



Impact Report 1st April 2023 – 31st March 2024

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 a summary of the main achievements during the year April 2023 – March 2024.

UpFront Community Space

This new facility opened in June 2023 has been welcomed by locals and visitors alike, bringing our services to people who would not otherwise know about us, providing a safe, warm, welcoming space, friendly atmosphere, daily activities, digital support and food. We also provide craft sessions, a jigsaw and book exchange, chess club, creative writing class, and English conversation sessions. The space has also created opportunities to hire out rooms and we have teamed up with North Yorkshire Adult Learning and Skills to also offer a range of courses.

- *6224 visits hosted by UpFront.*
- *Our volunteers in UpFront completed 456 volunteer shifts amounting to 1343 volunteer hours.*



Pantry & Produce

- Our Social Supermarket “Pantry and Produce” opened December 2023 within our UpFront facility. It differs from a foodbank as it is neither means-tested nor dependent on referral. It operates on a membership basis and enables members to choose the contents of their shopping basket and pay towards their purchases.
- In addition, we run recipe swaps and cookery demonstrations with tastings to help people learn to cook from scratch. We also redistribute goods for free that are close to their best-before date, aiming to reduce food waste.
 - *Helped 92 different households between December 2023 to 31st March 2024, through the cost-of-living crisis, providing families with access to food, as well as personal hygiene and household goods.*
 - *Free food donated by local supermarkets was accessed by people on 846 occasions.*
 - *Free period products available*

“There have been many times I’ve struggled financially, and the pantry has been a lifesaver. Through dietary and other changes, the pantry has enabled me to continue to eat healthy. I really appreciate that the Pantry is inclusive, and no judgement is made about people’s situations.”



“Has helped me so much with financial difficulties which I had been experiencing. Since using the Panty I have managed to ‘keep my head above water’.



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.

- *30 riders were helped during the year with the lease of a moped*
- *We continued to upgrade our fleet with more reliable Honda mopeds, which are easier to obtain spare parts for*



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.

- *RTAP meetings focusing on transport and access issues impacting our communities were held in June 2023, September 2023 and January 2024.*





Community Car Scheme & Shopping

This scheme provides transport for people who are unable to access public transport. We have 44 volunteer drivers provide transport using their own vehicles. Shopping services can be assisted or shop & drop.



- *6349 car journeys were completed, an increase of 851 on the previous year.*
- *710 shopping trips were completed.*

“What a patient, helpful and friendly driver. Helped me out every step of the way.”

“She was a very good and careful driver. I felt very safe with her.”

“I really enjoyed being with her. Absolutely delighted with her and the service .”

Building Confidence and Social Connections

Carers Break / Home Visiting / Telephone Friending



The **carers break** supports carers by offering them the opportunity for a short break from their caring duties. We have delivered this service for well over a decade, as a delivery partner to the contract holder, Stokesley CCA. In October 2023 we took over as contract lead, after a formal retendering process by North Yorkshire Council.

- *Last year, 33 volunteers provided 799 visits resulting in 1491 hours of respite care. This was an increase of 107 hours on the previous year.*

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

- *There are 31 home visiting volunteers and 4 telephone friends providing support.*

Support and Social Groups

Women's Groups

- The two groups in Northallerton continued to be well attended averaging around 14 attendees at the Thursday morning group & usually around 8 attendees at the Wednesday evening sessions. The Northallerton Women's Facebook group continues to grow with over 400 in the FaceBook group.
- A new weekly Women's Group in Bedale held on Wednesday afternoons started in Spring 2023 and has been a huge success with an average of 14 attendees.

Monthly Social Mornings / Afternoons

- 12 monthly sessions held at Rivendale and Abbeyfield enable people to connect with others, have a cuppa and try new activities.
 - Activities during the year included decoupage, weaving, card making and flower arranging.



The Way Forward Bereavement Friendship Groups

- The Way Forward bereavement friendship groups welcomes people who have lost their life partner. Following on from the success of the established group, another group was formed who meet in Barkers 1st floor cafe on the first Thursday of the month and another group in Bedale meet on the third Thursday of the month.

Winding Road Group

- For relatives of a people who have recently moved into residential care. The group meet weekly in UpFront and offers an opportunity to share feelings and experiences.

By Your Side

- This project supporting people with welfare and healthcare related challenges which includes form-filling, accompanying appointments and proving general support.

During 2023/24, 78 households were helped.



Support for Volunteers, and for Organisations that Support Volunteers



We believe that the well-being benefits of volunteering should be accessible to everyone who wants to volunteer. As part of this ethos, we have two supported volunteering projects:

Stepping Stones continues to provide support to people developing their employability skills through volunteering, either with HCA, or through HCA. *The scheme supported 23 people during the year.*

Busy Buddies are a small team of 7 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 1st Wednesday of every month, those attending can enjoy chatting with others, crafts, games and more. They continue with their friendship group that meets on the 2nd and 4th Wednesday of each month in Morro Lounge in Richmond, where regulars to the coffee afternoon have also started to come along. Morro Lounge kindly provides a free drink on arrival.



Volunteering with HCA

- 200+ volunteers actively volunteering for the HCA projects.
- 55 new volunteers joined us from April 2023 - March 2024.
- Regular volunteer newsletters and email updates distributed.
- Regular & varied training opportunities provided, including dementia awareness training and food hygiene training in 2023.
- A variety of volunteer social events offered including bingo nights, a Christmas lunch, and a Coronation celebration picnic.



Support for Organisations that Support Volunteers

- We regularly share other 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 visitors on 154 coaches during the year. They greet and guide coach visitors who visit Northallerton on a Wednesday or Saturday, handing out maps and vouchers.

During the year our volunteers also helped at events and celebrations in Northallerton.



Other activities during 2023-24

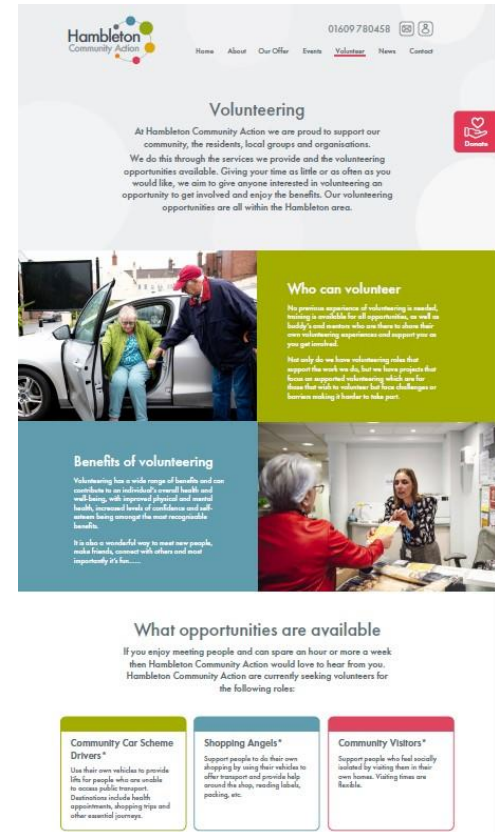


Rishi Sunak visiting
UpFront in August 2023

- 2023/24 is our first year as the Community Anchor Organisation (CAO) for Northallerton – part of a network of place-based organisations appointed by North Yorkshire Council to support community resilience.
- We continue to disseminate resources in the Northallerton parish area for older people in distress, on behalf of the Grace Gardner Trustees.
- Local Administrator for the Compass E-Hub online directory in Hambleton and Richmondshire - an accessible mechanism for people to access information regarding support services and opportunities available across Hambleton and Richmondshire.
- Local fairs and fundraising events including the Northallerton Dinosaur event in August 2023 and the Bedale Volunteers Fair in November 2023. We also have grown and improved relationships with businesses through our business development officer.
- We remain active in many local, regional and county-wide networks, partnerships and strategic steering groups. Hambleton Community Action also became part of the Local Care Partnership.
- 6 days out with asylum-seeker families to give them practice using buses

New developments for April 2024 onwards

- Develop our digital hub 'UpFront about Digital'
- Further develop and expand our 'By Your Side' project
- Further develop and expand Carers' Break
- Launch our new website in the first quarter of 2025
- Introduce our e-WAV wheelchair accessible vehicle to build flexibility into our community car scheme in December 2024
- Pilot three projects to deliver the Local Care Partnership's Health Inequalities project
- Working groups for Suicide Prevention and access to social support in Richmondshire as part of the Mental Health Forum
- Introduce other new projects for emerging needs and requests
- Counselling



New website
– coming soon

Current staff team:

At the coalface:

Currently have over 200 active volunteers supported by:

- 17 staff (mainly part-time)
- 7 trustees
- We would like to take a moment to remember our beloved staff member, Lizzie Clapham who passed away on 23rd November 2023. We miss her greatly.



Staff:

Alison Wragg – Business Development Officer

Angela Heys – Impacts Officer & Assistant Car Scheme Co-ordinator

Becca Briggs – Volunteering Support Officer

Cathy Cutler - Compass e-hub Administrator & UpFront Assistant

Claire Barnbrook – Car Scheme Co-ordinator & Bedale Connections Project Co-ordinator

Clare Cockerill – UpFront Assistant & Digital Project Officer

Erica Partington – Finance Officer

Giles Ranyell - Wheels 2 Work Co-ordinator

Hetty Nanor - Community Volunteering Project Officer

Hilary Rees – Counselling Co-Ordinator

Kate Hawthorne - Project Manager –Health Inequalities

Kathryn Watts – Administrator

Liz Lockey – Chief Officer

Nicola Hutchinson – By Your Side Project Officer

Pamela Nutbrown – UpFront Co-ordinator

Poppy Tweddell - Cleaner

Ruth Barker – Connections Project Co-ordinator

And finally...to our volunteers

Most of our services are delivered through our wonderful volunteers and we'd like to thank you for the amazing contribution you all make to our communities. We also thank 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