

Bassetlaw Action Centre

"Making a difference throughout Bassetlaw"

Annual Report 2012/2013

The Bassetlaw Action Centre is a Community Resource Agency Linking Individuals and Organisations with Help and Support, which also hosts a range of community projects.



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

Aims and Objectives

The Bassetlaw Action Centre is a community resource centre whose aims are to fulfil the charity's objectives. These are the furtherance of any charitable purposes in the area of Bassetlaw, in particular:

- the provision of facilities and services designed to further the education of persons in the community
- the provision of a community transport service
- delivery of a range of community projects
- providing information to individuals and organisations

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.

Contact us: In person between 9am and 3pm daily

Tel: (01777) 709650 between 9am and 12.30pm

Fax: (01777) 700644 (answerphone service also available)

enquiries@bassetlawactioncentre.org.uk

www.bassetlawactioncentre.org.uk

Registered Charity Number 1106908
Registered Company Number 5177066

Chief Executive's Report

In 2012/2013 the Bassetlaw Action Centre continued to thrive and grow, developing both existing and new projects and services for older and vulnerable people across the district.

We also maintained our strong partnership relationships with local authorities, health authorities and many other statutory and voluntary organisations, who, are vitally important and play an integral role in enabling the Bassetlaw Action Centre to deliver much needed services to our clients.

Financial challenges for the organisation over the next few years remain, but I have 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.

I would like to acknowledge once again the staff at the Bassetlaw Action Centre, who are extremely loyal and dedicated to the organisation. The year has seen a few changes in staffing, but I am fortunate to have a very strong, supportive staff team. My thanks also go to the Board of Trustees, who have given me their total support and encouragement, and lastly, but perhaps the most important of all, our volunteers who give up their time and energy to assist us in providing services to our clients across Bassetlaw.

Our key achievements during 2012/2013 are:

- Gold Workplace Health Award (presented to us in June 2013 at awards ceremony)
- Contact with well over **9850** clients in total - a further increase over last year
- Delivered our training and development programme to all staff and volunteers
- Delivered eleven projects and developed one new project (Car Scheme Plus)
- Undertook research and development to identify further client needs.
- Delivered the Community Ambassadors project during the year.
- Secured the financial resources to maintain all projects/service delivery for 2012/2013

We ended the year knowing that no further external funding had been secured for the Resource Centre. Thankfully the board authorised the use of reserves to keep the

Resource Centre open for a further year.

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

Charnwood training used our facilities for 8 weeks delivering a training course in catering and hospitality to long term unemployed during Oct/Nov 2012. We offered the opportunity for participants to get hands on experience in a catering kitchen at the resource centre.

The Shaw Trust continue to deliver work club supporting unemployed and now use 2 rooms each week for this activity since August 2012.

Let's talk wellbeing joined us in October 2012 renting office space to deliver their services in Retford.

In October training courses in both food hygiene and first aid took place with our volunteers and staff. One staff member completed the city and guilds level 3 award in testing electrical equipment which will now enable us to comply with PAT requirements in house. Three staff members also attended reception skills training.

To meet the needs of our clients and volunteers our reception now remains open until 3pm each day since December 2012.

As we close the year we are excitedly awaiting delivery of our new fully accessible MPV vehicle.



Lynn Tupling
Chief Executive

Our Core Services

Our services are used by both individuals and organisations. In 2012/2013 there were **6846** callers either in person or by telephone. The day book records them as male **1874** and **5847** female.

There were a further **324** learners coming into our premises for training with the WEA.

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

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

455 Meetings were attended by staff e.g.:

- Community Ambassadors
- Housing meetings
- Healthcare community pressures
- Carers federation
- Disabled Facilities Grant
- LSP meetings
- Minibus forum
- Car scheme forum
- Lime Tree deaf group
- Partnership Plus
- Food and Health planning
- Equalities steering group
- Safer neighbourhoods
- First Contact countywide
- Stroke Development
- Credit Union
- Adaptations
- Promotion activities
- Attendance at 26 flu fares

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.

324 learners attended training courses during the year.



Volunteering

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

We are a volunteer led organisation with 68 volunteers and 12 paid members of staff.

Office Space/Meeting Room/Training Room Hire

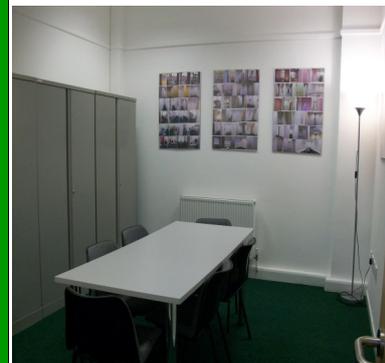
We have fully accessible and serviced office space, a fully accessible training suite furnished with 13 laptop computers and meeting rooms for hire. Each area available by the hour, day or longer term to meet your requirements.

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

15 different organisations used the room on **357** separate occasions including:

- Voluntary Sector Older People's Network
- Charnwood Training
- Equilibrial
- Carers Federation
- Conex Support
- Youth Offending Team
- Alzheimers Society
- Shaw Trust
- Frame Mediation

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

The directory is funded by District Council and we help with the production, mail out and updating of the Bassetlaw Seniors Directory.

The directory can also be found on the following websites:

Bassetlaw Action Centre
BCVS

Bassetlaw District Council
Notts 50+

Disability Facility Grant (DFG) Panel

Our Housing Choice Case Worker has been invited to sit on the DFG panel. This panel is where DFG applications are brought to for approval.

Bassetlaw Over Fifties Forum (BOFF)

BOFF have been given our help and support in various ways since its launch from administration help to free room hire.

We are now exploring ways of how we can further support the group to develop.

Free Room Hire

Support in the form of free room hire is available to all Self Help Groups in Bassetlaw.

Bassetlaw Big Day Out

We undertook a huge piece of work in the summer being the lead organisation responsible for the Bassetlaw Big Day Out, working in partnership with colleagues from Bassetlaw PCT and others. This took an awful lot of staff time and resources, but the event proved to be a major success. The sun shone and the crowds arrived. We were recognised by Bassetlaw Sport and Physical Activity

Partnership for our work done and received an certificate of recognition in October 2012 for our services in promoting sport and physical activity through this event.



Increased Footfall

In the last financial year we have continued to see an increased number of people coming in to the Action Centre needing help and information. In particular we have seen an increase in the need of people coming in. Most of these people just do not know where to go to get the help they require and want to talk to someone face to face. We signpost on to the most relevant service and hand out leaflets from the wide selection that we have in reception. We have made referrals to the newly established Bassetlaw Food Bank and formed a link with the Tuxford area food bank too.

Local Strategic Partnership (LSP)

We play an active part in the LSP. Lynn Tupling is Vice Chair of the LSP Board and also the Chair of the LSP Transport & Accessibility subgroup. We understand the role of the LSP is currently under review.

Keeping Warm and Well

We delivered the keeping warm and well project in Bassetlaw in partnership with

Nottinghamshire County Council and NHS Bassetlaw over last winter winter which proved to have an elongated cold spell. We issued thermometers, hot drink sachets, slippers, thermal socks and hats, radiators and information, help and support. We attended all flu fares to get the message out and did some targeted work in known fuel poverty areas. We had an excellent response this year. For comparison we issued 42 emergency radiators compared to only 8 in the previous year.

Website Developments

All of our projects and work streams are now on our website where a leaflet on each individual project can be downloaded as a pdf document and printed. Visit:

www.bassetlawactioncentre.org.uk

FOYPIB

We continue to support local charity Focus on Young People in Bassetlaw by sponsoring a hole and putting in a team for the annual golf fundraising day. FOYPIB raised well over £2000 on the day to support their excellent work delivered locally. We have done this for the past 6 years. This supports our commitment to partnership working.

Stop Press

Friends and family test. We have just been approached by Bassetlaw Health Partnerships to carry out some research into patient experience and whether or not patients would recommend the service to their friends and family. This work is expected to commence in April 2013.

Bassetlaw Community Car Scheme

The Bassetlaw Community Car Scheme is part of the core work of the Bassetlaw Action Centre separately funded by Nottinghamshire County Council and NHS Bassetlaw.



It has once again been a very busy year for the car scheme. We continue our agreement with the Day Rehabilitation Team at the Primary Care Centre in Retford to transport their clients; we now use the Bassetlaw Community Minibus for these journeys where appropriate.

This year the mileage expense rate for drivers remains at 45p per mile in line with the HMRC guidelines. Regular driver meetings have been held throughout the year to keep volunteers up to date with changes to the scheme.

Again, this year drivers were offered energy advice and essential information on keeping warm during the winter months. Packs were made available to distribute to clients containing a thermal hat and socks, hot chocolate, advice on keeping warm and full details of all the projects and services provided by the Bassetlaw Action Centre.

No price increases have been implemented and the yearly registration fee for the scheme remains at £20.00 and a monthly membership of £5.00 is also still available. Carers register free as do the day rehabilitation clients. The mileage charge for journeys remains at 30p per mile for all paying clients along with a booking fee of £1.00 per journey.

The number of clients actively using the scheme has remained largely the same figure as the previous year

Since the introduction of the card payment facility, payment by card over the telephone has proved increasingly popular.

At year end with the new registration scheme in place there were an average of **255** active registered clients in every quarter. We have **39** valuable volunteers who assist these clients to make their journeys as they are unable to use or access public transport

During the year **11,014** trips were made covering in excess of **94,550** miles. We are always extremely grateful for the time and commitment given by all of our volunteer drivers.

The Bassetlaw Community Car Scheme is coordinated by Ruth Mc Kenna who joined the Action Centre earlier this year.

Percentage of clients reached by location:

Retford	41%
Worksop	42%
Rural	17%

Jayne Bullock
Transport Manager



Bassetlaw Community Outreach Advisor

This project based at Bassetlaw Action Centre is separately funded by grant aid from Nottinghamshire County Council.

The project is aimed at Bassetlaw residents over the age of fifty to help them maintain living in their own home for as long as possible. It delivers a format for signposting the individual to relevant agencies depending on their individual needs. This means in most cases filling in a First Contact form with eleven questions often done on a home visit with the client, the answers given by the client determine what kind/level of help they need.

Referrals come in a variety of ways, be it the client calling in person at the Action Centre. A request for help over the phone, contact being made through a member of staff at an organised event or just by talking to older people during the working week.

157 clients have been visited in total. The length of time clients need support can vary from 2 days to 3 months. The type of help given can vary from arranging for grab rails to be fitted to filling in a grant aid application.

I work every Thursday from the Butter Market where The Older Persons Resource Centre is held and also twice monthly visit the Crossing in Worksop, at an information point. My visit to the Crossing coincides with the over 50's Lunch Club and Cameo Club which are attended by older people. I take every opportunity to promote all the other community based projects that the Action Centre delivers.

Case Study

I met Mrs T recently after she had had a fall at home. The volunteer driver from Bassetlaw Action Centre (Community Car Scheme) had called to pick her up for her weekly shopping trip and could not gain entry at first. She had fallen against the cooker door and smashed the glass. The paramedics were called and it was decided that she didn't need to go to hospital but they asked if I could call later on that day to see if there was any further assistance I could give re: outreach services.

I completed a first contact form with her and

referred her to HPAS as she required several jobs doing in her house. There were curtain rails to put up, a new shower pole and also a blind that needed putting up in the bathroom. We discussed whether she was claiming all the right benefits and I discovered she was not getting Attendance Allowance so I made a referral to the Pension Service.

This lady also wanted a handy man to quote for cleaning gutters, cleaning her drive way and erecting some fencing in the back garden. I researched the Trading Standards website – Buy with Confidence and sent her a list of available traders in her postcode area.

Whilst chatting it transpired that this lady was getting a lot of marketing /sales calls, so I gave her the BT preference service number for her to register with. Mrs T's phone was located near the front door, every time it rang she had a long way to walk with her walking aid to answer it. I suggested that it may be better for her to have a Twin Set phone, where she could have one on a dock next to the chair she sits in and one by the front door. Mrs T suffers from Macular Degeneration so I researched one with large numbers for her.

Finally Mrs T told me that she had a four wheeled walker and two walking sticks she had purchased some time ago and was looking for somewhere to either sell them, or donate them to a good cause. I rang the local Care Matters Mobility shop and was told that I could bring them along for a quote re: the shop selling them second hand for the client. Failing that I suggested that perhaps they could be used by the local Hospice.

Mrs T was very grateful for the trouble I had taken sorting out her problems. Her son lives in Canada and therefore she doesn't get to see him very often. She also has no internet access. She said the services offered by the Action Centre had improved her daily life greatly.

Percentage of people reached by location:

Retford	40%
Worksop	26%
Rural	34%

Louise Hallam

HOME SUPPORT SERVICE

The home support service is the most recently launched community based project delivered by the Bassetlaw Action Centre. It has been running since Jan 2012 and we currently have 10 active clients on the register. The project is growing from strength to strength and we are receiving regular enquiries.

Louise Hallam is case worker for the project with Jayne Bullock being her Line Manager.

The Home Support Service is a chargeable service and is available to all residents across Bassetlaw. Hourly rates apply with premium rates charged at weekends and Bank Holidays.

All staff are fully insured and CRB checked and can undertake the following duties.

- ◆ General Housework
- ◆ Laundry/ironing
- ◆ Shopping/ prescription collection
- ◆ Sitting Service
- ◆ Light meal Preparation

The frequency and duration of the services are to suit the client . We are here to help.



CASE STUDY

I first came in contact with Mrs M through her neighbour Suzanne. Suzanne emailed me to ask if there was any help that our organisation could give to Mrs M as she

was due to be away for 3 weeks on holiday and thought that Mrs M would benefit from someone keeping an eye on her.

Mrs M is profoundly deaf and cannot hear anything if she does not wear her aids. She was also diagnosed with bowel cancer 2 years ago and lost her husband in 2011. She struggles with her balance at times and has no children and no immediate family living close by.

I went to visit Mrs M and completed a First Contact form with her. Three referrals were highlighted one was the falls team as Mrs M had fallen in her bedroom the night before I visited. The second was the, list of groups and clubs across Bassetlaw that the Action Centre produce and thirdly a referral for a lifeline alarm.

Mrs M enquired about help with her cleaning, as she was struggling to push the vacuum cleaner and do heavy lifting it was at this time that I mentioned our Home Support Service. I arranged to take one of our Home Support Staff to meet Mrs M. As a result a 2hr weekly appointment was set up for Julie to do her cleaning.

I rang Mrs M a week later to see if she was satisfied with the arrangement. She said she was delighted with the cleaner and thanked me for the time and trouble I had taken.

She felt well enough to carry on with her social activities which included going to a lunch club and shopping in Worksop every week.

Percentage of clients reached by location

Retford	27%
Worksop	27%
Rural	46%

Louise Hallam
Case Worker

Bassetlaw First Contact

A project of the Bassetlaw Action Centre separately funded by Nottinghamshire County Council.



The First Contact checklist has been used in Bassetlaw for the last 6 years and continues to provide a quick and easy way for frontline staff to make referrals to the partner organisations of the scheme.

First Contact has been used to help more than **4000** clients receive over **6900** referrals to partner organisations in Bassetlaw since its launch in February 2007.

In the last year alone **314** people completed checklists with frontline staff. These checklists generated **581** referrals for preventative services enabling people to stay safe and independent at home for longer.

Around **1/3** of all checklists are completed by male clients. The majority being female clients. The average age of clients in need of services supplied through First Contact is between **75-79** years old.

There have been **4** training sessions for front line staff this year. 3 were at Worksop Police Station with the PCSO's and the 4th was for new staff at the WRVS also in Worksop.

The WRVS continue to be the partner organisation completing the most checklists.

Percentage of clients reached by location:

Retford	22%
Worksop	39%
Rural	39%

Jayne Bullock
First Contact Co-ordinator

Share A Ride

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

The scheme is maintained by Norman Shaw as part of his administration duties for Jayne Bullock the Transport Manager. 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.

There have not been any significant changes in the last year with the running of the scheme.

We have had some talks with the District Council during the last year regarding car sharing however this is still in the early stages.



789 active individuals are now registered with Bassetlaw Share a Ride.

Over **355,000** shared journeys per year are taking place in Bassetlaw.

Percentage of clients reached by location:

Retford	22%
Worksop	43%
Rural	25%
Outside Bassetlaw	10%

Jayne Bullock
Transport Manager

Retford's Resource for Older People

Having lost financial support from Nottinghamshire County Council at the end of March 2012 we are delighted to report this area of work has continued for a further year thanks to many local supporters.

Chair Based Exercise

The seated exercise group continues to meet and is still growing, with referrals coming from partner services as well as word of mouth.

Ovarian Cancer Awareness

Once again this year were asked to undertake a piece of work for the North Trent Cancer Network. On this occasion it was to deliver an Ovarian Cancer Awareness campaign across the Bassetlaw area. The work sat very well alongside our work with older people and those with long-term conditions. Volunteers from the Resource Centre supported us in giving talks and handing out information leaflets in venues all across the Bassetlaw area.



This particular piece of work brought an additional £5000 into the organisation.

Reminiscence Sessions

Staff from the Bassetlaw Museum have made several visits to the centre with memorabilia over the last year. This has

proved very popular with both service users and volunteers.



Winter warmth

Throughout the winter we have encouraged people to look after their health and to keep warm. This has included us handing out information packs, thermal hats, thermal socks, sachets of Horlicks for hot drinks and room thermometers.

Funding

Like so many community projects across the area funding was a big worry at the start of the financial year. But with the support of the Bassetlaw Action Centre and sheer determination to keep the centre open, and with the support of so many local people we made it happen.

Attendance

There have been 2,640 individual visits to the centre during the last year. This shows an 8% drop from the previous year. However considering the length of the winter weather (seven months) and our advice to older people to stay in and keep safe and warm the drop in attendance was no surprise. In fact it was reassuring to see that people are listening to the message that we are delivering to them.

Dave Bacon
Health and Social Care Manager

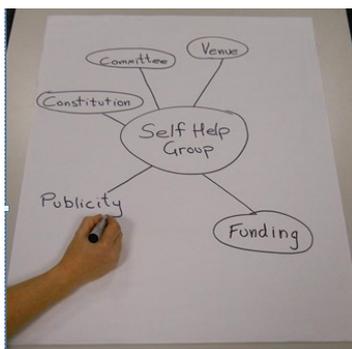
Bassetlaw Self Help

A project of the Bassetlaw Action Centre funded by NHS Bassetlaw.

Our aim is to offer support to the following:

- Existing Self-Help groups and contacts.
- People who are hoping to start a new Self Help group.
- Individuals acting as a Self Help contact.
- People wishing to share their experiences.
- People who would like some help and support.

We also encourage the involvement of statutory and voluntary agencies and professional workers.



We can help with the following:

- Publicity, advertisements, press releases, etc...
- Finding a place to meet & speakers for meetings.
- Training courses & specific information.
- Use of equipment (e.g. photocopier, computer).
- Ideas for group fund raising and applying for grants.

Caring for Dementia Carers - Bassetlaw

This group started approximately 12 months ago and we have been successful in helping to secure funding to continue meeting at The Crossing in Worksop.

Equilibril

The Bassetlaw Bi-Polar Support Group celebrated its 5th anniversary on the 19th of March at The Crossing in Worksop. The group still meets every other week and continues to grow from strength to strength.

Self Help Directory

We are continuing to send out electronic copies of the Self Help Directory and Wall Chart and have again this year sent out over 200 electronic links where people can access the directory and forward it on to others. We have also sent out electronic links to the Self Help Wall Chart as well as numerous hard copies of the directory and chart on request. The benefit of doing this is that all information can be updated continuously and is available on our website.

Support

All of the groups and organisations listed in our directory are given support; we circulate information about them and forward on their details to interested people. A high level of support is given to new groups; especially in the areas of funding, setting up a committee, writing a constitution and finding a venue.

We have attended funding fares in Retford and Worksop this year where we have supported both new and existing groups as well as attending 72 self help meetings.



Dave Bacon
Health and Social Care Manager

Housing Choice

The service is aimed at older people, their families and carers, who recognise that they are starting to find things difficult in their own homes, and want to consider their options to meet their changing needs. These might include moving to more suitable accommodation or making changes to their existing property. Jayne Bullock is the caseworker in Bassetlaw with administration support from Alan Portwood. Funding this year has been from Lloyds TSB, the Nationwide Foundation and Bassetlaw District Council.



This has been our third year and we continue to find that most of our clients require in-depth casework. **211** clients have received on-going support in the form of case work while **110** clients have received one off low level housing advice.

During the last year:

- ◆ We have placed over **80** bids on property on behalf of our clients.
- ◆ **10** of the clients have been successful in moving to more appropriate accommodation.
- ◆ **3** of the moves were fully assisted and arranged by us.
- ◆ **102** referrals to partner agencies have been made on behalf of the clients
- ◆ Clients have been signposted to a further **50** services.



When a case closes we send out a client survey; here are some of the responses:

“The whole situation is new to me and I did not know any details of the procedure. The visit made things clearer for me. Thank you”

“They put me in touch with the correct professionals who have supplied me with a bath seat, toilet frame, bed support, etc. Which means tending to personal hygiene has been made easier for me & my wife. And safer for me knowing should any further problems arise I have a contact point which means peace of mind for me. A BRILLIANT SERVICE!”

“Shown what properties are available - better insight. Made me realise that I needed to be near amenities without garage & garden”.

“Alan kept us informed when properties were coming up in our band. Very helpful in general overall”.



Percentage of clients reached by location:

Retford	45%
Worksop	36%
Rural	19%

Jayne Bullock
Housing Choice Case Worker

Bassetlaw Stroke Information Service

The Service provides information, signposting and support to stroke survivors, their carers and their families in the Bassetlaw Area. Jayne Bullock continues in her role as the caseworker for the scheme with administration support from Norman Shaw.

Following the successful pilot of the Bassetlaw Stroke Information Service which ended on the 31st July 2012 a tender went out to continue the service for a further 3 years in partnership with Bassetlaw Health Partnership. I am delighted to report that we were awarded this tender following our presentation to the panel.

We offer telephone support for those stroke survivors, family members or carers that require additional support. Support visits are given to those clients who have communication issues. We provide this support on a weekly, fortnightly and monthly basis depending on the clients needs.

In the last year we received referrals for **73** new clients. We have closed **63** cases in the last year leaving **58** still open. All of these clients are visited at home or on the hospital ward.

Currently we have **2** clients who receive weekly support calls, **2** on fortnightly and **14** on monthly. We have **2** clients on fortnightly support visits and **2** clients on monthly visits.

Mr L - Case Study

Mr L is 82 years old; he lives in Misterton with his wife. Mr L had bowel cancer 20 years ago leaving him with a colostomy bag and he has had two replacement knees in the last 5 years. He wears hearing aids in both of his ears. The couple have no close family and no children. Mr L became ill in

December 12 with a suspected stroke; his speech went and his face dropped. He was taken to Doncaster Royal Infirmary and kept in overnight. Mr L was discharged the following day. His wife came for him and asked if he had everything he needed. She was told he did and so she took him home.

The Stroke Information service received a call from Mrs L a few days later as she did not know who to contact to help them following her husband's stroke. She has seen me at a flu fair in the village a few months earlier and taken one of our information packs. She had remembered that we had the Stroke Information Service and called to see if we could help.

I visited a few days later to see what we could do. The couple had not been given any information on services when discharged and felt completely alone. There were various things they needed help with from grab rails in the bathroom, a second stair rail to help Mr L get up the stairs, help with benefits, and a key safe. Information was given to Mrs L on the emergency card for carers and respite in case the need arises. I arranged all of the referrals for them and kept in touch to ensure everything had been completed.

I revisited a few weeks later to complete Attendance Allowance forms with the couple which they have now been awarded.

I continue to support Mr and Mrs L so that they do not feel so alone and if anything crops up they have someone to turn to.

Percentage of clients reached by location:

Retford	28%
Worksop	46%
Rural	26%

Jayne Bullock
Bassetlaw Stroke Information Service
Case Worker

Bassetlaw Community Minibus



The minibus was funded by Nottinghamshire County Council and the Access Alliance Programme. Secure parking still remains with Worksop Fire Station through Bassetlaw Local Strategic Partnership.

The fully accessible, seventeen seated vehicle features removable seats, side-steps with a hand-rail and an under floor hydraulic tail-lift, all designed to provide transport to groups who may otherwise encounter difficulties when travelling.

Drivers

All drivers; volunteer and paid undergo MIDAS training, hold a Nottinghamshire County Council permit and are CRB checked. We currently have 7 drivers who have successfully completed their training and have permits and CRB clearance.

Membership

All groups and clubs must become members in order to use the minibus; this can either be day or annual membership. We have held the prices from last year.

We currently have **20** Groups and Clubs members and **172** individual service members with numbers increasing each month.

Out and about!

The minibus has been on several outings in the last year, including: Bakewell, Whitby, Goathland, Scarborough to name but a few.

Next year we have trips planned to Lincoln Show, The Good Food Show and three residential trips including one to Scotland and many more day trips besides.

Mr B from Retford frequently goes on our trips and has said 'They are a great way to make new friends and I thoroughly enjoy my days out; especially the recent trip to Bakewell Market'

We also use the minibus when appropriate to transport clients into the day rehabilitation at Retford Primary Care Centre in conjunction with the Community Car Scheme.

During the year **1190** trips were made covering in excess of **8059** miles.

We are extremely grateful for the time and commitment given by all of our drivers.

Minibus Co-Ordinator

We end the year having just appointed a new Accessible Vehicle Co-Ordinator; Paula Boniface who will join us at the beginning of April. Paula will be responsible for the co-ordination of the minibus and the new MPV and will be responsible for increasing the number of drivers and usage of both vehicles.

Percentage of members by location:

Retford	36%
Worksop	19%
Rural	45%

Jayne Bullock
Transport Manager

Staying Well in Bassetlaw

A project of the Bassetlaw Action Centre separately funded by NHS Bassetlaw.

What is the 'Staying Well' Expert Patients Programme?

The Staying Well Expert Patients Programme is a six week self-management course for anyone living with a long term health condition.

Its aims are to help you take control of your health by learning new skills to manage your condition better on a daily basis.

Topics Covered

- Dealing with pain and extreme tiredness.
- Coping with feelings of depression
- Healthy eating
- Communicating with family, friends and professionals.
- Planning for the future.

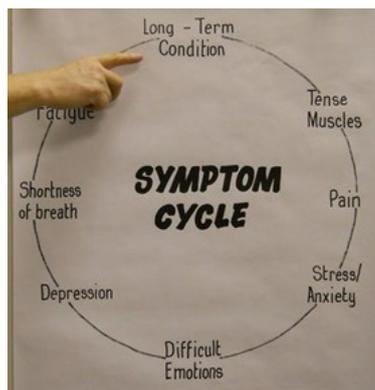
Key Achievements

Things accomplished during the course:

Action planning
Problem solving
More exercise
Increase relaxation
Healthier eating
More confidence
Better communication
New friendships
Increased Independence
- and a feeling of control over their condition.

Suggestions for future courses from course participants:

- Have a 1 day refresher course 1 year later for same group.
- Make the course longer than 6 weeks.



Key Findings

- Several of the people who book onto the course are then not able to attend due to the fluctuation of their condition.
- The majority of people on the course have come through a professional referral.
- Further development work is needed in Retford to encourage GP's to refer patients onto the scheme.
- Extra courses in Worksop due to the rise in numbers brought on by the support of Dr Eason at Newgate Street Surgery.
- Large employers are now looking at in-house courses. This was through our link with the workplace health initiative.
- Increased number of people going into volunteering.
- Need for a Drop-in Self Help/Support Group for people suffering with depression.

This year we delivered a total of 13 courses:
Retford Primary Care Centre—2 courses
Bassetlaw Action Centre—1 Course
Worksop, Oasis Centre 2 Courses
Bassetlaw Hospital—4 Courses

There were a total of 113 people attending these courses.

Dave Bacon
Health and Social Care Manager

Funding from NCC:

- Bassetlaw Community Car Scheme
- Bassetlaw Community Minibus
- Bassetlaw First Contact
- Bassetlaw Community Outreach
- Bassetlaw Housing Choice
- Bassetlaw Action Centre Core Services

Funding from NHS Bassetlaw:

- Staying Well in Bassetlaw
- Bassetlaw Self Help Link
- Bassetlaw Stroke Information Service
- The provision of Transport Services

Funding from BDC:

- Bassetlaw Action Centre Core Services
- Bassetlaw Older Peoples' Directory

Funding from Nationwide Foundation

- Bassetlaw Housing Choice

Funding from Digital Outreach and a variety of sources for specific areas of development and to support the continuation of the Resource Centre.

Retford Community Link, Retford's Resource for Older People and Bassetlaw Share a Ride continue to be core services of the Bassetlaw Action Centre.

Partnerships:

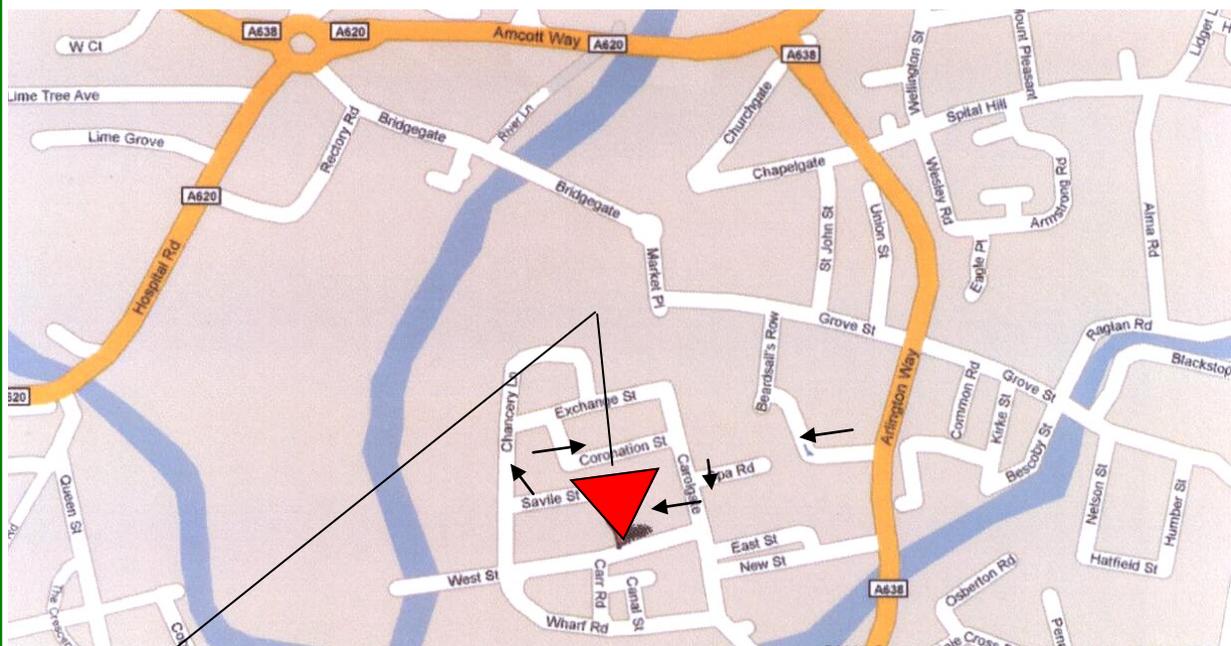
- WEA (for training space)**
- Bassetlaw Alzheimer's Society (for office space to August 2012)**
- Let's Talk Wellbeing (for office space)**
- Shaw Trust (for meeting/training space)**

Affiliations:

- An Associate member of Locality**
- An affiliate of BCVS**

Other Services Offered

- We provide access to low cost space, appointment and reception facilities to enable counselling and support to be offered in Bassetlaw.**
- We have office space/meeting rooms/training rooms for hire. We are able to provide light refreshments and a simple buffet lunch if required.**



Find us  here on Canal Street in Retford (DN22 6EZ). Unfortunately we do not have car parking for visitors but there are pay and display car parks immediately outside our building.

Compliments/Complaints procedure

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

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