

Bassetlaw



Centre



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

"Making a difference throughout Bassetlaw"

Annual Report 2022 - 2023

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

Registered Charity Number 1106908
Registered Company Number 5177066



CHIEF EXECUTIVE'S REPORT

As I write the foreword to our annual report each year it allows me to reflect on the impact that external forces have on our organisation, our local population and the wider world around us. In particular I write about how we as an organisation respond to these external forces that impact on all of our lives and in particular how it impacts on the work that we do.

Whilst last year I was reflecting on the impact that Covid had, this year our work has been much more focused on the impact of the Cost of Living Crisis. We attended the Cost of Living Support Summit in July 2022 which was organised by Bassetlaw District Council (BDC) which effectively was a call to action. So our work this year has focussed on support for local people affected by the Cost of Living Crisis:

We offered budgeting to our clients and delivered several budgeting courses throughout the district. These were not incredibly well attended which led us to appreciate how people are really reluctant to discuss their personal finances or simply buried their head in the sand when facing the reality of the impact. We opened our building as a Warm Space every Monday, Wednesday and Friday offering free refreshments and simple lunch. The take up again was fairly low; there being a reluctance for many older people to leave their home to access the warm space. We secured funding through the Big Energy Saving Network (BESN) to actively support people with their energy usage, dispel myths around affordability and offer advice on how to keep warm and well at home. This was a particularly successful project, we achieved 114.5% of our target and received a small financial reward for doing so. Our biggest piece of work was done in partnership with BDC and health colleagues in the issue of warm packs. A warm pack consists of 2 oil filled radiators, electric blanket, electric throw, thermos flask, thermometers and information on additional help available. This proved to be an incredibly well received piece of work with over 150 interventions being made.



We took delivery of our new fully electric, wheelchair accessible vehicle in June which is now out and about in Bassetlaw offering journeys to both able bodied people and those people reliant upon a wheelchair to get out and about.

Our volunteer base has increased in the year due to our new volunteer recruitment staff. Given that much of our service delivery relies on the time and expertise of our volunteers we are always keen to attract new volunteers to the organisation.



It is also just over a year since the war broke out in Ukraine and we became actively involved in supporting our Ukrainian guests fleeing the war and settling in Bassetlaw. We engaged with the Ukrainian event in August at the Canch in



Workshop and my family offered space in our home for our Ukrainian guest, Olga.

As I look forward to the year ahead we have considerable challenges to overcome. We are starting the year with a balanced budget but only because our board have taken the strategic decision to utilise reserves to make up the massive shortfall we are facing in order that we can maintain our essential services to support older and vulnerable people throughout Bassetlaw. This is the first time in over 10 years that we have faced a significant shortfall in funding for the coming year. Our five year strategic plan is due in 2024 which will enable us to revisit and review the strategic direction of the organisation and identify the resources required to achieve the outcomes set by board.

Members of my staff team nominated me for a Bassetlaw Achievers Award in recognition of my “help, hard work and dedication in the local community”. I was delighted to be presented with my award by Cllr Madeline Richardson, Chairman of Bassetlaw District Council at the awards ceremony in March.

Finally, I take this opportunity to thank our board, our staff, our volunteers, our funders, our supporters and the many beneficiaries that engage with us.

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 st March 2023	Red/Amber/ Green (RAG rating)
1. To ensure that the organisation adopts a balanced budget and maintains necessary levels of turnover.	Achieved. The financial position at the end of March 2023 is incredibly favourable and a small surplus has been achieved. The budget for the year ending 31 st March 2024 has a shortfall of £90,000. The board has approved the budget on the basis that the shortfall will be covered from reserves.	
2. To increase income through paid for services.	Income from the Home Support Service has continued to grow and is showing good results. The income from transport services remains lower than pre-pandemic, however charges for transport has now been held for several years.	
3. To increase the volunteer base.	We have 83 active volunteers across our projects at the end of the financial year compared to 65 at the end of the last financial year. The new volunteer recruitment positions that we introduced have been a significant help in increasing our volunteer base.	
4. To seek and pursue new opportunities to develop complementary services within the aims and objectives of the organisation.	In current year we have introduced new services as detailed in section 5. However, our contract with Retford and Villages PCN was terminated as the 2 Health Coaches were employed directly by the PCN, our 3 year GOGA funding ended on 31 st March 2023 and we found that the funding we receive from the Bassetlaw Place Based Partnership will be significantly reduced for the next financial year. Therefore seeking new opportunities to maintain and develop services has now become more of a priority.	
5. To strengthen and extend our existing offer.	Achieved. During the year, to alleviate the cost of living crisis, we introduced a Warm Space for 3 days per week between 1 st October and 31 st March. We worked with BDC and BPBP colleagues to issue warm packs consisting of oil-filled radiators, electric blankets and throws to 150 households in Bassetlaw, we delivered budgeting advice and budgeting courses and over-achieved on our Big Energy Saving Network targets.	
6. To ensure that we identify and proactively manage risks and emerging threats.	We continue to develop and refresh our risk assessments to ensure that we identify emerging threats at the earliest opportunity to enable us to minimise impact on the organisation. Our financial risk assessment is also continuously monitored and whilst in current financial year we have achieved the necessary levels of turnover, there is an identified risk to the organisation that future funding is projected to be considerably lower.	

OUR CORE SERVICES

Our services are used by both individuals and organisations. In 2022/2023 there were **19,821** callers either in person or by telephone and **278** home visits to clients.

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.

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 by the hour, day or longer term to meet individual requirements.

Our rooms are hired out all day on Tuesdays, Thursdays and Fridays by organisations such as CGL Nottinghamshire, Your Health Your Way, South Yorkshire Housing Association, WEA, British Safety Industry and Nottingham Women's Centre.

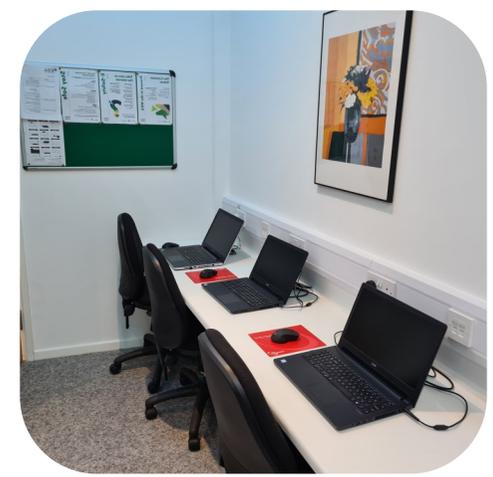


OUR MEETING ROOMS CAN BE USED IN A NUMBER OF DIFFERENT LAYOUTS TO SUIT YOUR NEEDS

BASSETLAW SENIORS DIRECTORY

Bassetlaw is fortunate to have 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



Bassetlaw ACTION Centre

'Making a difference throughout Bassetlaw'

Bassetlaw Action Centre
Canal Street
Retford
DN22 6EZ
Tel: 01777 709650
Fax: 01777 819040

www.bassetlawactioncentre.org.uk
enquiries@actioncentre.org.uk

BASSETLAW COMMUNITY CAR SCHEME

Bassetlaw Community Car Scheme assists people in Bassetlaw who, for whatever reason, are unable to access or use public transport.

The scheme has had another very successful year with **35** volunteer drivers covering **84,113** miles for our **555** clients, enabling them to reduce isolation and loneliness, improve health and increase wellbeing.

We have seen a definite increase in journeys over the last year and are now almost at pre Covid-19 levels. The service is doing a number of regular journeys to hairdressers, shopping and social clubs as well as hospital and doctor appointments. In addition, we have taken a number of children to schools and colleges to continue their education under contracts from our partner Nottinghamshire County Council.

The scheme continues to be well regarded by both clients and volunteers.

"It's a Godsend, a lifeline."

"I wanted to say, how very good he was, he really looked after me. He was on time and knew exactly where to go. He was lovely! Absolutely wonderful, lovely chap."

"I'm ever so grateful - I would have had to cancel my appointment otherwise"



BASSETLAW COMMUNITY CAR SCHEME PLUS



We took delivery of our new Wheelchair Accessible Vehicle in June 2022. The vehicle is fully electric which has enabled us to reduce the cost of journeys to match that of the Community Car Scheme, while at the same time helping our environment. The vehicle is fully accessible and can carry **1** fixed wheelchair with **3** seated passengers.

BASSETLAW COMMUNITY MINIBUS

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

The service has been steadily building back following Covid-19 in the last year providing:

- ◆ Day trips for **191** passengers
- ◆ Lunch trips for **219** passengers
- ◆ Group hire for **118** passengers



Case study for Mrs P;

Mrs P is 79 and uses an electric wheelchair. Following her amputation she had become very isolated, she struggled to transfer from her wheelchair into a car and was unaware of any other ways for her to travel and get out to socialise.

Mrs P was visited by our Housing Choice Case Worker who discussed transport options with her at the visit and left her some information on our Wheelchair Accessible Vehicle and the Community Minibus trips.

Mrs P and her husband registered with the Community Minibus and have now been on several trips.

Mrs P told us: *"The minibus trips have made a big difference to us both as it means we can get out and about now after my amputation. Without your service we wouldn't be able to get to any of these places. I find it so very hard to transfer into a car from my wheelchair and my husband can't help me. Thank you so much for the service, we are looking forward to the next lot of trips you are putting on"*.



MIDAS TRAINING

Bassetlaw Action Centre delivers the award winning Minibus Driver Awareness Scheme (MiDAS), a nationally recognised standard for the assessment and training of minibus drivers.

Completing the course gives the drivers the skills to ensure enhanced passenger safety and comfort.

HOME SUPPORT SERVICE



We have received **242** new referrals to our Home Support Service in the last year; which offers clients support, such as domestic cleaning, shopping, medical prompts, light meal preparation, laundry/ironing, help with correspondence and a sitting service as well as providing vital companionship to clients in their own homes.

All our clients have the same worker, on the same day and time for each service so they know who is coming into their home or who is taking them out on an escorted outing.

Feedback from clients:

Mrs S called to make payment this morning and said; *"Thankyou for the wonderful service provided and for covering the services while the usual worker was off sick. We were very happy with Katherine and very pleased with how efficient everyone is. Bassetlaw Action Centre is a lifeline for us and we could not manage without the service."*

"It's been a Godsend to us....a massive help"

"You are SUCH a treasure! My windows are spotless and my house is lovely and clean. It is so wonderful to have someone I can rely on - thank you!"

"She's excellent... I'm really delighted."



Please scan the QR code to find out more about the Home Support Service

BEFRIENDING



Our Befriending Scheme volunteers have made a huge impact on Bassetlaw's most isolated and lonely residents through 2022/23, providing an amazing **4052** telephone calls, **129** home visits and **28** group sessions.

Below are some quotes from our befrienders and befriendees:

"I thoroughly enjoy chatting to my befriendees and feel very privileged to have been able to support them through the pandemic. I have developed my communication, empathy and understanding skills"

"I find befriending highly rewarding"

"Maureen has been telephoning me quite some years, I always look forward to her calls"

Since launching our Retford befriending group in 2021 we found more of our clients in other areas loved the idea of getting together for a chat so we began a brand new befriending group in Worksop in March 2023 to enable us to support more people in Bassetlaw.



Our clients commented:

"I have been coming to the group since it first started and look forward to it every time"

"There have been times when the befriending group is the only time I leave my home"



HOUSING CHOICES



Housing Choices received funding from The Elderly Accommodation Council and after a year long partnership, funding came to an end at the end of August 2022. Leading on from this, since April we have been successful in receiving funding from Nottinghamshire County Council.

This year we have assisted **344** new clients with a further **44** being carried forward from the previous year. We have also provided a one off advice service for a further **1,345** clients.

As part of this service we offer assisted bidding, this allows us to help clients, who are unable to access the internet or are not confident online, to place bids on suitable social housing properties on their behalf. This year we have placed **29** bids and have helped **3** clients to successfully obtain a new home that is more suited to their needs.



All clients are given a benefit check and are assisted to apply for the benefits they are entitled to. This has been especially important this year due to the rising cost of living and we have seen an increase in the number of clients seeking advice on benefits.



We received some extra funding from Bassetlaw District Council and Bassetlaw Community and Voluntary Service which enabled us to offer budgeting advice and also organise some budgeting taster sessions at a few different venues throughout Bassetlaw with the aim of helping people to better manage their money by maximising their income and minimising their expenditure.

A successful bid led to funding from Bassetlaw District Council and Bassetlaw Clinical Commissioning Group to help with the cost of living crisis. With this we were able to put together a warm pack to help people who are struggling to heat their homes. We have issued 150 warm packs and we found that this generated more referrals for our services and meant that we were able to reach and support more vulnerable residents in Bassetlaw that would not have known about our services.



Below is a small selection of our Housing clients comments:

"Thank you for all of your help and kindness, it is very much appreciated. I am indebted to you, as without your help, I am in no doubt I would still be at the first stage and be getting nowhere"

" Thank you so much, I am delighted with the outcome and appreciate all that you have done to help"

" I can't thank you enough for what you have done, the extra money we have received will make a huge difference to our lives."

"Don't know what we'd do without people like you"



VOLUNTEERING

During the last year, we have been out to a variety of events and venues to provide information about our services and how becoming a volunteer helps our services to continue to run.



We have spoken to employees in the workplace, students, leisure group attendees and shoppers. Volunteers have been recruited to all our services.

Becoming a volunteer can:

- help you feel better about yourself by improving your self-esteem and confidence
- help you feel part of a community
- help you meet new people
- give you a sense of achievement and purpose
- help you share your talents and learn new skills

Comments from our administration volunteer Sue:



“Earlier this year, recently retired and with some spare time, I was considering doing some voluntary work but had no idea as to what I could do.

Then I came across Julia and her BAC display at my village community centre. She gave me some ideas for volunteering within BAC and before I knew it, I was in the Community Transport Office taking bookings and doing admin work!

My experience so far has been great, I have had so much to learn but everyone has been so welcoming and helpful. Every day in the office is different and I really enjoy being part the team, supporting the drivers and helping our clients to get out and about.”

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.

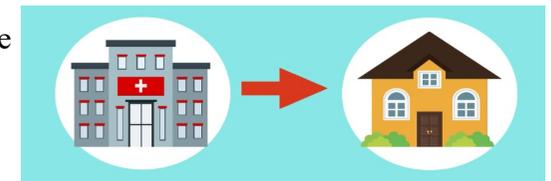
PROMOTING INDEPENDENCE SERVICE

We have used learning from our knowledge of Bassetlaw, patient needs and gaps in local provision to trial a new Promoting Independence Service commissioned by the CCG to support D2A (Discharge to Assess).

The service provides a telephone welfare check service to all vulnerable patients following discharge from Bassetlaw Hospital. The service ensures they are settling back at home and have all that they need to remain safe.

The telephone based assessment/welfare check does not offer any health advice but purely focuses on living standards/lifestyle which potentially could impact on the patients ability to remain independent at home. Patients are offered a menu of our internal services and signposted or referred on to any other services that they may need to our partner organisations across Bassetlaw.

Referrals into the service are made directly from hospital. We have supported **223** people discharged from Bassetlaw Hospital in the last year.

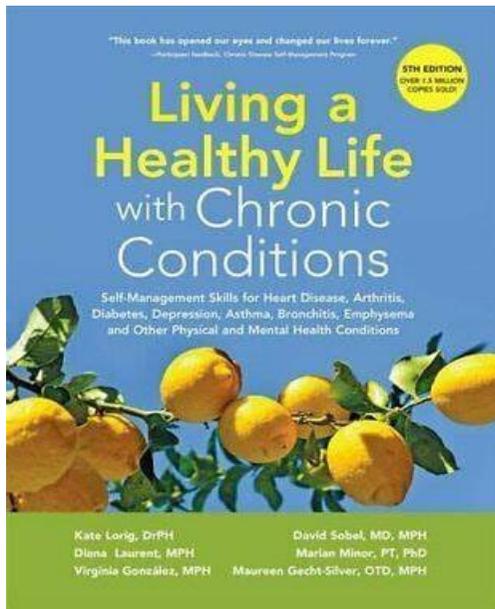


STAYING WELL PROGRAMME

During the past year, **11** Staying Well Programme courses have been delivered throughout Bassetlaw with **156** individuals attending these courses.

Currently we have **7** trained tutors all of which have maintained their observations/supervisions in line with the Stanford Licence requirements. In 2022, both Paula and Norman took their qualification to be Master Trainers, enabling us to deliver Tutor Training in-house.

Some of our face to face courses have been delivered in the clubhouse of Retford Tennis Club. This has taken place intentionally to encourage the participants to become familiar with the surroundings and then when the programme comes to an end, hopefully they will join the walking tennis sessions there that are supported by GOGA. This has proven to be really successful and **17** participants last year followed this pathway.



Each participant is given a coursebook to use as a reference guide at home to reinforce what they have learnt in the sessions.

BASSETLAW ACTION CENTRE STAYING WELL PROGRAMME

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

01777 709650
stayingwell@bassetlawactioncentre.org.uk

Feedback about the courses include:

“What a fantastic course! From the staff to the attendees everyone is so lovely and understanding. I feel much more confident in myself and feel I have come a long way since the 1st session. I will miss these Thursday afternoons with my staying well group.”

“The action planning was a simple thing but helped me with motivation to achieve small goals as a priority.”

When asked if she felt the course has had a positive impact on her she said: -

”It has made me stop and reflect. The course book has been particularly interesting”

This year we have delivered a Long-Covid programme which is the same course content but instead of 6 x 2.5 hour sessions it is 12 x 1.25 hour sessions. This has been incredibly popular with people suffering with long-covid fatigue.

“I have felt the course has really helped me manage my long-covid symptoms as well as helping me to realise I am not alone in this.”

GOGA - GET OUT GET ACTIVE BASSETLAW

Stay Pawsitive, has gone from strength to strength this year supported by our loveable mascot Lottie!



Lottie has walked with many people at Idle Valley while they are getting valuable exercise and somebody to talk to.

Men's Walk Talk, has continued to flourish in both Retford and Langold and we plan to add to these groups in the coming year.



Norman, one of our Men Walk Talk volunteers says:

"I really enjoy leading these walks and meeting new people that are in need of help and someone to listen to them. I also benefit from the group as I struggle with my mental health too. Its very rewarding seeing people come to the walk in a low mood feeling a little better after sharing their worries."

Women Walk Talk, has been successful and is now running in both Retford and Worksop.



GOGA supported the Holiday and Food Programme at Retford Tennis Club



"My two children attend the Holiday Activities and Food (HAF) sessions at Retford Tennis club. I'd contacted them prior as one of my children has special educational needs and I wanted to find out more about their provision. From the first contact my mind was at ease, the information was perfect. The sessions were perfect for mixed ages and both the coaches and assistants were aware, respectful and understanding of the differentiated need. I was absolutely blown away by the professionalism and level of care provided. It is such a great welcoming club atmosphere. Thank you, both boys had a great time with you."



EQUAL OPPORTUNITIES STATEMENT

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

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

DATA PROTECTION

Bassetlaw Action Centre agree that any information held on a computerised database is subject to the provisions of the Data Protection Act 1998. The organisation will comply with the provisions of the access to Personal Files Act 1987 by ensuring that any information held relating to a Service User is available for inspection by that Service User. 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
BCVS
Coalfields Regeneration
Elderly Accommodation Council
Nottinghamshire County Council

Activity Alliance
Bassetlaw District Council
Big Energy Saving Network
Community Transport Ass.
Green Social Prescribing

PARTNERSHIPS

Aurora
Bassetlaw CAB
BCVS for NNSP
MIND
Retford Lawn Tennis Club

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

Web: www.bassetlawactioncentre.org.uk



Bassetlaw Action Centre



@BassetlawBAC

ANNUAL REPORT ON A PAGE 2022/23

Bassetlaw ACTION Centre

We MiDAS trained all of our volunteer drivers and delivered training to 12 external organisations.



The Staying Well Programme delivered 11 Courses (including courses for Patients with Long Covid). 156 patients participated.



We have produced new leaflets which have been redesigned with a modern new look.

Our Volunteer base consists of:
 38 Car Scheme
 6 Minibus
 18 Befrienders
 2 Office Admin Programme
 Totalling 92 volunteers during the year

We took delivery of our new fully electric, wheelchair accessible vehicle in June.



The befriending service made 4052 telephone support calls, 129 home visits and held 28 group sessions.



Our Points of View (POV) project, in partnership with BCVS, installed an art project at Idle Valley Nature reserve. The Beaver was unveiled by Councillor Susan Shaw.



Our minibus completed day trips for 191 passengers, lunch club trips for 219 passengers and group hire to 118 passengers.



Our new Promoting Independence service supported early discharge of 223 patients in the year—potentially freeing up hospital beds which cost around £400.00 per day.

Our Organisation welcomed 19,821 enquiries in person or by telephone and provided 278 home visits. We supported over 7500 people.



The home support service received 242 new client referrals during the year and created 13 new jobs for local people.



Our meeting rooms were let out over 1500 times during the year.



The housing service supported 344 new clients with a further 44 being carried over from the previous year. We gave one off advice to a further 1345 clients, placed bids for 29 clients on the Choice Based Letting system and made 3 house moves as well as offering budgeting and energy support.



Our Get Out Get Active (GOGA) project was proud to support Men Walk Talk, Ladies Walk Talk and Stay Pawsitive.

