Bassetlaw Community and Voluntary Service

Annual Review

April 1st 2015—31st March 2016
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BCVS: An empowered and enabled community

BCVS works in North Nottinghamshire to provide the sector with a voice. We *encourage* community initiatives, *empower* volunteers and *enable* organisations through funding, training opportunities and support.

Bassetlaw Community and Voluntary Service *works to*:

- Challenge and address poverty, deprivation and social exclusion through empowering local people to engage effectively in voluntary and community activity.
- Create, support and develop sustainable, strong and vibrant communities.
- Communicate and facilitate a strong and effective community voice which can influence the policy, strategic planning, service development and delivery process locally, regionally and nationally.
A message from the Chair:

On behalf of the BCVS Trustee Board, it is my privilege to introduce the Annual Report for Bassetlaw Community and Voluntary Service, and to reflect on the achievements of the organisation during the year 2015-2016.

We continue to be impressed by our Director, Catherine Burn, with her outstanding vision, strategic planning and partnership development, supported by our excellent staff, trustees and volunteers.

There have been many successes during the year, which are fully detailed in the Annual Report and Financial Statements, which I recommend to you. A few of the many highlights are the strong working relationships with the Bassetlaw Public and Third Sector Partnership, the Bassetlaw Clinical Commissioning Group, and the RNN Group (the partnership between Rotherham and North Nottinghamshire Colleges). Also, the achievements of the Social Prescribing project which is helping socially isolated members of the community, and the increasing numbers of volunteers involved in the organisation, should be recognised.

My personal thanks to all the BCVS staff for their help with ‘BIG IDEAS BIG AMBITIONS’ (BIBA) the Careers Convention which took place in March this year. This was more than a careers event, it was a life changing experience for many, thanks to the contribution of BCVS.

Again, we commend Catherine’s inspirational commitment to her role, and offer our sincere thanks to all staff, trustees and volunteers for their continued hard work and total support in their endeavours to overcome these very challenging times for the voluntary sector both locally, regionally and nationally.
A message from the BCVS Director: Catherine Burn

Back in 2010 when the first round of funding pressures were realised, it’s safe to say the future of the Voluntary and Community Sector looked very bleak, in particular for infrastructure organisations that had historically received grant funding to support service delivery. It is with huge sadness that here in 2016 I am aware of a large number of organisations that have been forced to close as a direct result of the austerity measures born down from central government and that there are now gaping holes in support for communities throughout the Country. I am very proud to say that for the Bassetlaw stakeholders, this simply is not the case and BCVS stands firm as the ‘go to’ organisation of choice for information and support locally.

I have been reflecting on past annual reviews and what has enabled our survival and growth in the harsh economic climate and competitive market. The conclusion is very simple: as infrastructure support, we continue to stand true to our values and purpose, we do not compete with our members for front line delivery of services and continue to support them in any way we can. Guided by our dedicated board of Trustees, in particular Fran Walker, the Chair, the team has developed into a highly dynamic and flexible force, willing to take on every enquiry, support every volunteer and, from my point of view, be at every strategic meeting within a 60 mile radius of our Worksop base. This has enabled us to remain ahead of the game in understanding the needs of our community and the pressures within statutory services and enabled BCVS to shape and change its offer at pace. Never has our work been so diverse, so important but most of all, so exciting.

The year has brought so many highlights that are detailed within this review—I am unable to single out one, as each member of the team brings so much to the organisation. My thanks go to the staff team, our volunteers and trustees, to our funders and most importantly, to our stakeholders for their continued support.
I look forward to the coming twelve months in the knowledge that BCVS stands well prepared to continue to develop an empowered and enabled community throughout Bassetlaw.

(Catherine speaking at last years’ AGM)
Meet the BCVS Team

Catherine Burn  
Director

Jill Pateman (resigned May 2015)  
Health Partnership Officer

Allison Palmer  
Volunteer Coordinator/Partnership Officer

Monika Rodzos  
Finance Officer

Giveny Garton  
Office Coordinator

Natasha Mellors  
Volunteer Coordinator

John Nightingale  
Training Officer

Lesley Thorlby  
Volunteer Administration and Support

Chelsea Foster (resigned Nov 2015)  
Office Administration Apprentice

Julie Cotton  
Rural Community Development Coordinator

Mandy Taylor  
Dementia Information Officer/Voluntary and Community Advisor for Social Prescribing

Julie Barnes  
Social Prescribing Manager

Sarah Rust  
Voluntary and Community Advisor for Social Prescribing

Sandra Eyre  
Social Prescribing Support Worker
Meet the BCVS Team

Maryann Arthur  Voluntary and Community Advisor for Social Prescribing

Agnieszka Majer-Durman  Social Prescribing Administration

Anita Pearson  Centre Housekeeper
Members of the Executive

Fran Walker          Chair
Fr Nicolas Spicer    Vice Chair
Neil Taylor         Treasurer (Resigned March 2016)
Ron Gray             Secretary (Deceased January 2016)
Alan Diggles        Trustee
Barrie Spencer       Trustee
Derek Wilkinson      Trustee
Greg Herdman         Trustee
Jo Millar            Trustee
Steve Saddington     Trustee (Resigned November 2015)
Julie Leigh          Observer
Helen Richards       Observer

A copy of our 2015-16 Accounts are available on request.

Independent Financial Examiners:

The primary role of our Partnership Officer is networking and encouraging the connectivity of our community. Our strength at BCVS is ensuring that the Voluntary and Community Sector is as informed as it possibly can be, to prepare for the ever challenging demands on their organisations though the dwindling pots of funding. At BCVS we encourage creativity and empowerment within the third sector to build resilience and support sustainability.

**Funding Support**

We are continually improving and developing our own practices in order to support others to improve theirs, by openly sharing our knowledge and learning, and by helping our funded projects and stakeholders to share theirs too. During 2015-16, we have supported many local community groups and charities with sourcing funding and grant opportunities, offering support and advice for them to network and enhance the delivery of their services. We have mentored and supported groups to recognise and realise their own potential growth and development and supported several organisations through the process of setting up as a charity or Community Interest Company.

**Communications & Engagement**

Key to creating and supporting partnerships with those who can support great community-led activity—strengthening our networks across the County to actively share ideas, knowledge and evidence from across our funding portfolios and outside the Fund, to enhance our judgement and decision making and to support others looking to develop ideas and practice.
Our communications include:

- Weekly BCVS Bulletin—circulated to over 1500 contacts
- Nottinghamshire Together Partnership Newsletter
- BCVS Website (www.bcvs.org.uk) - which incorporates the Idox funding portal
- Twitter (@bassetlawcvs)
- Facebook (@bcvs.bassetlaw)
- Bassetlaw Health Website (www.bassetlaw-health.co.uk) 3,500 hits per month

**Link Card—Directory of Services**

Once again, we are proud to offer another valuable community directory in the 2016-18 Link Card, which is issued free to the local community, giving at a glance contact information about key local services.

**Networking & Support**

**CCG Urgent Operation Meetings**

We represent the voluntary and community sector monthly at Retford Hospital to discuss operational pressures on acute health services in the district.
Local Business ‘Start-Up’ Support

BCVS have been an integral agency involved in supporting the start-up of a new local business Celeralto, in Worksop. Cerealto have brought their business to the UK and are opening a factory on Claylands. As part of their Company vision, they pledge to support a percentage of jobs for people who are marginalised or disadvantaged in some way through disability. BCVS have been supporting the development of recruitment to ensure that it is appropriate to capture this demographic of people who may not otherwise find employment.

BIBA—’Big Ideas, Big Ambitions’ Worksop

In March 2016, we supported a huge event in Worksop at the Post 16 Centre, for young people and their families. It was more than a careers event, for some it was a ‘life changing’ experience as hundreds of young people engaged with local businesses to find work experience or potential career options. The event was a great success. A similar event is planned at Retford Post 16 Centre in March 2017.

Change, Grow, Live - Stronger Together

This year, we supported the creation of a service user led forum set up to de-mystify the process of recovery. Working in Partnership with New Directions/CGL, we attended monthly meetings, planning events and support for clients and their families affected by alcohol, drugs and gambling etc.
Once again, BCVS in conjunction with BDC, CSL and other local agencies facilitated the 3rd Annual Bassetlaw Children’s Day. Over 1,000 people attended the activity day on the Canch Play Park in Worksop. Over 30 agencies attended, showcasing their services and providing a free family activity to encourage families and children to have fun without spending lots of money in a safe and friendly environment.

BCVS represents the Voluntary and Community Sector on this multi-agency group, which endeavours to maintain a strong partnership approach to achieving improved outcomes for our most vulnerable children and young people in the District.

BCVS staff are proud to have supported several charities this year, both local and national initiatives, raising funds through both office based and social activities. These include staff (and their families) taking part in the Breast Cancer Care campaign day, British Heart Foundation collection, World Aids Day, Bassetlaw Foodbank Food Collection, Hope Communities—Winter Homeless Campaign, The Crossing Charity Quiz and Operation Christmas Child (Samaritans Purse).
Bassetlaw, Newark & Sherwood Community Safety Partnership

Although most community safety partnerships operate at a District or City level, this partnership operates as a merged partnership over the two local district areas, Bassetlaw and Newark & Sherwood, (which is co-terminus with the Nottinghamshire Police Bassetlaw, Newark and Sherwood division).

This partnership brings together partners and agencies from the public, private and voluntary sectors to work towards achieving our vision to deliver safe, friendly communities in the districts of Bassetlaw and Newark & Sherwood. BCVS is a key member of this partnership.

“Working together to improve life for local people”
We are very pleased to report that the Bassetlaw Health website continues to provide easy access to local voluntary sector information including contact details for organisations and information about the latest NHS health campaigns.

Website hits are now averaging 3000 per month for the reporting period.

Top searches between April 2015-March 2016, in order, were as follows:

- Domestic Violence
- Dementia
- Mental Health
- Fitness & Wellbeing
- Benefits & Financial Advice
- Bereavement
- Counselling Groups
- Befriending
- Homelessness
- Parental Support
INVOLVE Volunteering

One of the main focuses of our organisation continues to be volunteering and the benefits it can bring. Getting involved in volunteering encourages community empowerment and engagement across the district. Our INVOLVE Volunteer Brokerage scheme actively recruits and places volunteers within local opportunities.

There have been a number of changes within the service during the period 1st April 2015—31st March 2016, most notably the introduction of a 5 day-a-week brokerage offer from September 2015. This extension of service has increased our overall contacts with volunteers locally, despite a small decrease in the number of face-to-face appointments we undertook (156 in 2014/15 and 149 in 2015/16), but this is in line with the national trend.

2467 Volunteers Contacted

The extension of service has also allowed us to offer more outreach sessions in the community. In this period we have offered drop-ins at Hope and the Zachariah Project. We have also delivered volunteering presentations and information stands at the following events and venues;

- Libraries
- Community Mental Health Team
- Work Clubs (Retford and Worksop)
- Both Post 16 Centres
- The North Notts College new student fair
- The CCG AGM
- Older Person’s Day at the Buttermarket
- Retford Young People’s Centre
- A quarterly Pre-Retirement Group at Rampton Hospital
The national trend of more people accessing volunteering information online meant that we moved to a new database for volunteering opportunities on 1st January 2016, which had the capability to interact with the national website ‘Do-It’ which our old system lacked. This move has seen an increase in the number of organisations we support and the opportunities we offer.

As the ‘Do-It’ website no longer requires the collection of gender and age details, we are unable to compare the demographics of the people we support with previous years. Anecdotally, we can say that there has been a further decrease in the number of recently retired people, and an increase in the number of younger people enquiring about volunteering to support their studies, to aid university applications or to help prepare for entry into the labour market. We have also noticed an increase in the number of people signposted to our service from partner organisations such as Ingeus, Job Centre Plus, New Directions (now Change, Grow, Live) and the Adult Offender Team. We believe this is because these organisations recognise the benefits that volunteering can offer to their clients as a way to improve their skills and gain experience in preparation for employment.

We have continued to network with organisations across Bassetlaw, Nottinghamshire and the East Midlands, to ensure we are meeting their volunteering needs. We have delivered an Introduction to Volunteer management course which was attended by 11 people from across Bassetlaw. In March 2016, we started the process of renewing our Volunteer Centre Quality Accreditation (VCQA) which is a national recognised standard for our brokerage service.
BCVS has received over 600 hours from volunteers supporting our administration, projects and buildings, including some Corporate volunteering from the Halifax. We are very grateful for the time people give us to help us support Bassetlaw, and we are happy to report that 3 internal volunteers have moved into paid work in this period.

In February 2016, we helped to deliver 2 consultation events about the work of the Nottinghamshire Together partnership. This project aims to improve working links between the public and voluntary sectors. In 2016/17, BCVS will be leading on the volunteering work stream.

As part of National Volunteers Week, we offered 3 drop in sessions to share information about the benefits of volunteering. We also celebrated our internal volunteers by presenting them with certificates of recognition, mugs and sweets. We took part in Make A Difference Day for the first time in October 2015 by arranging a volunteer information fair at The Crossing, where 20 Organisations had stands and shared details of their aims and available opportunities.

Keep up to date with what we do via:
- The BCVS Website and Bulletins
- Community section of the Worksop Guardian
- Clarborough and Welham newsletter
- Both Worksop & Retford Life Magazines
- Social Media  
  @bcvsinvolve  
  @bcvs.bassetlaw
Social Prescribing Pilot

Bassetlaw Clinical Commissioning Group (CCG) commissioned BCVS to provide the Social Prescribing Service during 2015-16.

Social Prescribing links people to time limited activities in the community which can help promote independence and wellbeing. It is about connecting people to non-medical sources of support.

Access to the scheme is either patients aged 65 and over with complex needs or the top 2% of patients identified on the CCG risk stratification tool who are elderly, frail or socially isolated. GPs and Health Professionals in the integrated neighbourhood teams refer patients into the service.

“Community matrons have been able to take a step back and no longer receive calls from certain patients”

“Such a fantastic service; the whole family can see a massive change in Mum. She is so much more alert and even her memory has improved. It’s amazing how a bit of social inclusion can change a life.”
How the Service Operates

1. A health professional will refer the eligible patient into the Social Prescribing Service.

2. A Voluntary and Community Service Advisor will meet the patient to discuss their needs and the various Social prescribing options available. Advisors can help patients to access specific support groups, attend local community social groups and arrange community transport if required, access benefits, debt and welfare rights advice, address isolation issues, access services for carer/s, create a plan of action, improve health and wellbeing and independence and access information and advice on a wide range of services.

3. The patient will begin their chosen activity and will be supported by their Advisor at the initial visit.

4. The Advisor will meet with the patient at the end of programme to discuss how they felt the programme went and provide support to the patient to continue their new activity.

“Mum enjoyed the lunch club so much, I couldn't get her off the phone. She won the bingo, she told me that whole menu and raved about the apple pie and custard! She enjoyed the other people who were at the group.”
Service Evaluation 2015-16

250 referrals were received into the service. Referrals have been made by all GP practices and integrated neighbourhood teams. Some key findings of the evaluation report are:

1. End of Service Questionnaire
At the end of the service, the patient completes a service evaluation. For the question “how well supported you feel since you have received the BCVS Advisor's support service”, on a score 1-10 (1 being poor), 79% of patients scored 8 or above.

2. Cost Savings—GP Appointments
For patients who have fully completed the service, there has been an average reduction in GP appointments of 68% between the 12 weeks before referral into the service and the 12 weeks after receiving the service (144 appointments compared to 99 appointments). In terms of cost savings, this equates to a saving of £2,025 (based on average cost of a GP appointment of £45).

If this cost saving is broken down by patient this equates to a saving of £38.21 per patient. If this is then extrapolated across the total number of referrals received into the service during the year (minus the number of patients who have dropped out to date, this equates to an assumed cost saving of £8,062.31 for a 3 month period. Therefore the full year effect assumed cost saving is £32,249.24 (or £152.84 per patient).

“I don’t feel poorly anymore, it’s just my memory and thanks to BCVS I am getting help with that now... I’ve joined the British Legion off my own back and I'm going out on more trips... I've been to the local library and I haven't been there for years and years.”
3. Social Outcomes—Outcome Star

At the start and end of the service, patients complete an ‘outcomes star’ assessment. This provides a score (out of 5) in eight areas: where you live, looking after yourself, health, being treated with dignity, meaningful activity, social life, managing money and how you feel. The table below shows the percentage improvement across the 8 areas.

<table>
<thead>
<tr>
<th>Number of Outcome Measures Improved (out of 8 measures)</th>
<th>% of Patients</th>
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<tr>
<td>2</td>
<td>17</td>
</tr>
<tr>
<td>3</td>
<td>35</td>
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<tr>
<td>4</td>
<td>27</td>
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<td>5</td>
<td>10</td>
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<tr>
<td>6</td>
<td>5</td>
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<tr>
<td>7</td>
<td>4</td>
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<td></td>
<td>98%</td>
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“Patient has met with several old friends and has organised a lift each week with one of them. During August when the luncheon club was not running, the small group of friends went out together for lunch independently.”
The Old Abbey School

BCVS would like to thank Worksop Priory and Gatehouse Community Trust for their support and good will as our Landlords throughout the reporting period. During the period of April 1st 2015 and 31st March 2016, The Old Abbey School has hosted both Healthwatch and Workpays as main tenants of the building. We have also welcomed regular bookings from North Notts College, WEA and Dukeries Rotary Group.

If you are interested in hiring any of our rooms, we have availability please contact Giveny Garton on 01909 476118 x 21 or email officecoordinator@bcvs.org.uk. We have availability for weekdays, evenings and weekends.
Training at BCVS

Some analytical work has been carried out on the past 2 years’ training figures, and it has been highlighted that 37% of courses were cancelled due to lack of uptake, or due to courses being scheduled in close succession. This prompted change and it was decided to aim for 2 training events per month, with the flexibility to facilitate extra courses should demand for particular courses dictate. Therefore, we have facilitated 25 courses during this reporting period. We have also benefitted from being able to offer some FREE training courtesy of the Advice Bassetlaw Project funded by The Big Lottery.

25 COURSES PROVIDED

276 PEOPLE TRAINED

69 ORGANISATIONS REACHED
Some of the Courses We Deliver:

Emergency First Aid at Work
Data Protection
Professional Boundaries
Safeguarding Children & Vulnerable Adults
Trustee Responsibilities
Fire Safety Awareness
Reception Skills & Customer Care
Aggressive and Violent Behaviour in the Workplace
Equality & Diversity
Falls Prevention
People Skills 1 & 2
Minute Taking Skills
Volunteer Management
Mental Health Training
Sharps Awareness
Paediatric First Aid

FIND US ON
On 19\textsuperscript{th} October 2015, BCVS appointed Rural Community Development Officer Julie Cotton to look at ways to minimise the risk of rural isolation. The vision is to create a Rural Community Hub to support people who have become isolated within the local community, with North Leverton Methodist Church Hall, an underutilised church building, being used as a base.

The aim of the project is to build upon existing services and to identify new services which may be able to be brought into the village to improve the health and wellbeing of local residents. A steering group has been set up and it is envisaged that this group will meet 3 to 4 times over the coming year to see how the pilot scheme is progressing.

Preliminary investigations revealed existing services and facilities that were already established. With a view to finding out what the residents of North & South Leverton thought, in terms of what they had in the villages and what they would like to see brought into the villages, a survey was created and distributed throughout.

The use of articles in the “Retford Life”, the ”Church Newsletter” and the “Parish Council Newsletter” will ensure that information and updates about the pilot would reach all households in both villages.

A Drop-In Centre has been created at the Church Hall, this takes place every Tuesday morning from 10am-12pm. The purpose of this facility is to signpost members of the village who may feel that they needed information and guidance on all manner of issues, ranging from Mental Health Services, to Fire Protection and Energy Saving strategies, and any other services available.
Future events and a greater in depth look at services and facilities, are scheduled for the coming months with the project scheduled to conclude in October 2016.
Nottinghamshire Together

“The changing face of Infrastructure Support for Nottingham”

In 2015, a group of infrastructure organisations came together with the shared strategic vision for the future of local infrastructure, one that recognised the need for transformational change. BCVS led a partnership bid to the 2015-18 Nottinghamshire County Council Grant Aid programme with Self Help Nottingham and Nottinghamshire and CA Plus and in July 2015, the Nottinghamshire Together partnership was born.

The primary aim of the partnership is to target resources to empower and build community capacity, in order to support the continued health and wellbeing of residents of Nottinghamshire. This approach is aligned with the Nottinghamshire County Council strategic programme of transformational change of redefining your council to;

- Maximising existing resources and adding value
- Delivery of capacity building, technical support, engagement and communication
- Ability to respond quickly to challenges and opportunities
- Ability to act proactively with partners to create sustainable solutions to emerging challenges and opportunities

Nottinghamshire Together has funding for a three year period and is working alongside the Community and Voluntary Sector team at NCC and is an equal partner in the Community Resilience and Empowerment task force.
Over the past twelve months, the partnership has co-commissioned the Nottinghamshire State of the Sector report and delivered a series of well attended stakeholder workshops culminating in a co-produced action plan of strategic infrastructure delivery.

The partnership has represented the sectors voice and has built relationships of mutual trust and respect between VCS and Public Sector. It has demonstrated impact and established the sector place in this agenda.

BCVS continue to lead the Volunteering and Communication work streams and are currently developing a county wide volunteering passport scheme and an interactive communication portal.
Bassetlaw Big Breakfast

13th October 2015, Head of Partnership Commissioning at Bassetlaw CCG, Sue Gill “The Social Prescribing Service”

2nd March 2016, Services Manager for CRI Nottinghamshire, Mr Minesh Patel “CRI New Directions, Treatment and Recovery Services in Bassetlaw”
BCVS Accounts

Statement of Financial activities (incorporating the income and expenditure account) for the Year Ended 31st March 2016.

Bassetlaw Community and Voluntary Service

(Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

<table>
<thead>
<tr>
<th>Income from:</th>
<th>Unrestricted funds £</th>
<th>Restricted funds £</th>
<th>Total 2016 £</th>
<th>Total 2015 £</th>
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<tbody>
<tr>
<td>Donations and legacies</td>
<td>2</td>
<td>57,000</td>
<td>57,000</td>
<td>27,000</td>
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<td>Charitable activities</td>
<td>3</td>
<td>25,408</td>
<td>199,288</td>
<td>218,422</td>
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<tr>
<td>Investment income</td>
<td>4</td>
<td>613</td>
<td>613</td>
<td>384</td>
</tr>
<tr>
<td>Total Income</td>
<td></td>
<td>83,021</td>
<td>256,901</td>
<td>245,806</td>
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Expenditure on:

| Charitable activities | 5                  | (41,323)           | (242,603)    | (189,803)    |
| Total Expenditure     |                    | (41,323)           | (201,280)    | (189,803)    |

Net income/(expenditure) | 41,698             | (27,400)           | 14,298       | 56,003       |

Transfers between funds | 63,543             | 63,543             | -            | -            |

Other recognised gains and losses

Net movement in funds | 105,241             | (90,943)           | 14,298       | 56,003       |

Reconciliation of funds

| Total funds brought forward | 141,174             | 132,495            | 273,669      | 217,666      |
| Total funds carried forward| 246,415             | 41,552             | 287,967      | 273,669      |

All of the Charity’s activities derive from continuing operations during the above two periods. The funds breakdown for 2016 is shown in note 16.
BCVS: A Year in Pictures
BCVS: A Year in Pictures
Acknowledgments

- Age UK
- Alzheimer's Society
- APTCOO
- Aurora Wellbeing Centre
- Bassetlaw Action Centre
- Bassetlaw Clinical Commissioning Group
- Bassetlaw Citizens Advice Bureau
- Bassetlaw District Council
- Bassetlaw Food Bank
- Bassetlaw MIND
- Centre for Sport and Learning
- Dioceses of Southwell and Nottinghamshire
- Focus on Young People in Bassetlaw
- FrameWork
- HealthWatch Nottinghamshire
- Hetty’s
Acknowledgments

- Hope Community Services
- Langold Resource Centre
- North Nottinghamshire College
- Nottinghamshire County Council
- Nottinghamshire Royal Voluntary Service
- The Centre Place
- The Crossing
- The Well Community Projects
- Tuxford Mine of Information

BCVS Volunteers

*BCVS would like to thank our team of volunteers who play a major part in our organisation and deserve a massive thank you for their excellent work and dedication.*

*They provide invaluable support to all areas of BCVS, and are a vital and integral part of our team.*

*You’re all amazing.*
Thank You to our Funders

- NHS
- Bassetlaw Clinical Commissioning Group
- Nottinghamshire County Council
- Bassetlaw District Council
- the coalfields regeneration trust
Contact us

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