

## Cafe @ Burn Lane

Our community cafe opened in April 2018 and has been well received by local people. On the first day of operation the cafe took £82. By March 2019 average daily takings reached £275. The cafe has received great feedback, both for its food offering and friendly atmosphere. The menu has something for all tastes with many homemade dishes, including daily specials. We launched our coffee loyalty card scheme in August 2018 which gives regular customers a free drink for every ten purchased.

The cafe is fully accessible and houses Hexham's only Changing Places accessible toilet, which is available to anyone who needs to use the facility. As well as plenty of free parking, the cafe has highchairs and toys for children, is dog friendly and there are two computers available for use in our internet area. The computers are free to use and there's no time limit at quiet times.

The Resource Room, which is adjacent to Cafe @ Burn Lane, has proved popular for meetings and event bookings of all kinds, and has allowed us to provide our own community events. The quarterly Community Information Mornings are a chance to see what advice, support and activities are available locally. We invite different organisations along each time and you can have a chat to them over a cup of coffee and slice of cake. The event is free and there's always a friendly and lively atmosphere.

We offered private Christmas lunches in the Resource Room in December and plan to expand the offer in 2019.



# Annual Report 2018/19



Adapt (NE), Burn Lane, Hexham, Northumberland NE46 3HN  
Telephone: 01434 600599 Email: [general-office@adapt-tyndale.org.uk](mailto:general-office@adapt-tyndale.org.uk)  
[www.adapt-ne.org.uk](http://www.adapt-ne.org.uk)





## About us

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, outgoing Chair

This year saw us open our community cafe - Cafe @ Burn Lane - at the site and I am happy it is proving to be an asset to people in our local community. I am also pleased to report our contracted work performed well throughout the year.

We welcomed a new board member, Darren Spencer, who joins us with a wealth of experience in buildings management which will benefit us in the long term management of our site.

We pass on our thanks to Margaret Makin who has been a long standing trustee of Adapt (NE) and oversaw much of our development. Margaret has stepped down from the board having moved away from the area and we wish her well.

I decided to stand down as Chair of the board in June 2019, however, I do wish to continue to be involved and remain on the board and contribute wherever I can. The board appointed Lorraine Hershon as Chair and we have a new Vice Chair role which has been filled by Annie Bishop. We also welcome Darren Spencer as Treasurer.

I wish Lorraine, Annie and Darren all my very best wishes in their new roles and I know they will fulfil their duties excellently.

## A word from Lorraine Hershon, incoming Chair

I am delighted to be the new Chair of Adapt (NE). I would like to thank Pat Maginn, who has guided the organisation carefully for many years and has left us in a strong position as she ends her time as Chair.

These remain turbulent times for the charity sector but I look forward to the challenges ahead for the north east and remain confident that Adapt (NE) can continue to build on its strengths and core values. Adapt (NE) is a vital part of so many people's lives in the area, and as such we will continue to expand and strengthen our position in the future.

# Accounts 2018/19

Adapt (NE)'s total income for this year has been £747,310.

Our income is from the delivery of our contracted services including Northumberland Independent Advocacy Service (£254,253) and Healthwatch Northumberland (£213,500).

For our transport contracts, Dial a Ride services, group hire income and the Getabout transport scheme, income was £176,170.

Income generated under the banner of Hexham Enterprise Hub through the rental of the independent units on our site was £39,225.

Total expenditure for this year has been £842,095 which has resulted in a loss of £94,785.

This is the first time in a number of years Adapt (NE) has returned a deficit in its year accounts. However, we did expect to return a loss due to the investment the charity has made in to developing 'Café @ Burn Lane', our community cafe.

We recognised investment was needed to purchase equipment for the cafe and to support staffing in the first year of operation.

We are delighted to report that Cafe @ Burn Lane, now in its second year, is achieving break even.

Therefore going forward we do not anticipate any further investment will be required in 2019/2020.

## Financial History

financial year end	income	expenditure
2018	£854,040	£768,605
2017	£968,011	£843,793
2016	£947,286	£870,056
2015	£1,027,988	£848,564
2014	£873,967	£855,974
2013	£813,710	£794,920

A full copy of the accounts for April 2018 - March 2019 is available on request.

## Volunteering

Adapt (NE) offers opportunities for volunteers to get involved in a number of roles including the community cafe, site maintenance, gardening, administration, advocacy, transport and Healthwatch Northumberland. We have had new volunteers in both the cafe and also Healthwatch Northumberland, where they are helping the team to reach more people across the county.

The Adapt (NE) Volunteering Pack, available on the website or as a hard copy on request, explains the different roles in which volunteers can get involved here at Adapt (NE). We are planning to start an intern programme in the coming year.

## What you told us

### Cafe @ Burn Lane

'What a wonderful cafe. Food is excellent and so reasonably priced, staff are very friendly and attentive. Will be calling in often now that I have discovered this gem of a place.'

'Friendly staff and run for a good cause. Worth a visit.'

'This is a cafe that welcomes everyone reflecting its community foundations. So as well as office and professional people there will be young mums and babies, elderly folk having a treat, disabled people often with carers as well as people with dogs.'

'Our favourite little cafe..they do the best food and at very reasonable prices.'

'Excellent for lunches, coffee etc. Very nice staff, facilities always clean and tidy. It's nice to support a local charity too.'

### Advocacy

'Friendly and professional. So very helpful in all areas of constructing a very complex letter.'

'I felt I had no one to turn to, so you can imagine after talking with the staff I felt I was being listened to and someone was taking notice.'

'I was very low in my life when I contacted this service and almost immediately I felt at ease and at peace with the way my case was handled. I am very grateful indeed.'

'I was extremely happy with the support I received and felt that staff listened to my concerns with a sympathetic ear.'

'The help was invaluable.'

'Friendly and professional. So very helpful in all areas of constructing a very complex letter.'

### Transport

'The driver is always kind and takes care of me whilst still encouraging independence.'

'The services is excellent - the driver is pleasant and helpful - well done.'

'We use your buses for self-drive to take our disability football team to league meetings.'

'Wonderful service. Our driver gives us loads of help getting on and off the bus.'

## Review of the Year - Liz Prudhoe, Director

As we look back at 2018 – 2019 we may feel it has been a challenging year because we have in fact spent more money than we have had income. However, whilst this is the case we did this as an investment into Cafe @ Burn Lane which was something we had planned and wished to do since we moved to our Burn Lane site in 2013.

The cafe opened in April 2018 and has not looked back. It's popularity steadily grew over the year, welcoming new customers on a weekly basis and receiving excellent reviews. The cafe has provided a welcoming space for the community and is developing new services as it goes from strength to strength.

Throughout the year our other work has continued and we are delighted at how our projects are developing and their reach in the community. We look forward to the coming year with enthusiasm.

## Healthwatch Northumberland

Healthwatch Northumberland is a statutory function which is delivered by Adapt (NE).

Healthwatch is not a decision maker, nor is it a campaign group. Its sole purpose is to understand the needs, experiences and concerns of people who use health and social care services, to ensure these experiences and views are heard by those in authority and that those authorities provide a proper, reasoned and transparent response to the issues raised.



This year we were at 78 community events, over 600 people shared their stories and more than 4,000 people accessed Healthwatch Northumberland advice and information online or contacted us with questions about local support. We are delighted that nearly 800 people took time to fill in our annual survey, a massive 30% increase on last year.

This information has been invaluable in representing your views in the 50 plus meetings we had with the people who buy and provide health and social care services. A major focus of such work this year has been in North Northumberland. This is because of proposed changes to the way that health services are delivered in the area particularly the new hospital in Berwick and the future of Rothbury Community Hospital.

Primary care, especially GP services continues to be an issue that people get in contact with us about and we have worked with patient groups in several parts of the county about their experiences. This is invaluable information to the Northumberland Clinical Commissioning Group (CCG) as it develops new ways of working through Primary Care Networks.

Working in partnership with Healthwatch North Tyneside and Northumbria Healthcare, we heard from 309 people over 14 three-hour sessions in the waiting area in the emergency department in the hospital in November 2018.

Based on what we heard we produced a number of recommendations that are now being considered by Northumbria Healthcare, Northumberland and North Tyneside CCGs and North East Ambulance Service.



## Northumberland Independent Advocacy Service

The Northumberland Independent Advocacy Service provides services across the county. These services are delivered by trained Independent Mental Health Advocates (IMHA) and Independent Mental Capacity Advocates (IMCA), based at our head office in Hexham and at our office in Pegswood.

An IMHA is a specialist mental health advocate. The changes to the Mental Health Act meant that as of April 2009 there is a legal duty to provide IMHAs for eligible people. Northumberland Independent Advocacy Service is a confidential and free service for adults, who for a range of reasons may benefit from additional support.

We received 371 referrals over the last year, including 66 referrals for the NHS Independent Complaints Advocacy Northumberland service. This advocacy supports people who wish to complain about their NHS treatment.

Referrals can be broken down as below:

<b>NHS Complaints Advocacy Service:</b>	<b>66</b>
<b>Independent Mental Capacity Advocacy:</b>	<b>52</b>
<b>Independent Mental Health Advocacy:</b>	<b>181</b>
<b>Care Act Advocacy:</b>	<b>6</b>
<b>General Advocacy:</b>	<b>20</b>
<b>Relevant Persons Representative:</b>	<b>37</b>
<b>1.2 Representative:</b>	<b>9</b>



### Case Study

Mrs A was referred to the advocacy service under Relevant Persons Representative (RPR). An RPR is appointed to support a person who is deprived of their liberty under the Mental Capacity Act 2005; this is usually someone who is living in a care home and unable to leave on their own. An RPR is appointed if the individual has no one else who can undertake the role.

The RPR visited Mrs A on a regular monthly basis and listened to Mrs A who felt she didn't want to be in a care home and would like to go home. The RPR discussed with Mrs A other potential options to her remaining in the care home and discussed sheltered housing as an alternative.

Mrs A was unhappy and tried to leave the care home on her own. Mrs A questioned the clinical diagnosis and felt the only reason for being in a care home was due to her yelling and getting into a temper. The RPR felt in her discussions with Mrs A that she was intelligent and understood the things being discussed. Mrs A was insistent she wanted to go home and stated that she 'did not want to die in a care home'.

The RPR asked the Local Authority to reassess Mrs A's case and this was agreed. A solicitor was appointed to help Mrs A, however, following a new capacity assessment it was deemed that Mrs A had regained her capacity to choose where she wished to live. Following this Mrs A started discussions with her social worker to discuss other housing options available for her.

The RPR had listened to Mrs A, supported her to have her voice heard and acted to help her appeal the authorisation which led to her living in the care home.

## Core Services

### Transport

We continue to provide our well used community transport services, and our 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.

### Getabout Scheme

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 the Patient Advice and Liaison Service 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.

### Hexham Enterprise Hub

Adapt (NE) provides the Hexham Enterprise Hub at the 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.

### 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 on behalf of individuals and organisations. We have 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.