



# Impact Report 1<sup>st</sup> April 2022 – 31<sup>st</sup> March 2023

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 2022 –2023.

# 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.

- *34 riders were helped during the year with the lease of a moped.*



*“I would have been lost without my moped. It has helped me to keep working. Without it I would have lost my job and then my home”*



# 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.

- *5498 car journeys were completed, an increase of 1853 on the previous year.*
- *748 shopping trips were completed, an increase of 88 on the previous year.*

*“It was my first time using your car scheme service and the driver was helpful, polite and went above and beyond to help.”*



# 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 regular HARBUS bus user forum.

- *4 RTAP meetings were held in June, October, 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, 33 volunteers provided 803 visits resulting in 1384 hours of respite care. This was an increase of 325 visits on the previous year and an extra 591 hours.*

**Home visiting / telephone friending** provides one-to-one social support in person or over the phone.

- *23 telephone befrienders & 30 home visiting volunteers provided support.*

*“Having a respite sitter has helped improve my relationship with my wife and has helped us to feel less isolated.”*



# Support and Social Groups

## Women's Groups

- The 2 groups in Northallerton continued to be well attended averaging 11-15 attendees at the Thursday morning group & 4-6 attendees at the Wednesday evening sessions. The Northallerton Womens Facebook group continues to grow.
- A new weekly Women's Group in Bedale held on Wednesday afternoons started in Spring 2023.

*“This group was my main source of support when I had breast cancer. When it was tough, I knew I could just come to group, and they all rallied and lifted my spirits and helped me out. They were there for me at my lowest.”*

## Monthly Social Mornings / Afternoons

- 12 monthly 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 Groups:

- The Way Forward bereavement friendship group welcomes people who have lost their life partner. Following on from the success of the established group, a new group was formed who meet in Barkers 1<sup>st</sup> floor cafe on the 1<sup>st</sup> Thursday of the month.

# Suicide Friendship Group (now named Small Steps)

- The group meet monthly and welcome people who have been affected by suicide.

**By Your Side** - 40+ referrals since June 2022 to this new project supporting people with welfare and healthcare related challenges which includes form-filling, accompanying appointments and proving general support.



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



## Supported Volunteering

We believe that anyone who wishes to volunteer should be given the opportunity to get involved.

**Stepping Stones** provides help for people who are unemployed, in receipt of benefits or working part time. 23 referrals were received.



**Busy Buddies** are a team of volunteers promoting friendship, health and well-being in the community. They host a monthly coffee afternoon in Richmond Town Hall which takes place on the 1<sup>st</sup> Wednesday of every month, those attending can enjoy chatting with others, crafts, games and more.

They have also successfully organised 3 community fairs and have developed a friendship group that meets on the 2<sup>nd</sup> and 4<sup>th</sup> Wednesday of each month in Morro Lounge in Richmond.





# Volunteering with HCA

- 160+ volunteers actively volunteering for the HCA projects
- 45 new volunteers joined us from April 2022- March 2023
- 6 volunteer newsletters sent bimonthly
- 4 scheme meetings offered
- 11 regular & varied training opportunities provided
- 6 volunteer social events offered

• *“Volunteering is as rewarding for the volunteer as it is for the recipient”*

# Support for Organisations that Support Volunteers

- Regular e-mail newsletter 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

# Town Ambassadors

Our volunteers provided a warm welcome to 1600+ coach visitors in Northallerton on 46 coaches, completing over 150 hours of volunteering. During the year they also helped at events and celebrations in Northallerton.





# Other activities during 2022-23



- A new memorial bench was unveiled and presented by Hambleton Community Action in August 2022 installed in the Applegarth Community Garden in memory of HCA trustee June Darrah MBE.
- Our new training/meeting room facility on the 1<sup>st</sup> floor above our existing office space was opened in February 2023.



- We started the introduction and development of the Compass E-Hub online directory which will be an accessible mechanism for people to access information regarding support services and opportunities available across Hambleton and Richmondshire. Our Compass e-hub administrator role is being funded through the NHS Community Mental Health Transformation programme.
- We continue with the promotion & marketing of the charity attending local fairs and fundraising events. We actively share our news and activities on social media.

# New developments for April 2023 onwards



**UpFront** is the new Hambleton Community Action community space. The doors were officially opened on 1<sup>st</sup> June 2023 at the start of volunteer's week, with a volunteer's fair which was run by Busy Buddies and was a great success.

It is hoped the community space will evolve with the needs and desires of the community. Footfall is increasing steadily each month and included a visit from the Prime Minister in August. Our range of groups and activities increases on a monthly basis, and we are looking forward to opening our new 'Pantry & Produce' social supermarket soon.

**North Yorkshire Supported Development** is a project helping organisations support volunteers of all abilities and create a network that they can utilise to make volunteering accessible and exclusive to all.



**Let's Get Connected** – as a result of continuation Lottery funding we will continue to expand more services to Bedale and explore new things e.g. new friendship and support groups, day trips and excursions.

# The current team:

## At the coalface:

Currently have 175+ active volunteers supported by:

- 18 staff  
(mainly part-time)
- 6 trustees



### Staff:

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Alison Wragg – Business Development Officer

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Amelia Ramsey - Cleaner

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Angela Heys – Impacts Officer

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Becca Briggs – Volunteering Support Officer

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Cathy Cutler - Compass eHub Administrator

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

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Daisy Ellis -Supported Volunteer Development Officer

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Erica Partington – Finance Officer

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Hetty Nanor - Community Volunteer Project Officer

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Hilary Rees – Groups Project Officer

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Kathryn Watts – Office Administrator

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Libby Hawley - Car and Shopping Schemes Assistant

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Lizzie Clapham – Volunteering Development Officer

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Liz Lockey – Chief Officer

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Paula Haigh – By Your Side Project Officer

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Pamela Nutbrown – UpFront Co-ordinator

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Ruth Barker – Connections Team Project Co-ordinator

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Tom Miller – Wheels2Work Co-ordinator

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# 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*