



# Annual Report

## 2017/18



### Our Aims

Adapt (NE) is a registered charity, a company limited by guarantee and a social enterprise which is managed by a Trustee Board of volunteers with a wide range of areas of expertise. We are a community-based organisation providing services to people in North East England with the aim of promoting an inclusive society.

We aim to improve the quality of life of disabled people who have sensory, physical and learning disabilities or mental health problems; also people who are disadvantaged in being able to access services because they live in a rural location. We work closely with the voluntary and statutory sectors to achieve these aims.

To become more self-reliant, we have developed a range of services, including provision of an enterprise hub and community cafe, whilst still holding on to our primary aims. By using our services, other organisations are assured of quality attention whilst at the same time helping us in our work.

### Forward by Pat Maginn, Chair

It is with pleasure that I report Adapt (NE) has completed another successful year.

We have moved forward with our plans to develop our site and we shall be opening our café and resource centre this coming April. This is a totally new venture for Adapt (NE) and we hope it will be successful.

We have had some changes to our board of trustees and on behalf of the board, I wish to pass on our thanks to Anne Brookes for her contribution and welcome Mavis Ostler, Gill Renwick and Michael Briggs onto the Adapt (NE) board. Between them they have a wealth of knowledge and skills which will help support the development of Adapt (NE).

Our services remain well used and our transport services continue to provide valuable access for communities, in particular our Dial-a-Ride services. We would encourage people to use these services and if you know of anyone who may benefit please do pass on the information.

## Review of the Year by Liz Prudhoe, Director

Another successful year for Adapt (NE) has been delivered through the commitment of our board and hard work of our staff. We have a wide ranging team based across Northumberland in Hexham and Pegswood who work together to help Adapt (NE) achieve its aims.

As well as celebrating the success of this last year we have this year developed the remainder of our site and are excited to be realising our plans to open our community café - Cafe @ Burn Lane - in the coming year, which we plan to be a welcoming place for all.

## Healthwatch Northumberland

Healthwatch Northumberland's focus this year has been making direct contact with people across the county to find out what matters to them and to make sure their views are given to the organisations making decisions about health and social care.

Listening to people is at the heart of what Healthwatch Northumberland does. The team answered over 500 questions about local services and 600 people completed the annual survey, where 65% of respondents said that their experiences of health and social care were good or excellent over the last twelve months. As well as meeting people going about their daily business in markets or at local events, the team has listened to groups such as the Morpeth Hearing Loss Group. Over 900 people responded to surveys about local services.

The team has gathered opinions about specific issues of concern like GP services in Blyth and Wylam, dental services in Hadston and proposed changes to hospital services in Berwick and Rothbury. Your views were given at 45 meetings with Northumberland County Council, the Clinical Commissioning Group and the three major NHS Trusts providing services in Northumberland.

All feedback helps Healthwatch Northumberland set priorities. The mental health of young people is a continuing priority and this year an insight report was published about the general help and support services available to them. You can find out more on the website and by signing up to the newsletter.

## Northumberland Independent Advocacy Service

Northumberland Independent Advocacy Service is a confidential and free service for adults, who for a range of reasons may benefit from additional support.

The service remains very busy and our team of advocates work across Northumberland in a variety of roles. We received 473 referrals over the last year, including 81 referrals for the NHS advocacy complaints service. This advocacy supports people who wish to complain about their NHS treatment - the majority of complaints are around communication issues.

Referrals can be broken down as below:

NHS Complaints Advocacy Service - 81  
Independent Mental Capacity Advocacy – 52  
Independent Mental Health Advocacy – 241  
Care Act Advocacy – 17  
General Advocacy - 16  
Relevant Persons Representative - 66

We started to provide the Relevant Persons Representative service this year and are working in partnership with Carers Northumberland to deliver the service.

## Getabout

This year the Getabout Scheme helped 115 people to get to hospital and GP appointments, visit relatives, go shopping and take part in family outings. 20% of these journeys were provided by Getabout volunteer drivers, who are based at various locations across the county. We helped 34 individuals who had been refused Patient Transport Services to appeal the decision, via PALS and North East Ambulance Service and to get the decision overturned. Our accessible vehicles enabled eight people to attend appointments. In many cases, we were able to help people work out their own travel solutions using other means of transport, so that they could attend their appointments.

### Case Study

Mr. P has limited mobility and regular medical appointments, to which he was driven to by his wife before she died. He then applied for the Patient Transport Service but was declined the service and his appeal was turned down. He was referred to the Getabout Service, who along with PALS helped him to get the decision overturned. Mr. P thanked Getabout for providing help and support.

## Hexham Enterprise Hub

Hexham Enterprise Hub is provided by Adapt (NE) at our site on Burn Lane. We have nine units which opened in 2014 and to date have been fully let. We believe this is due to our very flexible leasing structure and onsite designated parking. We have a range of tenants including West Northumberland Food Bank and WECAN.

The development provides an independent income stream for Adapt (NE) and much needed affordable space for small businesses and charities in Hexham.

## Transport

This year we purchased two new 14 seater minibuses which have made a difference to reliability and running costs. Dial-a-Ride passengers have expressed gratitude for the service, particularly those living in rural areas.

Numbers have increased on several Dial-a-Ride services. Ponteland to Morpeth continues to be well used and is often full. Slaggyford into Hexham numbers have increased significantly and the service has been extended to Greenhead, with regular passengers from Blenkinsopp Castle.

We are also pleased to have added two extra school runs whereby we are enabling two young students with disabilities to attend school.

## Disclosure and Barring Service

Adapt (NE) is a registered umbrella body with the Disclosure and Barring Service and, as such, we can process these checks. We provided around 60 Disclosure and Barring Service clearances over the past 12 months.

## Wheelchair Loan Scheme

We have 12 standard manual wheelchairs for hire to help with short-term mobility issues. The service is free of charge, and we loaned 22 wheelchairs to people in the community this year.

## Volunteering

Adapt (NE) is offering opportunities for volunteers to get involved in a number of roles including the new community cafe, site maintenance, gardening, administration, advocacy, transport and Healthwatch Northumberland. The Adapt Volunteering Pack explains the different roles in which volunteers can get involved here at Adapt (NE).

## Personal Assistant Register

We are launching the personal assistant register this month, where people looking to work as a personal assistant or carer can be matched with local people looking for help.

This register will allow people who may wish to organise their own care and support access to people who are looking for work in the caring field.

The register will also be available to people who may be having their care arranged through a Care Manager.

## What you told us

***'Thank you for the services you provide'***

*'ICAN supported me in such a professional way whilst being patient and kind'*

***'Immense help towards staying independent, thank you'***

*'Whenever I contact Healthwatch Northumberland they are extremely helpful'*

***'Dial-a-Ride is excellent thank you'***

*'A lot of people depend on Adapt; keep up the good work'*

***'Immediately felt at ease with the way my case was being handled'***

*'Couldn't do without the bus service that gets me to the shops and back'*

***'Slaggyford - Hexham bus a real life saver'***

*'I can't speak highly enough of the drivers - so friendly and helpful'*

***'The team at Healthwatch Northumberland provide an excellent responsive service for people using health services'***

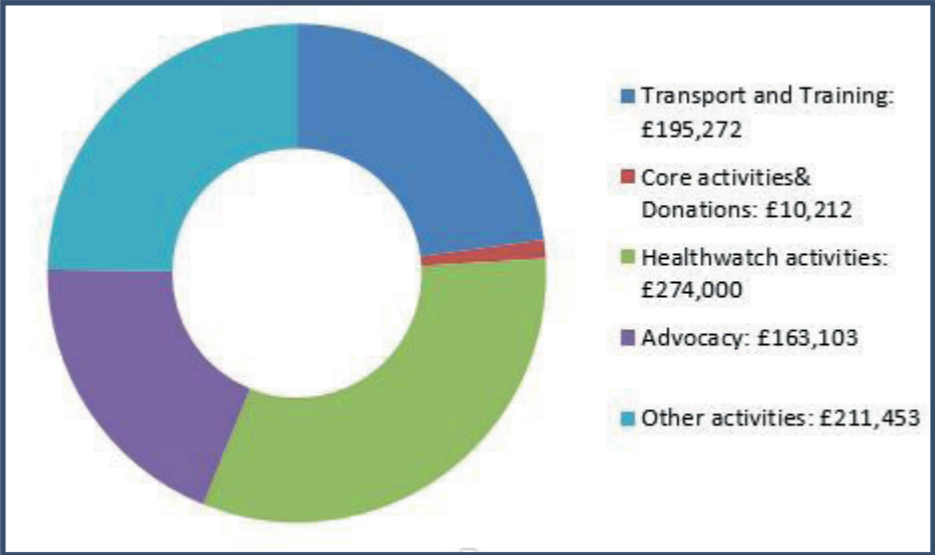
*'I enjoy the social aspect of this essential bus service'*

***'The ICAN advocate gave me the confidence to pursue my complaint'***

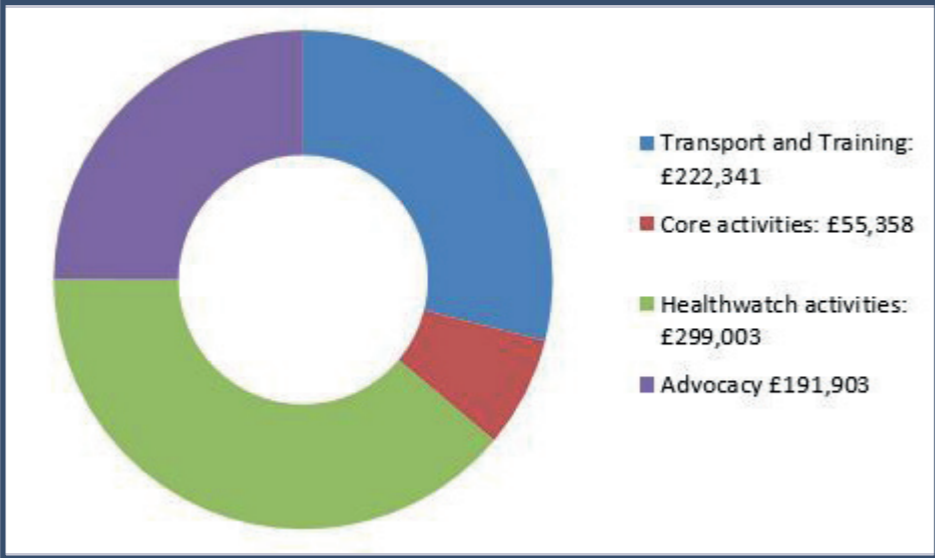
*'All the drivers have been outstanding - always polite, friendly and sensitive to people's needs'*

# Accounts 2017/18

total income: £854,040



total expenditure: £768,605



A full copy of the accounts for April 2017 - March 2018 is available on request.

## Financial History

financial year end	income	expenditure
2017	£968,011	£843,793
2016	£947,286	£870,056
2015	£1027,988	£848,564
2014	£873,967	£855,974
2013	£813,710	£794,920



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