

Bassetlaw Action Centre

"Making a difference throughout Bassetlaw"

Annual Report 2013/2014

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: We are open from 9am to 3pm Mon-Fri

Tel: (01777) 709650 (answerphone service also available)
Fax: (01777) 700644 (outside office hours or at busy times)
enquiries@bassetlawactioncentre.org.uk
www.bassetlawactioncentre.org.uk

Registered Charity Number 1106908
Registered Company Number 5177066

Chief Executive's Report

In 2013/2014 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 2013/2014 are:

- Contact with well over **10,000** clients in total - a further increase over last year.
- Delivered our training and development programme to all staff and volunteers.
- Delivered thirteen separate work streams to support older and vulnerable people throughout the district.
- Undertook research and development to identify further client needs.
- Secured the financial resources to maintain all projects/service delivery for 2013/2014.
- Secured 78 volunteers to deliver direct services for the organisation.

We only received one formal complaint about our services from a client. We worked quickly but thoroughly to resolve the issue to a satisfactory conclusion. In addition we adapted our processes to minimise the possibility of a recurrence. We also sent a card and flowers to the client who was very satisfied with how we had handled the complaint.

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

We continue to maximise the use of our building for the benefit of local people; for example The Shaw Trust delivered a work club, supporting unemployed people in our organisation (unfortunately this activity ceased in December 2013). However, Let's talk wellbeing continue to utilise our office space to deliver their services in Retford.

I was successful in completing my degree in Managing and Supporting Voluntary Organisations this year and Dave Bacon achieved his assessor qualification for the Expert Patients Programme. In addition a range of training was undertaken by our staff and volunteers in letter writing, dignity training, first aid, mental health awareness, food hygiene, sign language to name a few.

As the year closes we are in the process of developing an exciting new partnership with Community Transport for Town and County (CT4TC). CT4TC have successfully secured over £400,000 of lottery funding to develop transport in Bassetlaw over the next three years. The new partnership will be called Bassetlaw Community Transport and will bring together the new CT4TC transport options together with our car scheme, car scheme plus (the fully accessible MPV) and the minibus. CT4TC will be taking up office space in our building on 1 April 2014.

We were also informed that we had been selected for the Queen's Award for Voluntary Service (QAVS) which is the equivalent of the MBE but for the organisation rather than an individual. The official announcement will be made in the London Gazette on 2 June 2014. We will find out further details in due course. I am absolutely delighted that our organisation has been recognised in this way. It is a great accolade for all the dedicated volunteers led by our most able staff team, who give so much to benefit our most vulnerable and elderly local residents.

Lynn Tupling
Chief Executive

Our Core Services

Our services are used by both individuals and organisations. In 2013/2014 there were **10,612** callers either in person or by telephone. The day book records them as male **3207** and **7405** female. There were a further **252** 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.

478 Meetings were attended by staff e.g.:

- Housing meetings
- Community Outreach
- Carers federation
- Disabled Facilities Grant
- Transport & Accessibility
- Minibus forum
- Car scheme forum
- Partnership Advisory Forum
- Equalities steering group
- First Contact
- Stroke Focus Group
- Winter Warmth
- Friends and Family
- Patient Experience
- ASTF Steering Group
- CAB Partnership
- Health Care Community Pressures
- Men's health
- Wellbeing at Work

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.

252 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 **78** volunteers and 17 paid members of staff.

Office Space/Meeting Room/Training Room Hire

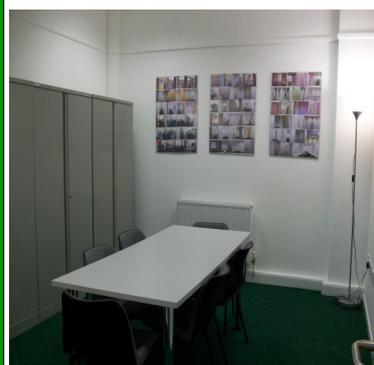
We have fully accessible and serviced office space, a fully accessible training suite furnished with 13 laptop computers and meeting rooms for hire. Each area available by the hour, day or longer term to meet your requirements.

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

24 different organisations used the room on **392** separate occasions including:

- WEA (basic skills course)
- Youth Offending Team
- Wellbeing at Work
- BSL Aware Class
- ENABLE
- Staying Well Programme
- Hearing Voices Self-Help
- RCAN
- D.A.S.H
- Community Transport for Town and Country

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 the following websites:

Bassetlaw Action Centre
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 Over Fifties Forum (BOFF)

BOFF have been given our help and support in various ways since its launch. Unfortunately BOFF folded towards the end of the year.

Free Room Hire

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

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.

Local Strategic Partnership (LSP)

The LSP was reviewed during the early part of the year and restructured as a result. The former Transport and Accessibility Subgroup has now renamed to the Transport and Accessibility Network and key partners continue to meet. Lynn Tupling (our chief executive) is chair of this group.

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 having successfully secured additional funding from the Department of Energy and Climate Change (DECC). We issued thermometers, slippers, thermal socks and hats, hand warmers, radiators and information, help and support. We attended several events to promote the service and had the following service outcomes:

- £1,865 cost saving made to vulnerable and elderly service users
- Energy advice given to 50 consumers
- ECO referrals made on behalf of 30 consumers
- £900 additional funding received

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 7 years. This supports our commitment to partnership working.

Patient Experience

(Friends and family test). We have successfully worked in partnership with Bassetlaw Health Partnerships (BHP) to carry out some research into patient experience and to establish whether patients would recommend the service to their friends and family. We have conducted research using the 15 steps model and provided reporting in patient areas identified by BHP.

Advice Bassetlaw

Through a successful funding bid to The Big Lottery and the office of the Civil Society a group of Bassetlaw organisations came together in autumn 2013 to form a partnership and work collaboratively to ensure that the residents of Bassetlaw District get the right advice, at the right time, from the right service.

The network of organisations includes: 2 Shires Credit union, Bassetlaw Action Centre, Bassetlaw Citizens Advice Bureau, BCVS, Bassetlaw District Council, Bassetlaw MIND, Langold Resource Centre, Mine of Information, Royal Voluntary Services and The Well Community Projects.

Bassetlaw Action Centre is the nominated organisation for specialist housing advice. Advice Bassetlaw offers a range of advice services to the residents of Bassetlaw including: debt and money, benefits, employment, housing discrimination, law and rights, relationships, health and well-being and many more issues.

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 Bassetlaw Clinical Commissioning Group.



It has once again been a very busy year for the car scheme with our volunteers continuing to assist the scheme members who are unable to access public transport.

Over the year we have provided a wide range of journeys for our members. These include regular short trips to the local supermarket to carry out the weekly shopping, transport to and from various groups and clubs in the local area and journeys to places further afield such as Nottingham and Sheffield.

Our helpful team of volunteers have attended regular meetings and have taken the opportunity to engage in various training and information sessions that have been on offer. This year our drivers became Dementia Friends in line with the dementia awareness campaign run by the Alzheimer's Society.



Alan Portwood is the coordinator for the scheme and bookings are taken by Rachel Shaw.

The Bassetlaw Community Car Scheme team are always extremely grateful for the time and commitment given by all of our volunteer drivers.

During the last year:

- ◆ Our **43** volunteers covered **109,771** miles on behalf of the scheme.

- ◆ **13,432** trips were made transporting our members.

- ◆ At year end with the rolling registration scheme in place there were an average of **276** registered members actively using the scheme in every quarter.

- ◆ This year the mileage expense rate for drivers remains at **45p per mile** in line with the HMRC guidelines.

- ◆ 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.

Percentage of clients reached by location:

Retford	37%
Worksop	41%
Rural	22%

**Jayne Bullock
Transport Manager**

Bassetlaw Community Outreach

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

The community outreach project delivers either a face to face or telephone format for signposting, referral and assisted information to the individual to relevant agencies depending on their unique needs. It offers advice, help and support to elderly and vulnerable people and individuals over 50 throughout the Bassetlaw community. It aims to promote independent living within a person's own home for as long as possible.

The project underpins BAC's community resource mission and contributes to the holistic approach of Bassetlaw Action Centre's (BAC's) services as the multiple and complex needs of its service users become ever more diverse and demanding time wise.

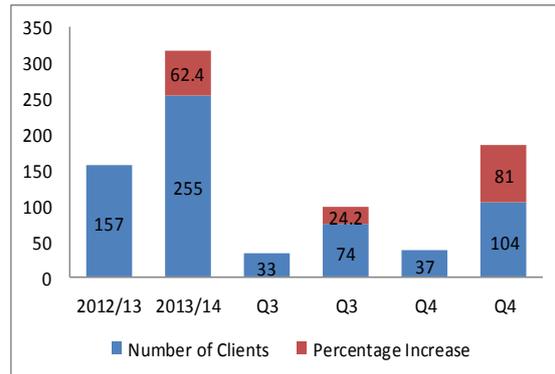
It enables BAC to work in partnership with other organisations to offer an enhanced choice and the most supportive range of services possible.

Findings

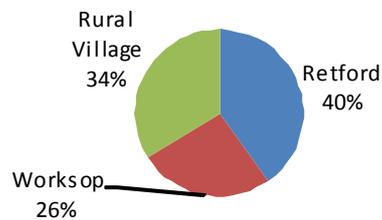
During the past financial year the following key findings and observations have been made:

- Increase in demand of 62.4% from 157 - 255 clients
- More complex and challenging issues presented, including
 - Terminal illness
 - Advanced dementia
 - Hoarding
 - Younger clients with complex needs
- Repeat visits, 2/3 to same client,/time spent/giving telephone support
- Increase in and more complex benefits enquiries
- Increase in clients in Worksop and rural locations
- Improved more effective ways of working - Partnership working
- Limited resource to cope with demand

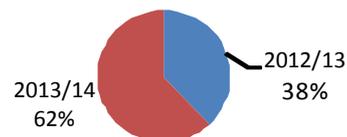
Outcomes



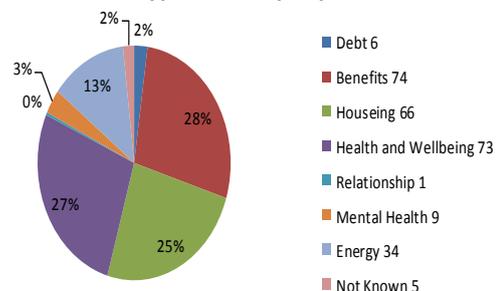
Location of Clients in 2013/14



Total Number of Clients



Types of Enquiry



Anna Shaw
Community Outreach Advisor

Case Study

Mr G is a vulnerable 94 year old who lives alone; his next of kin is an 82 year old sister who lives in Burnley. He is reliant upon a friend who lives in the next village to bring milk and provisions to his home and to take him into Retford (5 miles away to pick up his pension).

He has recently suffered a form of skin cancer on his head. It is controlled but not curable and it is beginning to present on his face. Mr G has moments of severe confusion, caused as a result of his cancer, not dementia, which leads to episodes of dizziness and sometimes he falls.

In addition he is profoundly deaf, which makes communication difficult and he becomes frustrated. However face to face it is quite possible to communicate with Mr G and have a meaningful conversation together. He is an interesting and intelligent man, who is trapped by his mobility, hearing impairment and very limited income.

Mr G receives a combined weekly income of £261.73. His home was very cold and his clothes were worn and a little dirty.

Mr G only had the electric fire on in his main living room as he cannot afford to put the central heating on. It costs £700 to fill up the oil tank and has spent all winter without it. (He is on the Priority Services Register and has received Warm

Home Discount. He will be eligible for a winter 2014 payment).

Mr G has debt with his utilities and energy providers, and the most recent bank statement confirmed that he is overdrawn.

An unopened letter from E.ON stated that a payment of £1,439 was needed immediately to avoid his power supply being cut off. I spoke to E.ON and negotiated with the vulnerable team that a "Fuel Direct" payment of £27.00 per week to be made directly at source from his Pension Credit. In this way the debt will be paid back slowly and his energy supply will not be cut off.

I also made a referral to the falls and ADVIS team to help support Mr G with his mobility and hearing.

Mr G is lonely and sad, but with such limited income is unable to live a meaningful existence. Any additional financial support would enable him to join the Action Centre's Car Scheme to visit local groups and clubs. As his health requires, he may have to make more regular and frequent trips to the hospital and doctors.

I made a successful application to the Dickenson Massey Trust for an income grant of £130 per quarter to help support Mr G with his daily living, enable him to engage in social interactions and maintain living at home independently for longer.

Home Support Service

The Home Support Service (HSS) provides a community service to its clients in their own home. It is now in its third year of delivery and has seen an increase growth of both clients and personnel year on year.

Throughout the past year the demand for the scope of HSS has advanced, requiring recruitment of a specialist and experienced workforce to manage and support the complex needs of: Advanced Dementia/Mental Health which has seen 200% increase, befriending a 400% increase and hoarding a 100% increase year on year.

Client Feedback

"I am so pleased to see you, who would have thought that a lovely friend like you would have come into my life"? - Dementia client

"On behalf of myself, my brother and sister I just wanted to thank you all at Bassetlaw Action Centre for your card and kind words. My Mum always looked forward to the visits by Kate and through the help of all of you it meant that she was able to live her whole life in her own home which was very important to her" - Son of bereaved client

Type of Service delivered

Cleaning	23.0%
Cleaning + Dementia	19.2%
Shopping	3.8%
Correspondence	7.7%
Befriending	19.2%
Dementia Support	11.5%
Vacuuming	15.3%

The Home Support Service is a chargeable service and is delivered utilising paid staff who are fully trained, insured and DBS checked.

Energy Advice and Efficiency

As part of Community Outreach, assisted action on energy cost saving, tariffs, switching and energy efficiency, has been embedded as part of the service.

In addition advice has been delivered as part of a government initiative funded by DECC targeted at vulnerable and elderly individuals and the professionals who support them.

The Big Energy Saving Network aimed to reach 100 service users, either face to face, by telephone or via organised events and to train 40 frontline workers. All targets were met and some were exceeded.

In particular the advice and training also focussed on raising awareness, signposting and referring to -

- **The Priority Services Register**
- **Warm Home Discount Scheme**
- **ECO referrals**
- **Benefits Advice**

The Winter Warmth project has continued to run alongside, providing tangible and free support of slippers, hats, gloves, scarves, cold alarms, room thermometers and oil fired radiators to an increased number of vulnerable and elderly individuals.

During the year there were 189 enquiries which represented a 225% increase on the previous year.

Key Service Outcomes

- £1,865 cost saving made to vulnerable and elderly service users
- Energy advice given to 50 consumers
- ECO referrals made on behalf of 30 consumers
- £900 additional funding received

Influencing change in E.ON policy

Whilst delivering energy advice and raising awareness of the Priority Services Register (PSR) to patients at Bassetlaw Hospice, I was asked to

do a home visit to check energy tariffs and offer assisted action to a terminally ill service user (Mrs J).

Although Mrs J was on the PSR with E.ON she had no awareness of the Warm Home Discount Scheme. As Mrs J qualified as part of the "Core Group", I requested the £140 discount for her, which was rejected as the request was made 3 days outside the deadline date.

I contacted EON who apologised for "*the shortfalls in customer service*" EON acknowledged that they had not done enough awareness raising to customers regarding the Warm Home Discount Scheme and as a result agreed to write to customers to request an application form. They also wrote to the customer to say "*I can understand the inconvenience which you were undoubtedly caused by not being made aware of the funding. EON is always looking for ways to improve customer service and provide the highest standard at all times. As agreed I have added £50 to your account for the shortfall in our service. EON Head of Customer Service*"

The customer was delighted with the outcome and added "*Now that I have something in writing from E.ON regarding our main home, I can use this to my advantage because it helps my cause. You have given me the strength to argue a "disability" matter regarding the use of 1st Class Lounge at Kings Cross Railway station. Many thanks again, we are very grateful to you*"

DECC Feedback:

The Big Energy Saving Team here at DECC have been reviewing the successes of the programme.

Thank you very much for sending through the letter from EON and subsequent Thank you Letter received from Mrs J.

It is clear to see the invaluable support you were able to provide to a vulnerable consumer who was very much in need of assistance in to claim her warm homes discount. The letter of apology sent from EON clearly demonstrates how many utility companies are clearly failing consumers and the credit of £50 was a wonderful result for Mr & Mrs J.

Congratulations on all of your hard work!

Case Study

Mr M is a 50 year old single gentleman who lives alone in a one bedroom rented flat. He is vulnerable as a result of his low income (£71.70 per week) and disability caused by type 2 diabetes. He was a full time carer for his severely disabled brother until his brother passed away three years ago.

Although he has been job seeking since, he has not been able to find appropriate employment due to his significant basis skills need, he is unable to read and write without support. Mr M attends the WEA class at BAC to improve his basic skills, his IT literacy and ultimately his employment prospects. Mr M also volunteers at BAC's Resource Centre for Older People every Thursday which not only gives him work experience; it reduces his isolation and provides a home cooked meal as part of his allowable expenses.

Mr M receives £71.70 Job seeker's Allowance and his expenditure is budgeted to balance exactly at £71.70. Historically he has only been able to put £5.00 per week onto his prepayment card for gas and £5.00 for electricity. He does not use his gas central heating as he cannot afford to do so. His only form of heating is an electric fan heater, which eats his electricity allowance at the quickest rate.

Mr M attended an energy advice event to learn more about switching, I arranged a 1:1 meeting to investigate switching and allow the privacy required. In the meantime I contacted both the Energy Saving Trust and Southern Electric (Mr M's energy provider), to confirm his eligibility for the Warm Home Discount Scheme.

Unfortunately as Mr M only receives JSA he does not meet the qualifying criteria. I also spoke with Nottinghamshire County Council to request a winter fuel payment for him, and although unfortunately he was not eligible, I was able to action a free boiler service for him.

During Mr M's 1:1 meeting I was able to review his gas and electricity bills. He was in credit on his gas account and in debt on his electricity account.

I contacted Southern Electricity Careline and arranged for the credit on his gas account to be transferred to credit his electricity account so that he was able to receive maximum benefit

from his energy supplies.

I explained Mr M's position in full to SSE and although they were unable to offer Warm Home Discount, they were very ready to help in offering the budgeting and the most cost effective solution to Mr M.

Through setting up a direct debit payment BAC were able to receive the highest discount and unit rate, resulting in an annual saving of £80.00 (£40.00 on gas and £40.00 on electricity) for Mr M. He is now on a 2 year capped price plan. This is a significant saving for him which will affect his life and well-being.

In addition BAC were able to offer Mr M 2 oil filled mobile radiators which would be much more efficient than his electric fan heater and help to reduce his energy consumption and bill.

Since using the radiators he has noticed a reduction in his usage and has been able to use them more frequently for longer periods and when required.

Moreover BAC have arranged for a benefit check to confirm whether or not Mr M is eligible for any additional benefits (i.e. PIP), which in turn would activate the Warm Home Discount for him. Mr M was also given a list of top 10 energy saving tips and useful contact numbers.

Mr M is very happy with the outcome of receiving assisted action and that he is now able to use more energy more efficiently as a result. His life has been improved as a result of the intervention. He said –

“I am very pleased that I have received help from BAC and that I have been able to make significant savings on my energy bills. I would recommend that everyone at least investigates their options further”.

Mr M has continued to receive support from BAC in budgeting and setting up direct debits for his household expenditure. Whilst his new financial arrangements settled into place Mr M was also referred to the food bank.

**Anna Shaw
Community Outreach
and Energy Advisor**

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 over 7 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 over **4300** clients receive **7435** referrals to partner organisations in Bassetlaw since its launch in February 2007.

In the last year alone **358** people completed checklists with frontline staff. These checklists generated **611** referrals for preventative services enabling people to stay safe and independent at home for longer.

The majority of checklists are completed with female clients at **62%**. Male clients **38%**.

70% of the clients helped to access services through First Contact in the last year live alone.

The age of clients most in need of services supplied through First Contact last year was between **75-79** years old; this has risen this year to between **80 - 84** years old.

The START Team were the partner organisation who completed the most checklists in the last year.

Percentage of clients reached by location in the last year:

Retford	24%
Worksop	38%
Rural	38%

Jayne Bullock
First Contact Co-ordinator

Share A Ride

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

The scheme does not receive any funding currently. The scheme is maintained by Norman Shaw as part of his administration duties for Bassetlaw Action Centre.

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

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



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

Over **366,000** shared journeys per year are taking place in Bassetlaw.

Percentage of clients reached by location:

Retford	24%
Worksop	40%
Rural	24%
Outside Bassetlaw	11%

Jayne Bullock
Transport Manager

Retford's Resource for Older People

The resource centre continues to open from 10am each Thursday at The Butter Market in Retford Town Hall and is supported as a core project of the Bassetlaw Action Centre.

Our thanks go to Bassetlaw District Council for continuing to offer access to the building in return for a peppercorn rent.

Refreshments are available throughout the day with a home cooked lunch available from 12 noon.



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. It has now been agreed with the group that each person makes a voluntary contribution of £1 towards the cost of hiring the instructor.

Trips

Visitors to the centre have enjoyed many trips with the Bassetlaw Community Mini Bus. There have been short trips to places such as Marshalls Yard and local garden

centres, day trips further afield to Whitby and Scarborough and the always popular Turkey and Tinsel four night break in Skegness.

Services

We have regular visits from local service providers such as:

- Rural Bassetlaw Befriending
- BCVS Volunteering
- Dental Services
- Falls team
- Retford Lions
- Macmillan Cancer Support
- Barlborough NHS Treatment Centre

Bassetlaw Action Centre Services

We have a rolling programme promoting the services of the Bassetlaw Action Centre with staff from each project visiting on a rota basis.

Winter warmth

On the 19th December in conjunction with the Christmas lunch we also held a Winter Warmth Advice Event. This was aimed at empowering people to switch tariff and save money on their energy bills. 49 people attended the session with follow up advice being given to 27 people.

Carers Event

In November we hosted a joint Carers Event in partnership with the Carers Federation. There were 12 stands displaying services from around the area. The event was very well attended.

Attendance

There have been **2,696** individual visits to the centre during the last year. This shows an 2% increase from the previous year.

Dave Bacon
Health and Social Care Manager

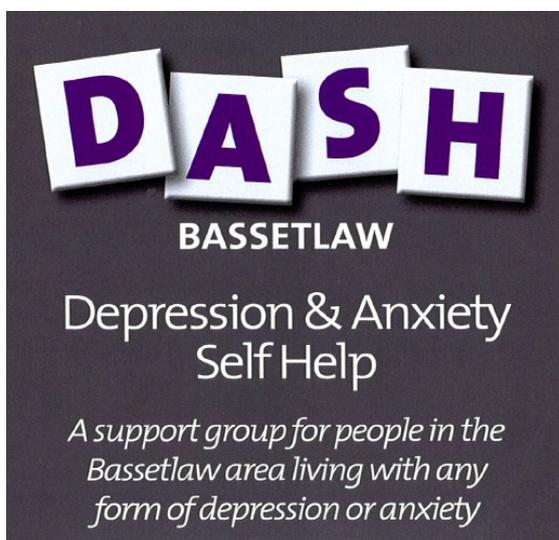
Bassetlaw Self Help

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.

D.A.S.H

‘Depression and Anxiety Self Help’ This is a new group that has been set up through the Action Centre as there was no such group previously in the area. The group originated from a conversation with someone on the Staying Well Programme. After asking if there was a group that we could refer him to and finding there was not he suggested that we start one ourselves.



In October 2013 we established a steering group and two volunteers who had both retired from mental health nursing agreed to facilitate the group. The Action Centre has been able to help the group form a committee, set a constitution, open a bank account, and put appropriate policies in place for the security of the group.

Following a few initial meetings at the Action Centre the group secured a meeting room at Bassetlaw Museum and now meets every week from 1.30pm to 3.30pm. It is an open group and anyone in the Bassetlaw area is welcome.

The group is hoping to expand and to have meetings at the Aurora Centre in Worksop very soon.

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 having an on-line version is that all information can be updated continuously and is available to all on our website.



Dave Bacon
Health and Social Care Manager

Housing Choice

The service which has been running for 4 years in Bassetlaw 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 with administration support from Alan Portwood.



Funding from April 13 - September 13 was provided from Bassetlaw Action Centre reserves. This enabled the project to continue until further funding was put in place when Bassetlaw Action Centre became part of Advice Bassetlaw.



Housing Choice provides specialist housing advice as part of the Advice Bassetlaw partnership.

This funding is for 2 years.

We started the financial year with **26** ongoing cases from the previous year and end with **34** cases being carried into the next year.

292 clients have received on-going support in the form of complex case work during the 4 years the project has been running.



During the last year:

- ◆ **63** new complex cases have been opened.
- ◆ **178** one off interventions have been made
- ◆ **12** of the clients have been successful in moving to more appropriate accommodation.
- ◆ **9** of the moves were fully assisted and arranged by us.
- ◆ **223** referrals to partner agencies have been made on behalf of the clients
- ◆ Clients have been signposted to a further **106** services.

A selection of comments from service users on their evaluations:

Mrs M said; “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”.

Mr S said “the Housing Choice project changed my mum's life for the better. The team were there for my mum every step of the way, and through their dedication, got my mum a bungalow in such a short space of time. I can never thank them enough”.

Mrs C said “ it made my life easier with no stairs”.

Percentage of clients reached by location:

Retford	42%
Worksop	30%
Rural	28%

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. Administration has changed this year and is now provided by Judith Sinclair.

The service continues to be very busy with **36** new cases and **88** existing clients being carried forward from year 1 and the pilot.

There is no time limit to the services offered and the stroke does not have to have been a recent one to be referred to the service. As the service has continued to grow it has become difficult to support this amount of people with current staffing levels.

Developments

We have needed to rethink how long we allow cases to stay open to deal with the growing demand on the service. Support is now withdrawn in a steady process as the client becomes more able to cope with the changes to their situation. Support is still not limited to a set period of time and remains person centred to ensure that clients are supported with their individual needs and circumstances.

Person centred approach

As the advice, help and support given to the Stroke survivor, carer or family member is person centred we may escort someone to the Stroke Club for the first time, sit in at HR meetings or hospital appointments for support, encouraging clients to go out again and re-gain their independence by taking them for a coffee or accompanying them on a walk.



Telephone support

Telephone support is offered through the service and we have found this is beneficial to both the stroke survivor and their carers. **38** clients have received telephone support in the last year. Telephone support may be weekly, fortnightly or monthly depending on the clients' needs and circumstances.



By providing practical support and advice the Stroke Information Service helps to relieve stress and anxiety for both the stroke survivor and carer which massively impacts on their health and wellbeing.

The referrals that are made on behalf of the clients are to help keep them as independent as possible. Referrals for equipment like a bed lever for example assist the carer as much as the stroke survivor because they can perform the action of getting in and out of bed more safely using the equipment.



All clients receive a benefit check to ensure they are in receipt of everything they are entitled to. Help is given to apply for any benefits that are required.

Supporting carers to stay well is a vital part of the service. If the carer becomes overwhelmed they may become a patient themselves.

Percentage of clients reached by location:

Retford	31%
Worksop	35%
Rural	34%

Jayne Bullock
Bassetlaw Stroke Information Service
Case Worker

Bassetlaw Community Minibus

The minibus was funded by Nottinghamshire County Council and the Access Alliance Programme.



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 undergo MIDAS training, hold a Nottinghamshire County Council permit and are DBS checked. We currently have 15 drivers who have successfully completed their training, have permits and DBS clearance.

Membership

In order to use the minibus individuals have to be registered as members of the minibus scheme. Registration to individuals is currently free and a simple application form needs to be completed before travel.

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

Group Day Rate Cost £8.00
Group Annual Rate Cost £23.50

We currently have **11** Groups and Clubs members and **345** individual service members with numbers increasing each month. This has doubled in the last 12 months.

Out and about

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

Next year we have trips planned to Harrogate, Meadowhall and three residential trips including one to Scarborough and many more day trips besides.

Mrs S and her son from Retford frequently go on our trips and has said 'We think the trips are great, we enjoy them and the drivers are friendly, kind and helpful, you provide a fantastic friendly door to door service.'

'The action centre mini-bus service has been instrumental in allowing people to attend our tea dance for those with dementia. The team are friendly and helpful, the accessibility on and off the bus is great for the less able and we highly recommend them to our service users.' - Bassetlaw Museum

During the year **1614** trips were made covering in excess of **9635** miles.

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

Percentage of members by location:

Retford	38%
Worksop	22%
Rural	40%

Paula Boniface
Accessible Transport Co-Ordinator

Bassetlaw Community Car Scheme Plus

This fully accessible MPV was donated to the Bassetlaw Action Centre by Nottinghamshire County Council.

It is a fully accessible vehicle that has been specially adapted to carry either a fixed wheelchair or a mobility scooter. It also has a 'Turney' seat in the front to allow supported access for passengers with restricted mobility.

Secure Parking

We have rented 2 garages at Hallcroft which we have made into suitable, safe parking for the MPV.

We have made significant investment in the garage site which has been of great benefit to the local area:

Before



After



Drivers

All drivers have been MIDAS trained, hold a Nottinghamshire County Council permit to drive and are DBS checked.

We currently have 6 drivers who have successfully completed their training and have permits and DBS clearance.

Membership

All individual users pay a £20.00 registration fee which is valid for one year.

We quote for all individual journeys but our charges are based on a mileage rate of £1.00 per mile for individual users plus a £1.00 booking fee.

Groups are charged at £1.20 per mile plus a £2.50 administration charge.



We currently have **23** individual service users with numbers increasing each month.

Mrs B who is a carer for her husband said "The Car Scheme Plus is an absolutely wonderful service and I think its marvellous that there is such a service in Bassetlaw"



During the year **366** trips were made covering in excess of **1671** miles.

Paula Boniface
Accessible Transport Co-Ordinator

Staying Well in Bassetlaw

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



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.

This year we delivered a total of **12** courses:
Bassetlaw Action Centre = 2 Course
Worksop, Oasis Centre = 1 Course
Worksop Aurora Centre = 3 Courses
Bassetlaw Hospital = 6 Courses

There were a total of **116** people attending these courses.

Friends and Family Test

This is a new piece of work that we have been commissioned to undertake by the Bassetlaw Health Partnership.

The Friends and Family Test is a survey that looks into the quality of services delivered by the Bassetlaw Health Partnership and is based on the '15 Steps' questionnaire.

Bassetlaw Action Centre has been collecting information from patients and service users by either telephone calls or face to face

interviews. The results have been compiled into reports on the different services and have looked where any improvements can be made.



The four overarching themes of the survey are:

- Were the staff well prepared?
- Did you feel safe and cared for?
- Did you feel involved in planning your care?
- Communication?

So far the services we have looked at have been:

- Community Nursing stages 1 and 2
- End of Life Care
- Falls Team
- Out of Hours Services

In total **70** questionnaires were completed.

Dave Bacon
Health and Social Care Manager

Members of the Executive Committee

(Registered Interests shown in italic)

Michael Browne **Chair**
Denise Colton **Company Secretary**

Director A1 Housing Ltd.

Michael Bowskill

Director A1 Housing Ltd.

Julie Caley

Tutor Organiser – WEA.

Michael Storey

BDC Labour Party Member.

Member Goodwin Hall Management Committee.

Governor Ordsall Primary School.

Governor Retford Oaks Academy.

Governor Bracken Lane Primary School.

Anthony Tromans

Trustee King Edward VI Grammar School Trust.

Governor Carr Hill Primary School.

Brian Bailey

Director A1 Housing Ltd.

David Liggins

Lay Chair, Performers List Decision Panel, NHS

England, South Yorkshire & Bassetlaw Area Team and

West Yorkshire Area Team.

Independent chair, Barnsley Community Solutions Ltd

and Doncaster Community Solutions Ltd.

Independent member, Commission for Local

Administration in England (Local Government

Ombudsman).

Trustee, East Midlands Advocacy Alliance.

Trustee, RoadPeace.

Patient, Public and Carer Advocate, Partnership

Group, East Midlands Clinical Research Network,

National Institute for Health Research.

Lead Governor, Nottinghamshire Healthcare NHS

Trust.

Patient representative, Clinical Reference Group

(Vascular Services), NHS England, Specialised

Commissioning.

Clifford Entwistle—BDC Observer

Staff Team

Lynn Tupling

Chief Executive

Dave Bacon

Health and Social Care Manager (Self Help, Staying Well and Resource Centre)

Jayne Bullock

Preventative Services Manager (First Contact, Transport, Stroke and Housing)

Kate Clewes

Administration (resigned April 2013)

Kate Bishop

Centre Housekeeper and Home Support Worker

Louise Hallam

Resource Centre, Community Outreach Advisor and Administration

Denise Colton

Finance Manager (resigned October 2013)

Anita Hamilton Clarke

Staying Well Tutor

Alan Portwood

Housing Choice and BCCS Bookings then Co-ordinator (from July 2013)

Norman Shaw

Administration

Paula Boniface

Accessible Vehicle Coordinator

Ruth Mc Kenna

Car Scheme Coordinator (resigned July 2013)

Judith Sinclair

Receptionist (from April 2013) Finance Manager (from October 2013)

Emily Cleaver

Receptionist (from November 2013)

Anna Shaw

Community Outreach Adviser (from September 2013)

Rachel Shaw

Community Car Scheme Bookings Clerk (from September 2013)

In addition we have had 7 paid staff working on our Home Support Project during the year.

Opening Times:

Monday 9am-3pm

Tuesday 9am-3pm

Wednesday 9am-3pm

Thursday 9am-3pm

Friday 9am-3pm

Reception remains open until 3pm daily for personal callers. Telephone lines are open until 12.30pm after which answerphone messages will be taken if staff are on other calls and dealt with at the earliest opportunity.

Volunteers

In addition to our 9 management committee who are all volunteers for our organisation we are privileged to have the services of:

- 44 volunteer drivers
- 16 volunteers at the Retford's Resource for Older People
- 7 volunteer tutors for the Staying Well Programme
- 2 Administration volunteers

We then indirectly support many other volunteers through the Bassetlaw Self Help Link. We estimate that we indirectly support around 350 volunteers each year.

We are extremely thankful for all the time they give to our organisation.

Independent Examiners

Saul Fairholm

24 Exchange Street,

Retford, Nottinghamshire

Funding from NCC:

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

Funding from Bassetlaw CCG:

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

Funding from BDC:

- Bassetlaw Action Centre Core Services

Funding from National Lottery (through CAB)

- Bassetlaw Housing Choice

Funding from 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:

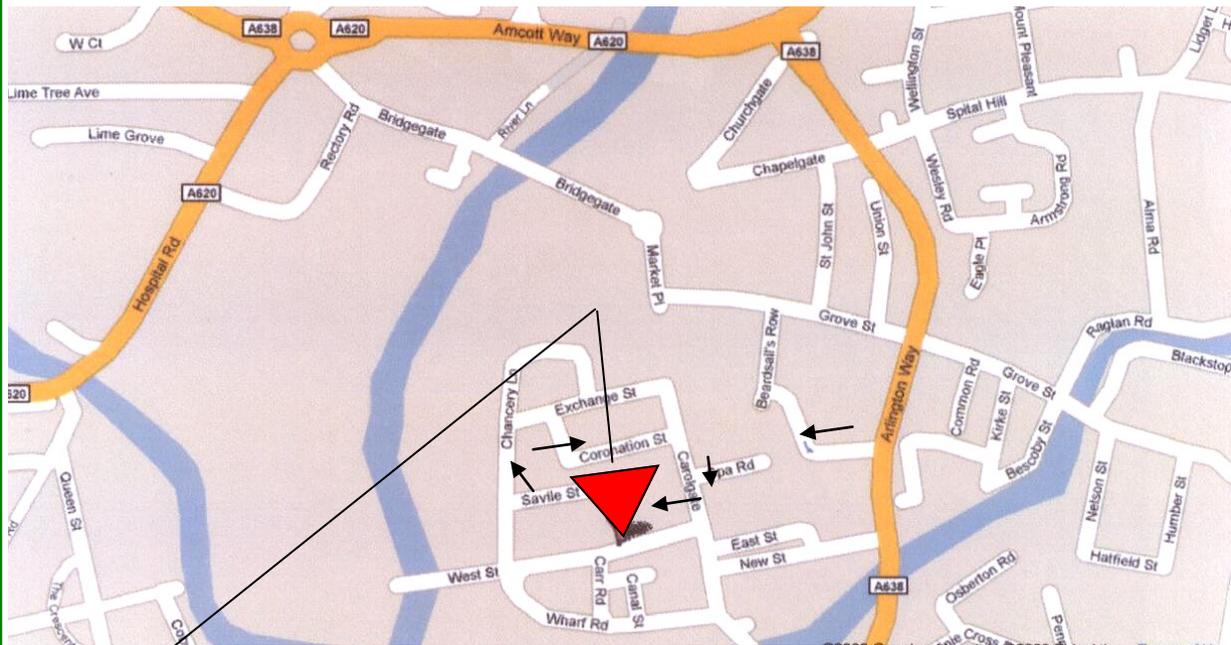
- WEA (for training space)**
- Let’s Talk Wellbeing (for office space)**
- Shaw Trust (for meeting/training space—to December 2013)**
- CT4TC (a newly developing partnership)**

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