Energy Saving Network (DECC)

## **Partnerships**

WEA (for training Space)  
Insight Healthcare (for office space)  
CT4TC (for office space)

## **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)



Bassetlawactioncentre



@actioncentre

## Staff Team

Lynn Tupling	Chief Executive
Dave Bacon	Health and Social Care Manager (Self Help, Staying Well and Resource Centre) (to October 2015)
Jayne Bullock	Preventative Services Manager (First Contact, Transport, Stroke and Housing)
Judith Sinclair	Finance Manager/Stroke Information Administration
Rachel Shaw	Office Supervisor/Community Car Scheme Co-ordinator Housing Choices Administration (to December 2015) Transport Co-ordinator (from December 2015)
Victoria Wright	Home Support & Befriending Co-ordinator/ Community Energy Advisor Self Help Link Co-ordinator (from November 2015)
Paula Boniface	Accessible Vehicle Co-ordinator (to November 2015) Staying Well Tutor
Norman Shaw	Service Advisor
Lucy Bower	Apprentice Service Advisor (to February 2015) Service Advisor (from February 2015)
Olivia Wright	Apprentice Service Advisor (to February 2015) Service Advisor (from February 2015)
Irene Bentley	Staying Well Tutor
Kate Bishop	Centre Housekeeper and Home Support Worker
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
Amy Illingworth	Home Support Worker
Kirsty Smith	Home Support Worker
Louise Boddy	Home Support Worker
Janet Adams	Home Support Worker
Kim Sykes	Home Support Worker

## 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

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