

Retford Action Centre "Making a difference throughout Bassetlaw" Annual Report 2008/2009

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



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

Aims and Objectives

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

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

Equal Opportunities Statement

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

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

Contact us:

Tel: (01777) 709650

Fax: (01777) 700644

enquiries@retfordactioncentre.org.uk

www.retfordactioncentre.org.uk

Registered Charity Number 1106908
Registered Company Number 517066

Manager's Report

It is difficult to believe that another year has passed, and again so much has been achieved by the Retford Action Centre this year.

It is a pleasure to be able to report the successes of our organisation, which continues to go from strength to strength.

I must pay tribute to the dedicated staff team (which includes the fifty volunteers that we are privileged to have in our organisation). I acknowledge with thanks their contributions and support that they give to me, to the organisation and to the clients. None of our achievements would be possible without them.

Nor would any of our achievements be possible without the financial help that we receive from a variety of sources. We are extremely grateful in particular for the contributions from Bassetlaw District Council, Bassetlaw Primary Care Trust, Nottinghamshire County Council and Capacity Builders.

We lost a very valued member of the staff team in January this year. Keith Burlington our Share a Ride Project Officer passed away very suddenly and unexpectedly. Keith had been a member of staff for five years and had been instrumental in developing Bassetlaw Share a Ride.



What many people did not know, was Keith was my father. So it was a devastating blow to me personally too.

The strength of the staff team helped us to cope with such a tragedy.

We had some changes in our board too. I

would like to pay tribute to Linda Turner for being Chair of our organisation for a number of years and to thank her for her hard work and dedication during that time.

On a brighter note we had 2 major achievements during the year. The first was the relocation of the Retford's Resource for Older People to the Buttermarket in Retford. We had outgrown the room at the New Life Christian Church and were in desperate need of access to a catering kitchen.

Bassetlaw Primary Care Trust gave a substantial donation allowing us to totally refurbish the kitchen at the Buttermarket, it also allowed us to redecorate, install a new coffee bar area and buy new furniture for everyone's use. In return the District Council have given us use of the Buttermarket for peppercorn rent. The project is funded by Nottinghamshire County Council and delivered by us—this is real partnership in action!

Our second major achievement was to relocate our office base to Canal Street in Retford. Again, we had outgrown our old offices and really needed an accessible building in the centre of town. Thanks again to the Primary Care Trust and a successful bid to Capacity Builders for £30,000.00 the dream of having a wonderful new building turned into a reality.

My work continues with the local strategic partnership as chair of the environment subgroup, the transport and accessibility subgroup, vice chair of BEAN and shadow vice chair of the LSP Board. I also sit on the board of bassac. These links give our organisation real opportunity to influence local and national policy.

I am looking forward to a more settled year ahead.

Lynn Tupling
Chief Executive

Our Core Services

Our services are used by both individuals and organisations. In 2008/2009 there were **6974** callers either in person or by telephone. The day book records them as **2125** male and **4849** female. There were a further **216** learners coming into our premises for training with the WEA.

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

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

937 Meetings were attended including (e.g.):

- Car Schemes Forum
- Self Help Forum
- Local Strategic Partnership (executive, board and subgroups)
- Bassac Board
- BEAN
- Carer's forum
- Integrated Transport
- Christians against poverty
- PAS board
- Diversity & Equality mtg
- Long Term Neurological Conditions Group
- Flu Fairs
- Alliance SSP
- Cancer Reference Group
- BOFF (Forum)
- Transport 4 Communities
- Modernisation Board
- The Crossing Board

Training Suite

Our fully accessible room enables training to be delivered to small friendly groups. The courses held are mainly introductory, covering several aspects of information technology including CLAiT, Computer Housekeeping, Working with Photographs to name a few. Tutoring is provided by the Worker's Educational Association - (WEA).

The room now has 13 fully internet ready laptop computers, interactive white board and wireless printer.

216 learners attended training courses during the year.



Involve/Volunteering

Encouraging people into volunteering, in partnership with the BCVS.

259 new volunteers were recruited during the year through involve.

In addition a further 4 volunteers were recruited as volunteer drivers and 7 new volunteers were recruited at the Retford's Resource for Older People.

Community Partnership Room

An extremely well used resource, in partnership between the Retford Action Centre and the BCVS, is our fully accessible Partnership Room. It continues to be used by a range of different organisations throughout the year.

20 different organisations used the room on **189** separate occasions including:

- ◆ Youth Offending Team
- ◆ Boundary Resource Centre
- ◆ BCVS
- ◆ WEA (for courses)
- ◆ Patrick Mercer (MP)
- ◆ PCT
- ◆ Asperger's Group
- ◆ Preventative Adaptations Steering Group
- ◆ Dukeries Board
- ◆ NCHA
- ◆ Alzheimer's Society
- ◆ RCAN
- ◆ Bassetlaw Befriending Scheme
- ◆ ISAS
- ◆ Falls Team
- ◆ County Contact
- ◆ BOFF (older person's forum)
- ◆ Minibus for Bassetlaw Group



Bassetlaw Community Car Scheme

Part of the core work of the Retford Action Centre separately funded by Nottinghamshire County Council and Bassetlaw Primary Care Trust.

In August / September 2008 a review was undertaken to establish whether or not all of the **1061** clients registered to the Car Scheme (at that time) were indeed still using, or in need of the scheme. This was a huge task for the car scheme staff; however it did prove to be very worthwhile. **200** clients were removed from the database as they no longer needed our service or had passed away.

Since the review which ended in September 2008, leaving us with a client base of **861**, the scheme has grown consistently every month. Approx **20** new clients are registered each month.

At year end there were **995** registered clients and **30** valuable volunteers who assist these clients to make their journeys as they are unable to use or access public transport.



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

In August 2008 Bill (one of our volunteer drivers) was nominated for the

Nottinghamshire Reach Out Awards for going over and beyond the requirements of a volunteer driver.

During the year **13,542** trips were made covering in excess of **117,497** miles. **1544** of these trips were for health journeys which we continue to monitor.



The clients are extremely appreciative of the service. We asked some of them for comments about the valuable service we provide:

Sara Smith found out about the Community Car Scheme from the Community Outreach Advisor (Laura). She had found Laura's details on the Notts 50+ Website. Ms Smith said "It is really helpful to be able to plan my journeys ahead so that I do not feel stressed".

Mrs Colman's neighbour told Mrs Colman from Worksop about the scheme. She said "The scheme is really helpful, I couldn't get out without it!".

Mrs Lancaster from Retford who found out about the scheme from a leaflet said, "the scheme helps me to stay independent from my family so I don't always have to rely on them".

Jayne Bullock
Transport Manager

Bassetlaw Community Outreach Advisor

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

Community Outreach started in Bassetlaw in March 2007 with the aim of helping older people remain safe and independent at home. It is the role of the Community Outreach Advisor to visit people in their own homes and offer information on a number of services and to link to other organisations. My name is Laura Goad and I am the Community Outreach Advisor for Bassetlaw.

I am continuing to visit local groups and clubs to promote the service and I use the First Contact checklist as a tool for referring to certain services. Throughout the year I have visited a number of groups and clubs including The Well in Retford, The Evergreen Group in Rampton, Age Concern in Worksop and the New Testament Church of God in Worksop.

Recently I have started to visit other organisations and inform them of my role so that they can refer to me if they have a client with any queries or needs. I have also had information sharing sessions with other organisations such as the Live at Home Scheme in Worksop and the Rural Bassetlaw Befriending Scheme so that I can inform clients of such services and they can refer their clients to me should they have other needs.

There is a wide spectrum of issues that I assist older people with. These range from providing information on local groups and clubs to researching solar heating and from arranging adaptations to the home to arranging for water meters to be fitted.

I have attended training from The Alzheimer's Society on how to recognise the early signs of dementia. I have also attended training from the Falls Team at the Primary Care Trust regarding the prevention of falls.

Throughout the year I have visited one hundred and fifty two clients and I am in contact with them for any length of time from two days up to six weeks. Occasionally I have had to support them for longer than six weeks.



Every Thursday I am based at the Retford's Resource for Older People where I have the opportunity to chat to customers to offer them information and make them aware of the services that are available to them should they require them.

Laura Goad
Community Outreach Advisor.

Bassetlaw First Contact

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

First Contact has continued its successful start in Bassetlaw. Numerous events have been attended to promote the scheme throughout the year.

On 23rd March 09 an event took place at Retford Town Hall to launch Self Referral of First Contact in Bassetlaw (see leaflet below). This had been spoken about for some time at the steering group but pathways were a little tentative should they become inundated with referrals. Jayne (the First Contact Co-ordinator) will monitor the impact of self referral on pathways.

The Self Referral form will be circulated widely throughout Bassetlaw and by front line staff who are trained to use First Contact. The Self Referral leaflet does not replace the checklist or the original leaflet but exists to aid those clients who are harder to reach.

First Contact has helped more than **1800** clients receive over **3200** referrals to partner organisations since its launch in Bassetlaw just over two years ago. Jayne has trained **500** staff members to use the scheme.

Case Study Mrs R from Worksop

Following a visit by Nottinghamshire Fire & Rescue Service Mrs R received the following services:

- A visit from an occupational therapist who gave advice and information on bathing needs. A bathing seat was supplied but unfortunately Mrs R could not use it as she couldn't lift her leg high enough to get into the bath to sit on it. A walk in shower with grab rails has now been fitted
- An information pack on home security from the Crime Reduction Manager
- Attendance allowance was applied for from a visit by the Pension service resulting in Mrs R receiving an extra £43.15 a week
- Registration onto the Bassetlaw Community Car Scheme which enables Mrs R to get her shopping, visit friends or attend GP appointments
- Referred to A1 Housing for repairs. A new electric fire and surround have been fitted as Mrs R suffers from emphysema and found breathing difficult with the gas fire she had previously

Mrs R said *"I am really happy with the services that I have received. I couldn't have wished for nicer people who have been very helpful and friendly. An excellent service that I would give 10/10!"*

Jayne Bullock
Bassetlaw First Contact Co-ordinator



Retford's Resource for Older People

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

In June 2008 we moved our Resource Centre Project to the Buttermarket at the Town Hall in Retford. This was made possible by a



successful funding bid to Bassetlaw Primary Care Trust, that enabled us to completely re-fit the kitchen and coffee bar areas, totally redecorate throughout and buy new furniture and equipment.

Bassetlaw District Council were delighted to benefit from the new facilities and gave a 5 year lease on the Buttermarket at peppercorn rent, which gave added long term security to the project. As this project is funded by Nottinghamshire County Council and delivered by us, a voluntary sector organisation, this really is a good example of partnership working.

Crafts The Craft Group continues to meet each Thursday morning throughout the year. There have been a wide range of crafts such as Silk Painted Cards, Glass Painting, Sugar Crafts, Fresh Flower Arranging, Felt Making, Tapestry, Jewellery, etc.



"It's the best thing that ever happened to me, it's marvellous, I have found so much information." - Mrs Styring, Elkesley.

Services Visiting service providers from the local area included Police, Fire Service, A1 Housing, Help the Aged, CAB, RNID, NHS Information Service, Welfare Rights and Pensions Service.

Chair Based Exercise The seated exercise group meets fortnightly and offers a range of exercises to promote keeping active.

Activities Dominoes, Scrabble and Upwords are still popular pastimes for the afternoon session at the Resource Centre and during the year we also had a Carol Service and Christmas lunch. We also have a weekly raffle and held a Christmas hamper raffle and tombola.



Attendance 2834 individuals attended 4103 individual sessions. 1726 were female and 1108 were male. 1907 lunches were served, and more cups of tea and coffee than we wish to count. 447 people attended craft sessions.

The age range of people attending the centre has been

Under 60:	393
60 -75:	1140
75+:	<u>1296</u>
	<u>2834</u>

Dave Bacon
Health and Social Care Manager

Bassetlaw Self Help

A project of the Retford Action Centre funded by Bassetlaw Primary Care Trust.

During the year **650** Self Help directories and over **250** Self Help wall charts were produced and circulated widely.

65 Self Help groups and contacts were supported in a variety of ways during the year.

58 Self Help meetings were attended by staff.

A wide range of groups were given different levels of support throughout the year:

New Groups formed during the year include:

‘**Shades**’ is a social group for adults with Aspergers Syndrome which meets alternate weeks in Worksop.

This group was set up in partnership with the Nott's Adults with Aspergers Team.

The ‘**Aspergers Carers Group**’ was also set up with assistance from **Bassetlaw Self Help Link** but is now facilitated by NORSACA.

Groups receiving continual support during the year include:

The **Extended Families Support Group** in Worksop has had continued support throughout the year in its successful bid to secure future funding for the project.

The **All Saints Parents and Toddler Group** at Harworth had assistance with completing a grant application and were successful in securing approx £4,000.00 of funding. This stopped the project closing and was great news received just before Christmas.

Equilibrial Bipolar Support Group Celebrated it's 1st anniversary at The Crossing in Worksop. The group is going from strength to strength and has now developed a very busy social calendar. The group has regular guest speakers and was pleased to welcome Mike Cook—Chief Executive of Nottinghamshire Healthcare Trust as a speaker at one of its meetings.



A comprehensive list of all Self Help Groups and Contacts is available on our web site. (www.retfordactioncentre.org.uk)

Dave Bacon
Health and Social Care Manager

Share A Ride

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

The scheme is maintained by Jayne Bullock in her capacity as Transport Manager.

During the last year we had a successful bid from Alliance SSP for further signage.



Case Study

- Jayne and Lynn car share whenever possible.
- They both live in Misterton and work in Retford.
- Each day that they car share they save £4.47 in fuel costs alone.
- Together they saved £1032.24 in the last year.



618 individuals are now registered with Bassetlaw Share a Ride.

At least **52** of these people were previously unemployed and are now in employment.

Over **250,000** shared journeys per year are taking place in Bassetlaw.

Lynn Tupling (our Chief Executive) gave a presentation at the Beacon Accessibility Event.



The key note speaker was Phil Hope MP Minister for Transport.



Jayne Bullock
Transport Manager

Staying Well in Bassetlaw

A project of the Retford Action Centre separately funded by Bassetlaw Primary Care Trust.

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

Long term health conditions include for example, diabetes, fibromyalgia, heart conditions, breathing conditions, arthritis, hypertension, etc.

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

Each Session lasts for two and a half hours and is facilitated by trained tutors who are themselves living with a long term condition.

The Staying Well Programme complements existing health care programmes and treatments, empowering participants to be more informed and better able to develop partnerships with their medical practitioners.

Topics Covered

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

In this year we delivered 5 courses in Retford, Worksop and Langold with 31 Participants attending from across Bassetlaw.

The end of course evaluation has shown that the most significant improvements made by people on the course have been:

- 100% of participants have been successful in making an **Exercise Programme**
- 94% of participants feel better at **Problem Solving**
- 94% of participants now **Speak More Positively** about themselves
- 93% of participants are now regularly **Action Planning** more successfully
- 93% of participants are now **Monitoring Exercise**
- 91% of participants feel they have improved their **Communication Skills**
- 86% of participants have improved control over their **Breathing**

Dave Bacon
Health and Social Care Manager

Members of the Executive Committee

Linda Turner Chair (until Oct 08)
Stephen Williams Chair
Denise Colton Treasurer and
Company Secretary
Mike Bowskill
Julie Caley
Michael Storey
Emily Knowles
Cllr Kath Sutton
Michael Browne
Cllr Anthony Tromans BDC (Observer)
Sharon Stoltz PCT (Observer)

Opening Times:

Monday 9am-12.30pm
Tuesday 9am-12.30pm
Wednesday 9am-12.30pm
Thursday 9am-12.30pm
Friday 9am-12.30pm

(Strictly by appointment outside of these times) Answerphone available after 12.30pm

Independent Examiners

Saul Fairholm
24 Exchange Street, Retford, Nottinghamshire

Register of Trustees Interests

Julie Caley

Tutor Organiser – WEA

Linda Margaret Turner

Employed by NCC (Libraries, archives and info)

Michael Storey

County Councillor - Retford South
Governor New College Nottingham
Governor Retford Oaks High School
Governor Thrumpton Primary School
Director Nottingham Theatre Trust
Member Bassetlaw LSP
Chair Notts Early Years and Childcare Partnership
Chair North Notts Lifelong Learning Partnership
Chair North Notts Youth Disaffection Partnership

Emily Knowles

District Partnership Officer—BCVS

Stephen Williams

New Life Christian Church—Pastor

Volunteers

In addition to our 8 management committee who are all volunteers for our organisation we are privileged to have the services of:

- **30** volunteer drivers
- **15** volunteers at the Retford's Resource for Older People
- **2** volunteer tutors for the Staying Well Programme
- **1** volunteer within our admin team at the office

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

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

Staff Team

Lynn Tupling Chief Executive
Dave Bacon Health and Social Care Manager, Self Help, Staying Well and Resource Centre
Jayne Bullock Transport Manager and First Contact Co-ordinator
Kate Clewes Admin
Kate Bishop Centre Housekeeper
Louise Hallam Resource Centre and Admin
Laura Goad Community Outreach Advisor and BCCS Bookings
Denise Colton Finance Manager
Anita Hamilton Clarke Staying Well Tutor
Audra Nicholls BCCS Bookings

Core Funding for Retford Action Centre:

Bassetlaw District Council
Nottinghamshire County Council

Funding for Bassetlaw Community Car Scheme:

Nottinghamshire County Council
Bassetlaw Primary Care Trust

Funding for Bassetlaw Self Help Link:

Bassetlaw Primary Care Trust

Funding for Staying Well Programme:

Bassetlaw Primary Care Trust

Funding for Retford's Resource for Older People

Nottinghamshire County Council

Funding for Bassetlaw First Contact

Nottinghamshire County Council

Funding for Community Outreach

Nottinghamshire County Council

Funding for Bassetlaw Share A Ride

Alliance SSP

Contracts:

BCVS (for partnership room)

BCVS (for Involve Service)

WEA (for Student Enrolment)

Affiliations:

An Associate member of BASSAC

An affiliate of BCVS

Other Services Offered

- **Funderfinder** - a grant finding programme.
- **We provide access to low cost space, appointment and reception facilities to enable counselling and support to be offered in Bassetlaw.**



Find us ● here on Canal Street in Retford (DN22 6EZ)

(Unfortunately we do not have car parking for visitors but there is a pay and display car park immediately opposite our building)

Compliments/Complaints procedure

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

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