

**Bassetlaw**



**Centre**



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

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

**Annual Report 2020 - 2021**

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

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



## CHIEF EXECUTIVE'S REPORT

2020/2021 has been quite an exceptional year due to the Covid pandemic which has resulted in the majority of the office based staff working from home throughout the year and the Home Support Staff being furloughed for the first half of the year. We started the year in lock down with the office closed. We re-opened our offices in October having made all the necessary modifications to keep all staff, volunteers and clients as safe as possible during the pandemic. We reintroduced some face to face support in July and adapted the majority of services to be virtual or telephone based.

When we first went into lockdown our first priority was to keep our staff, volunteers and clients as safe and supported as possible and we introduced two new services following consultation with partner organisations and responding to the needs of the clients we serve through the many services we normally supply. The first of these was a telephone safe and well / befriending call and the second was an essential shopping service. During the first weeks of the lockdown the majority of our clients were shielding, shopping delivery slots were not available and clients were not able to access cash to ask friends and family members to shop on their behalf. Our shopping service was carried out by our valuable volunteers who would make purchases on behalf of the client, deliver them to the door (maintaining social distancing throughout) and the client would then phone our office to pay for their shopping by card. We had 83 individuals on the essential shopping service who simply would not have been able to access food and supplies by any other means. We made 662 shopping trips and 5600 welfare / befriending calls during the year.



We were incredibly fortunate to have received the financial support from a range of sources during the year. This allowed us to provide a robust response to the pandemic. Demand for our services increased, the cost of PPE and the additional screens, partitions, hand sanitising stations etc. saw our finances under pressure but thanks to the support of local individuals and our funders, we were able to support so many people locally to stay safe, well and independent at home. We are incredibly grateful to all of them for their support.

Despite the challenges of working in the pandemic and managing operations remotely we kept in very regular contact with our staff by introducing weekly staff update meetings, and regular support with our volunteers and clients as many of them were isolating in line with Government guidelines.

We used the time whilst the office was working on minimum occupancy to do some upgrades to our building to make it more covid secure and to give a much needed facelift. However, literally the day after the decorators left we had a burst water pipe which completely flooded the building. This resulted in all of the floor coverings and some of the electrical items being replaced.

At the end of the year we were told that our Stroke and Long Term Neurological Condition Support Service was being decommissioned by the CCG. This was disappointing news for the many beneficiaries of the service and such a loss of expertise in this area.

We were fortunate to be involved in the transport for the Covid vaccine roll out across Nottinghamshire, we led on transport bookings and worked with a range of Community Transport Operators along with Taxis and Private Hire. We were delighted that our input made a difference.

On a brighter note we made a successful application to Retford and Villages Primary Care Network to host a Long Term Conditions Health and Wellbeing Coach and we welcome Danny Barke to our staff team.

We have also been working collaboratively with two local service delivery organisations; Aurora and Citizens Advice Bassetlaw. We have formed a new partnership called the Bassetlaw Service Delivery Partnership - Reaching People, which will allow our three organisations to work much more holistically with clients. This exciting new venture will reduce duplication and direct competition and increase capacity for the organisations and the clients will benefit from this holistic, no wrong door approach.

This year has brought many challenges and opportunities, but we do acknowledge that there are many others that have suffered immeasurably from the impact of Covid 19. Going forward I hope that normality can begin to resume.

Lynn Tupling  
Chief Executive



In 2019 the new Strategic Subgroup of the board met initially to develop Bassetlaw Action Centre's five-year business plan (2019-2024). Within this process, six strategic objectives were set and agreed. The group agreed to monitor progress against these objectives on an annual basis and include the findings in the annual report.

Strategic Objective	Outcome at 31 <sup>st</sup> March 2021	Red/Amber/ Green (RAG rating)
1. To ensure that the organisation adopts a balanced budget and maintains necessary levels of turnover.	Achieved. Despite the loss of earned income due to the Coronavirus pandemic, the financial position at the end of March 2021 is very favourable and a balanced budget for the year ending 31 <sup>st</sup> March 2022 has been approved.	Green
2. To increase income through paid for services.	Not achieved. Income from paid for services was down on the previous year due to the pandemic. However, paid for services have been relaunched and are showing good recovery.	Red
3. To increase the volunteer base.	We have 93 volunteers across our projects at the end of the financial year compared to 76 at the end of the last financial year. However, around 15 volunteers are currently not active as a result of the Covid pandemic. Overall this represents a small increase in active volunteers.	Amber
4. To seek and pursue new opportunities to develop complementary services within the aims and objectives of the organisation.	Achieved. Secured funding through Retford and Villages Primary Care Network to host a Health and Wellbeing Coach. Also secured funding to provide a transport booking function for the Covid Vaccine rollout across Mid and South Nottinghamshire	Green
5. To strengthen and extend our existing offer.	We extended our offer to include a new telephone safe and well check and essential shopping service to respond to local need as a result of the COVID-19 outbreak. We continue to offer virtual and telephone based services and are supporting home working wherever possible. We continue to seek financial support for the Bassetlaw Delivery Partnership (with Aurora and Citizen's Advice Bassetlaw).	Amber
6. To ensure that we identify and proactively manage risks and emerging threats.	We have proactively managed the impact of Covid 19 on the organisation through a range of measures including home working, furloughing staff, upgrading the office and securing additional funding.	Amber

## OUR CORE SERVICES

Our services are used by both individuals and organisations.  
In 2020/2021 there were **12,165** callers either in person or by telephone.

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

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

## VOLUNTEERING

**BECOME A VOLUNTEER - MAKE A DIFFERENCE**



We are committed to offering volunteering opportunities throughout our organisation. Our volunteering opportunities include volunteer car driving, minibus driving, befriending, staying well tutors, GOGA, board membership and administrative positions. We are a volunteer led organisation with **78** volunteers and **23** paid members of staff.

## BASSETLAW SENIORS DIRECTORY



Bassetlaw is fortunate that it has many active groups and clubs to support and improve lifestyle.

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

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

A copy of the directory can be found on our website.

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

## OFFICE SPACE / MEETING ROOM / TRAINING ROOM HIRE



We have fully accessible and serviced office space, meeting rooms and a training suite for hire. Each area is available for hire by the hour, day or longer term to meet individual requirements. These rooms have been fully refurbished to make them as Covid safe as possible.

## TRAINING SUITE

Our fully accessible IT suite enables training to be delivered in small friendly groups. The courses held are mainly at introductory level, covering several aspects of information technology.

Unfortunately due to Covid -19 no classes were able to be held in the past year.

Thanks to funding from LNER, we were able to upgrade the IT suite with all new fully internet ready laptop computers with printing facilities available.



## BASSETLAW COMMUNITY CAR SCHEME

Our transport schemes help clients across the rural Bassetlaw area who cannot access public transport or where none is available to suit their needs.

Following the first lock down at the start of 2020, clients have not been able to go shopping or visit family and friends. The social groups and clubs in the area, so important to so many people were closed leaving them feeling isolated and cut off from family and friends.

Throughout the lockdowns our volunteer drivers completed supermarket shopping trips, where they shopped on behalf of the clients from a shopping list pre telephoned into the Action Centre and delivered it to their door.

We continued to provide transport for critical services still needed during lock down and throughout the restrictions. We were able to provide these services thanks to our dedicated volunteer drivers who followed stringent risk assessments ensuring the safety of themselves and our clients at all times. This was reinforced with the wearing of face masks and/or face shields, hand sanitising and thorough internal cleaning of their vehicles along with external door handles in between each journey carried out.

Through the year we still managed to travel 51,750 miles with a reduced number of drivers.

At the end of the summer the service started to get bookings for flu vaccinations and since Christmas we have been providing services to get people to both their Covid-19 vaccinations.

We are all looking forward now to getting back to normal as much as possible. Bookings for hairdressers, shopping and visits to family and friends have increased and we are starting to put plans together for when their social activities are able to start. We are extremely thankful and grateful to all our volunteers for their time and commitment.



## BASSETLAW COMMUNITY CAR SCHEME PLUS



The Car Scheme Plus vehicle was brought back into service at the end of Autumn 2020 to enable those who cannot transfer from a wheelchair to access hospital appointments and their Covid vaccination appointments. Over the last few months the MPV has already covered over 2,000 miles.

Our volunteer driver numbers have increased slightly to 51 with all drivers fully DBS checked and MiDAS trained.

## BASSETLAW COMMUNITY MINIBUS

Our Minibus is fully wheelchair accessible and provides a door to door service collecting clients from their homes across Bassetlaw.

In previous years the minibus had enjoyed outings to Skegness, Bridlington, Yorkshire Wildlife Park, Garden Centres, Bakewell Market, Theatres and Newark Castle, just to name a few. As soon as restrictions allow, we look forward to being able to offer days out again.

Comments received from previous trips before the Coronavirus restrictions include;

*“Without the day trips I would not get out and about as much as I do”*

*“The new minibus seats are lovely and comfortable - there is lots of space and I had a lovely panoramic view out the window”*



## HOME SUPPORT SERVICE

Our Home Support Service offers clients support, such as domestic cleaning, shopping, sitting service, escorted outings, medical prompts, light meal preparation, laundry / ironing, help with correspondence and companionship to clients in their own homes.

Due to Covid-19 all of the services had to be cancelled during the first lockdown from April 2020 - July 2020. Many of our clients were shielding and we also had a couple of workers who needed to shield. All of the Home Support workers were placed on furlough. Many of them volunteered during this time to provide telephone Befriending or shopping, via the volunteer shopping service that we set up for those people who could not get essential shopping any other way.

We provided all clients with Safe & Well calls on a weekly basis until they could have a service again.

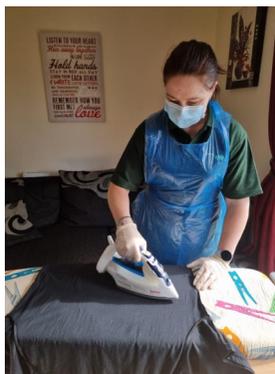
We resumed most Home Support services from July 1st 2020 but in line with Government guidelines sitting services and assisted outings remain on hold. All Home Support staff are provided with PPE and guidelines were put in place for both staff and clients to follow to ensure safety.

In 2020 / 2021 we received **51** new referrals in what has been a challenging and anxious time for both clients and Home Support workers.

When asked about the Home Support staff, this is what some of the clients had to say;

*"I have honestly never seen anybody work like she does! She get's stuck right into it for the whole time she is here and she is such a lovely lady to top it off"*

*"She is such a happy bubbly lady that you can tell enjoys her work. You can't help but like her and want to be around her, it rubs off on you so it makes me feel good and happy"*



*"I am very happy with the service so far and the work that you do for us, I feel that we are slowly getting there in the bungalow but each week I rest a little easier and feel we've accomplished something...each week we are that bit closer to having it all sorted but most of all it's the company and conversation that we enjoy whilst you are here"*

## BEFRIENDING

Due to the first national lockdown, between April 2020 - July 2020 all face to face Befriending visits had to be suspended. Unfortunately face to face visits have still not been able to resume.

We supported our existing Social Prescribing and Befriending Plus clients by making weekly welfare calls. Many were made by volunteers. As lockdown restrictions were lifted over the summer months, some volunteers made visits to clients in their gardens following Covid-19 risk assessments.



Social Prescribing had also been suspended which meant new clients could not access the service, originally all referrals came via this route. We adapted the Befriending Scheme to become a telephone Befriending Scheme to ensure ongoing support. The new service is open to anyone who feels lonely and isolated in Bassetlaw.

In 2020/2021 we have had **78** new Telephone Befriending referrals, **65** have been carried forward to April 2021. Telephone befriending continues to be a much needed and requested service.

Our amazing volunteers have made **1813** telephone befriending calls in the last year, and we now have **27** volunteers, an increase of **11** volunteers from the previous year. We are continually recruiting in order to meet the need for this service.

When asked what Befriending means to a volunteer; she said;

*"I will continue being a befriender because I think I get just as much joy out of it as the people I speak to"*

## HOUSING CHOICES

This year has been a challenging year to say the least. For the most of this year our Housing Choice service has been delivered via telephone as we found new ways to adapt to meet our clients' needs.

## LLOYDS BANK FOUNDATION

England & Wales



We have continued to receive funding from Lloyds Bank Foundation for our Housing Choice service which has allowed us to continue our services helping even more clients across Bassetlaw with their housing needs. Including, support to find and move into new properties, benefits and energy advice, enabling people to stay living independently in their own homes for as long as possible.



This year we have assisted **277** new clients with a further **58** being carried forward from the previous year. We have also provided a one off advice service for a further **211** clients. Also during this financial year we have placed **209** bids on social housing properties on behalf of our clients.

However, due to the pandemic restrictions that were put into place to prevent the further spread of coronavirus, this resulted in the ways in which properties were allocated and it also changed the ways in which viewings were offered on properties. This has meant that only one client has been able to move property. We are continuing to support clients with weekly assisted bidding and now things are on the return to normal we are hoping these clients will be moved to more suitable accommodation soon.

All our clients are given a benefit check and we assist them to apply for the benefits they may be entitled to. This means that clients are able to then pay for services such as extra domestic help or for a lifeline service which can enable them to stay living independently. Following our support **£376,781.14** is now being received in extra benefits.

Below is just a small selection of some of our Housing clients comments;

*"Thank you so much Ema you have been extremely patient, very*

*knowledgable and very easy to talk to and I find it hard to open up but it was really easy with you. I would never had done this without you"*

*"Ema, I am running out of thanks for everything that you have done for me, not everybody does their job as well and as thoughtful as you do"*

*"I am so glad there are people about like you my life would be completely different without your support"*

During the pandemic a lot of our clients were shielding, we have supported them with weekly safe and well calls giving them an extra life line and keeping them from being socially isolated.

We have also taken part in;

### ***"Lifting Loneliness Through Letters In Lockdown"***

**17** hand written letters were sent out to some of our most isolated clients, these were sent from Bassetlaw Action Centres young volunteers. Here is what some of them had to say about the letters that they had received;

*"I was chuffed to bits with the letter I had received; it was really nice to sit and read through it, it was a wonderful thing to do. It was lovely hand writing and it really did brighten my day"*

*"What a lovely letter to receive when you're feeling flat and it lifted me up so much it was very very nice, thank you so much"*

*"We both thought it was extremely thoughtful, it was very kind of the young girl. It was lovely to receive such a thoughtful letter, it really is just lovely"*

*"So very kind of you to think of me. "I'm so very pleased to receive a very caring letter from one of your very young volunteers" "looking forward to some days out with the Action Centre"*

*"It is delightful that these young people have taken the trouble to write to older folk like myself whilst we are shielding from the virus"*

Our young volunteers also donated 30 Easter eggs to Bassetlaw Food Bank to support them with the huge demand that they have faced this year.



## NORTH NOTTINGHAMSHIRE SUPPORT PARTNERSHIP



NNSP is a collaboration between Bassetlaw Action Centre and the BCVS supported by Bassetlaw District Council, who are responsible for implementing the new North Nottinghamshire Support Partnership model.

The main aims and objectives of the service are:

- **Ease of Access** – to provide a single gateway through which people can access a wide variety of services.
- **Prevention and Intervention** – to support ever decreasing public spending budgets.
- **Partnership Working** – to bring together local public and voluntary services and prevent duplication.
- **Voluntary Sector** – to grow the capacity and sustainability of the sector.

### BASSETLAW SELF HELP LINK

Self-Help Link provides a support service for groups within Bassetlaw. We currently have **100** Self-Help Groups in the directory and on the wall chart.

Self-Help groups enable people concerned with their own health, disability and social issues to develop support systems through self-help and mutual aid.

Significant support can be offered, when required, to groups throughout the year in a range of ways:

- Promoting their services
- Help to secure funding
- Acting as a mail box/postal address
- Providing meeting rooms
- Helping set up a committee
- Hosting meetings/AGMs
- Providing display stands and promotional material

All groups had to stop meeting due to Covid -19 and have yet to resume.

## STROKE / NEURO INFORMATION SERVICE

This has been a very challenging year for the Stroke / Neuro clients as everything became less face to face and had to be online or telephone based due to Covid-19 restrictions. Communicating has been particularly hard for these clients who very often have a speech or cognitive issue.

We have had **46** new referrals during the year and had an existing case load of **39** carried forward from the previous year.

We provided **984** Safe & Well calls to those clients that could manage them or to their family or carers to check on them weekly.

Benefit claims and referrals have been provided over the phone or online where possible, with some door steps visits taking place to collect the evidence required for applications and so that paperwork could be signed.

Sadly we were notified in March 2021 that the service would no longer be funded by the CCG from April 2021. We have contacted all of the clients to inform them that the service is being decommissioned and we have signposted and/or referred them to other services for further support.

This is what the clients have had to say:

*“Please pass on my thanks to Jayne for all of her help after Margaret's stroke. We also really appreciated all of the wellbeing calls to check on us, I am disgusted that the service is stopping and it is yet another valuable service we have lost”*

*“A shame that the stroke service will stop, I enjoy the support calls because it reminds me that there is somebody there to help!”*



*“It was so nice to have someone who made things happen, you say you are going to do something and you do it!”*



## STAYING WELL PROGRAMME

8 Staying Well Programmes have been delivered virtually via zoom throughout Bassetlaw during the past financial year. We have found virtual delivery very successful and feel we are reaching more participants who would otherwise not attend a face to face classroom based course due to their condition. This in turn, is leading to better retention rates.

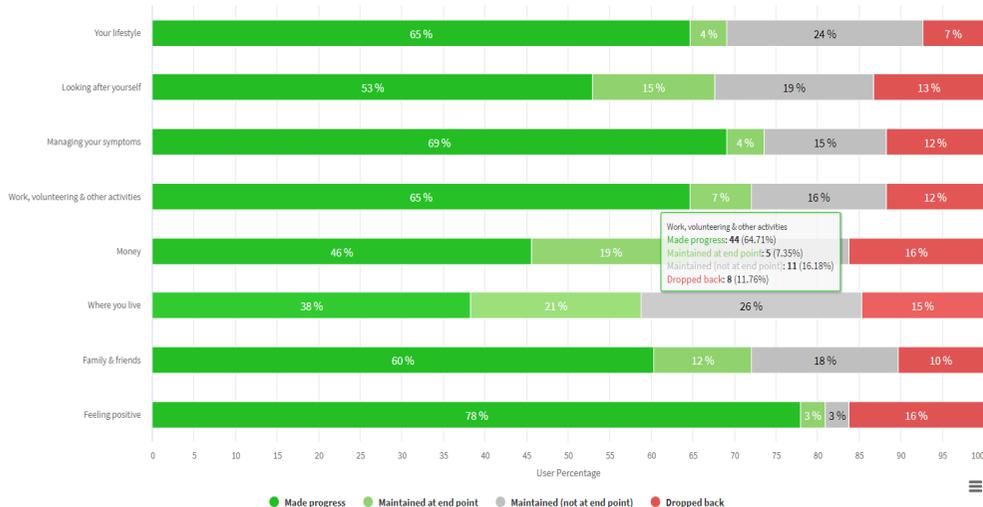
In the first quarter we had a delivery gap due to full lockdown restrictions and the course not being licenced for online delivery at that time.

Currently we have 6 trained tutors, all of which have maintained their observations / supervisions in line with the Stanford Licence requirements.

The skills and techniques learned on the course have shown to continue to reduce doctor's visits and this has been a lifeline for some during the pandemic.

We now have a resource page on our website for individuals to access material from other organisations to help with the continued self management of their condition.

### Outcome Star -How much progress are people making in each outcome area ?



Below is a selection of our recent course participants comments about the Staying Well Programme:

*“Once again thanks so much for undertaking this course I found it extremely valuable at a difficult time in my life”*

*“It was very informative and set out well. Adele and Sarah were really good at what they do and were very helpful.”*

*“I am now using the tools that we learnt on the course which is helping a lot. Also I was given information on aids that can help me at home and within a short period of time these have been delivered and I am now using them which makes life a bit easier. Also after Easter Sarah is going to contact me regarding GOGA.”*

*“So overall this course has helped me in a lot of ways and I am truly grateful.”*

*“I have just completed the 6 weeks self well being course and would like to say that this has been extremely worthwhile for me one of the subjects was validation of what I was undertaking which was good and the remainder I learned somethings and techniques that will assist me moving forward. I would like to say Adele and Sarah were great and their approach was informal but professional and pitched at the right level.”*

## BASSETLAW ACTION CENTRE STAYING WELL PROGRAMME

**Bassetlaw ACTION Centre**  
 01777 709650  
 stayingwell@bassetlawactioncentre.org.uk

ISSUE/SCENARIO	SOME OF THE TOPICS COVERED	HOW IT HAS HELPED PEOPLE	NEXT STEPS
<ul style="list-style-type: none"> <li>Six week course for anyone living with a long term health condition.</li> <li>Aims are to help you take control of your health and manage your condition on a daily basis.</li> <li>Sessions are 2.5 hours, facilitated by trained tutors who are living with a LTC themselves.</li> </ul>	<ul style="list-style-type: none"> <li>Dealing with pain and extreme tiredness.</li> <li>Coping with feelings of depression.</li> <li>Relaxation techniques and exercise.</li> <li>Action Planning</li> </ul>	<ul style="list-style-type: none"> <li>Gained in confidence and felt more in control of their life.</li> <li>Manage their conditions and treatment together with healthcare professionals.</li> <li>Be realistic about the impact of their condition on themselves and their family.</li> </ul>	<ul style="list-style-type: none"> <li>Make a six month goal/action plan</li> <li>Signpost to other organisations that may help further.</li> <li>Refer to organisations or projects that can help further.</li> </ul>

## GOGA - GET OUT GET ACTIVE BASSETLAW



This is the first year of 'Get Out Get Active Bassetlaw' (GOGA), and what a year it has been!!

The project launched on the 1st April 2020 amid the 1st lockdown.

Initially we supported clients old and new via the telephone on a weekly basis, but as soon as restrictions were lifted we set up a Walking Tennis group through Retford Tennis Club. The group is ideal for the cohort of people we wished to reach, people with long term health conditions who perhaps were not as active as they would like to be and people who were feeling isolated and looking to meet new friends whilst being active.

Throughout the year we have had **18** people join walking tennis and 8 of these have now moved on to other tennis sessions to improve their skills and fitness further. Two of the participants have now become peer mentors.

We also spent a lot of time growing our publicity and putting the systems and monitoring in place to run and grow the programme effectively and efficiently.

We had a mascot made with a GOGA shirt on and held a Facebook competition to name him.

The winning name was 'RORY'.

We delivered Sports England 'Stay Active at Home' brochures to over **500** homes in Bassetlaw to encourage people to do a little more while being restricted to the 4 walls of their homes.

When restrictions allowed we set up one to one walking sessions with people who lacked confidence to go for a walk by themselves, this has been very successful and the take up has been good.

Towards the end of the year we were successful in securing 'Men's Walk Talk' which is a partnership between GOGA Bassetlaw and Aurora with additional funding from Bassetlaw CCG. I hope to have plenty to write in next years annual report about how successful and well received these groups were.



What our participants have to say so far;

*"With my condition managing my weight is important but the lockdown has made it difficult, but since I began walking it has built my confidence and encouraged me to be more active and I have started to go for a walk in my lunch break every day, which before I started walking with Goga I would not had the confidence to do"*

*"Living alone in lockdown can be very lonely and I find it hard to motivate myself to get out, so it really helps to have someone to walk with that I can chat to while getting some much need exercise"*

*"Previously I would not have looked twice at an opportunity like this, I naively thought that walking tennis was just walking around a tennis court. Having been involved I love the fact that I am being taught by qualified instructors and we are learning all the rules and regulations of the game, as well as playing the game itself."*



*"When starting the sessions, I did not know anybody apart from Paula, this did not matter at all and now the whole group has gelled and are on first name terms it's lovely. After our first training session had finished, I can honestly say I did not want to go home, I just wanted to keep on playing"*

What one of our Volunteer Activities Supporters have to say;

*"Volunteering has given me an insight into peoples' lives and I believe I have become a better listener. It has also helped my transition from work into a life of retirement, adding extra structure to the days I volunteer. The people I am volunteering my time to have, like me, in some way moved out of their own comfort zone to become an active part of GOGA. All parties benefit greatly from exercise and a good walk is no exception. I volunteer for the walking part of GOGA, and I find that, combined with walking, talking along the way is a good form of therapy as well as promoting wellbeing"*

## EQUAL OPPORTUNITIES STATEMENT

Bassetlaw Action Centre is committed to a policy of equal opportunities:

- To its staff, through recruitment, training and progression within the organisation.
- To its clients to ensure that no-one suffers abuse, discrimination or harassment by staff or trustees or other organisations/members of the public using the centre.

## DATA PROTECTION

Bassetlaw Action Centre agree that any information held on a computerised database is subject to the provisions of the Data Protection Act 1998. The organisation will comply with the provisions of the access to Personal Files Act 1987 by ensuring that any information held relating to a Service User is available for inspection by that Service User. All staff and volunteers have been trained in GDPR regulations.

## INDEPENDENT EXAMINERS

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

Our financial statements are available on request.

## COMPLIMENTS / COMPLAINTS PROCEDURE

We aim to provide an efficient, effective and courteous service. If you encounter any problems, or would like to compliment our service we do have a procedure: Firstly you should contact the member of staff. If the staff member is unable to deal with your compliment or complaint please contact the Chief Executive. Following this, in the event that you do not feel completely satisfied please write in detail to the Chair of the Trustees, c/o Bassetlaw Action Centre, Canal Street, Retford, Nottinghamshire, DN22 6EZ.

## FUNDING

Funding received from;  
Active Partners Trust  
Bassetlaw Clinical Commissioning Group  
Bassetlaw District Council  
Co Op Local Community Fund  
Garfield Weston Anniversary Fund  
Independent Age  
Lloyds Bank Foundation  
LNER  
National Lottery Community Fund  
NHS England  
Nottinghamshire County Council  
Power to Change  
Retford Lions Club  
Tesco



## AFFILIATIONS

An associate member of Locality  
An affiliate of BCVS

## CONTACT DETAILS

We are open from 9am to 1pm Monday - Friday.

Bassetlaw Action Centre  
Canal Street  
Retford  
Nottinghamshire  
DN22 6EZ

Tel: 01777 709650 (answerphone service is also available outside office hours or at busy times)

E-mail: [enquiries@bassetlawactioncentre.org.uk](mailto:enquiries@bassetlawactioncentre.org.uk)

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



Bassetlaw Action Centre



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