



Impact Report 1st April 2021 – 31st March 2022

Hambleton Community Action offers a range of services focused on enabling and encouraging participation, whether social, economic or within the community.



The following pages provide more information about what was achieved during the year April 2021 –2022.

1. Reducing Transport & Access Challenges

- **Wheels 2 Work moped loan scheme**

The moped loan scheme helps people get to work, apprenticeships or training where no other form of transport is available, in the Hambleton, Richmondshire & Harrogate districts.

- 29 bikes were leased during the year, of those, 24 were loaned to young people aged 16-18-years.



“If I had not found Wheels 2 Work, I would have had to give up my education and work full time, to be able to fund my own moped, which I really need to be able to get to work, to help support my family financially.”



• Community Car Scheme & Shopping

This scheme provides transport for people who are unable to access public transport. Volunteer drivers provide transport using their own vehicles.

Shopping services can be assisted or shop & drop.

- *3645 car journeys were completed. A massive increase on the 1094 car journeys completed the previous year.*
- *660 shopping trips*

• Rural Transport & Access Partnership (RTAP)

This partnership is a steering group, led by HCA which aims to develop improved access to services and better local transport provision. HCA also hosts a monthly HARBUS bus user forum.

- *4 on-line RTAP meetings were held in June, September, December & March focusing on transport and access issues impacting our communities.*

2. Building Confidence and Social Connections



- **Carers Respite Sitting / Home Visiting / Telephone Friending**

- The **carers respite scheme** supports carers by offering them the opportunity for a short break from their caring duties.



- Last year, 27 volunteers provided 478 visits resulting in 793 hours of respite care.
- 100% of the families we asked said that having a respite sitter helps them to feel less isolated and reduces their stress.
- **Home visiting / telephone friending** provides one-to-one social support in person or over the phone.
 - 28 telephone befrienders & 27 home visiting volunteers

Support and Social Groups

- Northallerton Women's Group
- There are between 8-25 attendees at the Thursday morning group & 2-4 attendees at the Wednesday evening session.
- The Private Facebook group continues to grow.
- Attendees say their mental health and wellbeing would deteriorate if they did not have the group to go to.

“I enjoy supporting the younger ladies and helping them to see that things can get better. That gives me confidence.”

- Monthly Social Mornings / Afternoons

- Sessions held at Rivendale and Abbeyfield enable people to connect with others and try new activities.



“I enjoyed the activities, they helped engage my mind.”



• Bereavement Friendship Group: The Tuesday Club

- The group welcomes people who have lost their life partner. The group meet monthly to organise social events with 8-10 people regularly attending the social events arranged.

“Other friends are good and remain supportive but do not understand what I have been through as they still have their partners. The group understands and therefore it does not need talking about they just know what you have been through.”

“It is not a support group, it is a social group, friends, who have all been through the same thing. We do not really talk about our own losses unless it comes up e.g., an anniversary. It is just friends who get together to meet socially and understand what each other has been through.”

• Human Guide Dogs

- A sighted guiding service provided by specially trained volunteers who can escort Visually Impaired People. Ruth & Liz are now qualified trainers.
- 1 volunteer is already putting what they have learnt into practice.



3. Support for Volunteers, and for Organisations that Support Volunteers



Supported Volunteering schemes allow people for whom volunteering presents extra challenges to help out in the community whilst increasing confidence and employability through training and other support.



- **Stepping Stones**

Helps people who are unemployed or in receipt of benefits to access local volunteering, training and employment.

20+ referrals received September 2021 – March 2022

- **Busy Buddies**

Supports people with additional support needs on a one-to-one basis or in a group situation, until they are confident to volunteer by themselves.



• Volunteering with HCA

- 160+ volunteers volunteering for the HCA projects
- Regular volunteer newsletters and 'catch ups' offered
- Regular & varied training provided
- Volunteer social events offered
- 55 new volunteers joined us from April 21- March 22

"I really enjoy my time volunteering; it gets me out of the house and meeting different people. I would be bored out of my skull if I did not do my volunteering."



• Support for Organisations that Support Volunteers

- Regular e-mail newsletters to local contacts & organisations
- Regular sharing of organisations news and activities on social media
- The Community Accounting service offers Independent Examination of Accounts and Payroll Services

Other activities during 2021-22



- **Covid 19 Support** - Hambleton Community Action continued as the Covid-19 Community Support Organisation for Northallerton, Bedale and the surrounding villages, matching up client requests for help and support with people who could give assistance. Referrals were received from NYCC, other agencies and direct from clients.
- **Promotion & Marketing** of the charity at local events, fairs and through fundraising activities.
- **Staff** continued to work a blend of working from home and in the office.



New developments for April 2022 onwards



- **Town Ambassadors** who provide a warm welcome to visitors in Northallerton.
- **By Your Side** - a new project supporting people with welfare and healthcare related challenges – form-filling, accompanied appointments etc.
- **New bereavement friendship groups** following on from the success of the groups already launched.
- Further four years of Lottery Funding for our **Let's Get Connected** project

The team:

At the coalface:

160+

volunteers currently
supported by:

- 16 staff
(mainly part-time)
- 5 trustees



Staff:

Alison Wragg – Business Development Officer

Amelia Ramsey - Cleaner

Angela Heys – Impacts Officer

Becca Briggs – Volunteering Support Officer

Cathy Cutler - Compass eHub Administrator

Claire Barnbrook – Car and Shopping Schemes Co-ordinator /Bedale Connections Project Officer

Erica Partington – Finance Officer

Hilary Rees – Groups Project Officer

Isabella Clark – Social Media Assistant

Kathryn Watts – Office Administrator

Libby Hawley - Car and Shopping Schemes Assistant

Lizzie Clapham – Volunteering Development Officer

Liz Lockey – Chief Officer

Paula Haigh – By Your Side Project Officer

Ruth Barker – Connections Team Project Co-ordinator

Tom Miller – Wheels2Work Co-ordinator

And finally...

Most of our services are delivered through our wonderful volunteers and we'd like to thank them plus everyone else involved in the work of Hambleton Community Action, including our funders and supporters of the charity.

We could not do it without you!



thank you