



  
**Adapt**  
(North East)

# Annual report

## 2010-11

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## Our aims

Adapt's primary aim is to improve the quality of life of both disabled and disadvantaged people in the North East.

Adapt works closely with partners in both the voluntary and statutory sector and supports working with and through partners to achieve its aims.

Adapt provides services on a needs led basis, and the company's activities are monitored by its voluntary Trustee board.



# Foreword by Pat Maginn

## Chair of Adapt Trustees



**2010-11 was another very successful year when Adapt continued to strengthen its existing services and develop new ones.**

Sadly we lost our patron Henry Straker, MBE, in this year. Henry had been a strong supporter of our values and was eager to help Adapt fundraise for its first accessible minibuses.

He had said of the transport scheme that “watching it grow and expand into such an enormous success within the community has been very rewarding”.

We launched a new dedicated Community Helpline in September 2010 to provide help and advice to anyone in need in the wider community, who can contact us via phone, text or email.

Following the closure of day centres in Northumberland, we set up a Day Club in Haltwhistle for people in the area who use personal budgets.

We held a trustees and staff development day in July 2010 where we got together to involve everyone in identifying what works well and what we need to be doing.

The year ended on a high, with a certificate presented to Adapt by the High Sheriff of Northumberland “in recognition of great and valuable services to the community (and) the appreciation of the residents and people of the county for activity and contribution in enhancing the life of the community”.

I hope you enjoy this review of the last year and look forward with me and the rest of the Adapt team to more success in 2011-12.



# Review of 2010-11

## By Liz Prudhoe, General Manager

Adapt first launched as community group Action by Differently Abled People in Tynedale back in 1991. Our 20th year has seen us lobbying the Government over cuts to disability benefits, launching a new Community Helpline, setting up new day clubs following the closure of day centres, helping more than 50 unemployed people find work with vehicle loans and providing transport for young people so they could access their nearest leisure centre.

## Community Helpline

**We launched a new dedicated Community Helpline in September 2010 to provide help and advice to anyone in need in the wider community, who can contact us via phone, text or email.**

With access to skilled partners in Northumberland Disability and Deaf Network, we have been able to either directly help people experiencing problems with a range of issues or signpost suitable support agencies.

One of the service users we helped said: *"I wish to thank the Adapt staff for their invaluable help - I have received sound, professional advice throughout. I would not have managed otherwise."*

**COMMUNITY HELPLINE** Adapt North East

**Do you need help or advice? Why not try Adapt's Community Helpline?**

Our staff are here to support you with any problems you may have, are experienced in working across communities and will work with you to find a solution.

You can contact us by phone, text or email:

**Phone or text: 07891 194 422**  
**Email: info@adapt-tyndale.org.uk**

Adapt North East operates the Community Helpline and has access to skilled partners in Northumberland Disability and Deaf Network during office hours, Monday to Friday 9am-5pm. Calls and texts are charged at your normal network rate. For more information see our website at [www.adapt-ne.org.uk](http://www.adapt-ne.org.uk)

Adapt North East is a User Led Organisation Working with and for Disabled People.

Adapt North East, Ratched House, Haugh Lane Industrial Estate, Widdow, NE44 9RZ.  
Registered Charity Number: 1072632

# Haltwhistle Day Club

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**Following the closure of day centres in Northumberland, we set up a Day Club in Haltwhistle for people in the area who use personal budgets.**

The club runs from 9.30am to 2pm every Monday and Wednesday and attendees take part in arts and crafts activities, games and trips out, as well having lunch together in a relaxed social setting.

Here are some comments from our Day Club users:



*"I enjoy the company at the Day Club; it's nice and makes a difference to my week. I wouldn't have as much social contact if I didn't attend the Day Club."*

**Maria Benson**



*"I enjoy the friendliness and happiness of the Day Club and look forward to attending it every week."*

**Jonny Evans**



*"The Day Club is a great place."* **Sam Blackburn**

*"I enjoy getting out."*  
**Mavis Leyton**

# Individual Support Service

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**The Individual Support Service continues to provide ad-hoc support for people to access services in the community.**

Examples include visiting the hairdresser, library, leisure centre and for shopping trips. The service has been well used and is appreciated, as user Jon Burt testifies: "The support given by Adapt to me and my family has been incalculable."

# Northumberland Disability and Deaf Network

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**The Northumberland Disability and Deaf Network, launched by Adapt last year, carried out a major consultation in 2011 on the Government's changes to disability benefits.**

More than 100 people attended public meetings held in Alnwick, Blyth, Cramlington and Hexham in February to inform people who are deaf or with other disabilities about the proposed changes to Disability Living Allowance (DLA) and ask for their views.

Our response to the DLA consultation document, submitted to the Department of Work and Pensions, gained media coverage with an article in The Journal.

Further Government lobbying followed a meeting between Northumberland Disability and Deaf Network and Hexham MP Guy Opperman in March.

The MP heard concerns raised by members including planned cuts in the DLA, the length of the DLA claim form at 40 pages and regular assessments of claimants with long term disabilities. He agreed to take the concerns to Maria Miller, Minister for Disabled People.



Guy Opperman MP took our users' concerns to the Minister for Disabled People

## Bluebird Training

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**We activated our trading arm Bluebird Training during 2010-11 and have already delivered training for the Driver Certificate of Professional Competence (CPC) accreditation to 400 Northumberland County Council employees, generating £30,000 of income.**

## NVQ Training

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**A £75,000 grant from the Coalfields Regeneration Trust enabled Adapt to launch the Drive Ahead for Skills programme, delivering Road Passenger Vehicle Driving NVQ Level 2 training for both unemployed volunteers and employed staff working for community transport operators across the region.**

We are working in partnership with fellow community transport operators Communicare, Watbus, Contact and Connect and during 2010-11 there were 50 people who completed the training.

The qualification can open up opportunities in the passenger transport industry, which suffers from both a skills shortage and issues with employee recruitment and retention.

## Adapt selected for Rural Social Enterprise Programme

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**Adapt was chosen in September 2010 as one of eight community transport organisations for the Rural Social Enterprise Programme, which funds officer resources to enable the development of the income stream from public service contracts.**

The Community Transport Association's objectives include demonstrating to the wider rural community transport network that the social enterprise model is both viable and achievable and to service commissioners that the RCT network is a viable long term delivery mechanism for a wide range of social, health, education and other transport services.

## Green Light to Work

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**Green Light to Work is a superb scheme, which offers the affordable loan of a car or scooter to people living in Northumberland who have the offer of a job but cannot access it due to the lack of suitable public or private transport.**

It is funded by the Department of Communities and Local Government via Northumberland County Council's Working Neighbourhoods Fund and was launched by Adapt in December 2009.

During 2010-11 Green Light to Work helped 57 men and women access jobs across Northumberland, with 36 loaned a car and 21 loaned a scooter. For more information on the scheme visit [www.greenlighttowork.org](http://www.greenlighttowork.org)

## Safer Driving for Life

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**Northumberland Safer Roads Partnership provided funding for Safer Driving for Life courses across Northumberland. One hundred people undertook the classroom and practical training.**

## Northumberland LINK

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**Adapt provided the host role for Northumberland Local Involvement Network (LINK), which gives people the opportunity to have their say on health and social care services in Northumberland.**

During 2010-11 Northumberland LINK held more than 30 meetings across the county, made 19 requests for information, responded to six consultations and made 25 reports and/or recommendations. Membership increased, with the number of people now involved more than 450.

## Dial-a-Rides

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**Young people living in Seaton Valley now have access to Blyth Sports Centre, following the launch of a weekly bus service every Tuesday night.**

There is no alternative service offered by public transport providers.

## Other services

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### CRB checks

We completed over 300 CRB checks during the year for both volunteers and employees. The service was used by numerous organisations, the majority in the Northumberland area including voluntary sector organisations, schools, residential homes and churches.

### Wheelchair loan scheme

Adapt has been able to help more than 20 people this year who needed the short term loan of a standard wheelchair – either for an older member of the family or a friend who was staying to help them get about – or for themselves after suffering a broken limb.

### Payroll for direct payments

Our Direct Payments service continued to support people with personal budgets, enabling them to have more control over their own care package. It helps by calculating wages for carers and taking care of PAYE, National Insurance and end of year returns.

## Future plans: 2011-12 and beyond

Adapt is continuing to build on the work it is undertaking and is committed to working in partnership to achieve its aims. Areas Adapt is committed to delivering and developing are:

### Dial-a-Rides

We plan to launch a new weekly Young People's Dial-a-Ride service in the Haydon Bridge area, following the success of the Seaton Valley service which started last year.

### Green Light to Work

During 2010-11 Green Light to Work helped 57 men and women access jobs across Northumberland, and we aim to continue the vehicle loan service over the next year.

### Bluebird Training

Adapt will continue to promote and develop its trading arm, Bluebird Training. The impending deadlines for all drivers of passenger and freight vehicles over 3.5 tonnes to achieve their Driver Certificate of Professional Competence (CPC) accreditation provides an excellent opportunity.

We will be promoting the CPC training service, which 400 Northumberland County Council staff have already used, to both the public and private sector and aim to increase income generated.



Ben Cantwell, who lived in an isolated hamlet near Slaley, secured an apprenticeship in print finishing after an essential car loan which enabled him to travel to work in Hexham

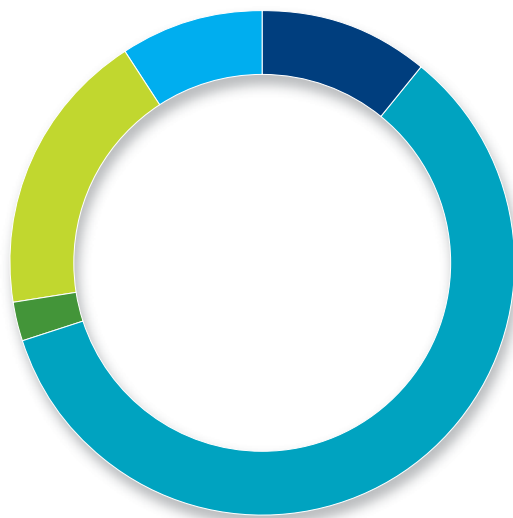
# Accounts

**Now in our 20th anniversary year, Adapt continues to enjoy good financial health in challenging times for the Third Sector.**

Our reserves policy in previous years has ensured we are in a stable financial position, allowing us to plan for the future.

## Income

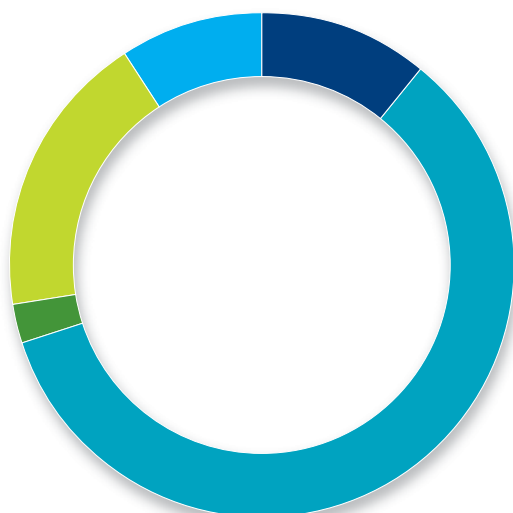
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- Core Activities: £91,458
  - Transport: £488,918
  - Training: £22,134
  - LINK: £150,000
  - NVQ provision: £75,700
- Total income: £828,210**

## Expenditure

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- Core: £144,786
  - Transport: £419,436
  - Training: £24,294
  - LINK: £138,775
  - NVQ provision: £87,811
- Total expenditure: £815,102**

We are delighted to once again achieve a surplus on core activities in the year, despite the difficult economic environment, continuing a long term trend. This will enable us to sustain existing services and hopefully develop new services. A full copy of accounts is available on request.

## Financial history



Financial year end	Income	Expenditure
2010	£642,831	£617,964
2009	£563,194	£548,395
2008	£433,721	£399,756
2007	£390,988	£384,811
2006	£394,697	£395,468
2005	£421,271	£375,827

## List of Trustees

Pat Maginn (Chair)  
 Lorraine Hershon  
 George Clarke (Treasurer)  
 Maureen Etton  
 Rosemary Theobalds (Honorary Secretary)  
 Richard Lee  
 Margaret Makin  
 Annie Bishop  
 Anita Stevenson  
 Liz Prudhoe (Company Secretary)



## **Adapt (North East)**

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**Website: [www.adapt-ne.org.uk](http://www.adapt-ne.org.uk)**

**Community Helpline: 07891 194 422**

Registered Charity Number 1072632

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