

# Harrogate & District Community Action

Impact Report 2022 - 2023



## Making a Difference

Supporting Communities, Charities and Volunteers  
to make the Harrogate District a great place to live and work



Promoting voluntary and community action in  
Harrogate, Ripon, Knaresborough, Masham  
Boroughbridge & Pateley Bridge

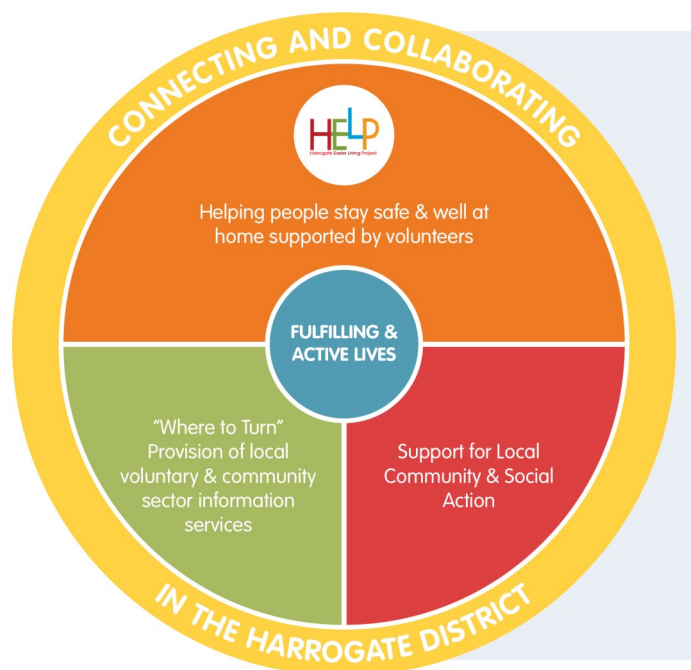


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*Names in our case studies have been changed.*

# H&DCA



## In 2022-2023 we:

- Supported 112 organisations to recruit volunteers for 293 different roles
- Connected 160 people at 13 network meetings
- Kept over 1,000 community contacts and local organisations informed and up to date with our weekly e-bulletins
- Linked people to over 800 services and activities supporting wellbeing through our Where To Turn Directory
- Enabled young people to give 200 volunteering hours to their community
- Co-ordinated 46 Community Fit Stars giving 265 hours to help out 15 local community organisations
- Carried out 2,000 hours of practical tasks to keep people safe and well at home
- Gave 3,328 hours of befriending support
- Made 6,778 journeys to help people get out and about
- Provided 1,185 hours of support at vaccination sessions
- Involved 139 volunteers giving 235 hours each week

We wouldn't be able to do what we do without the dedication and commitment of our volunteers. Thank you.



What do we want our local community to be like?

# H&DCA

## Harrogate and District Community Action

### Our Vision

People in the Harrogate District benefit from leading fulfilling and active lives and make a positive contribution to local community life

To achieve this we have the following mission:

### Our Mission

To support our communities, charities and volunteers to make the Harrogate District a great place in which to live and work



We do this in the following ways:

**Our values:**

- Integrity
- Professionalism
- Independence
- Equity
- Empowerment
- Participation & social justice
- Appropriate funding
- Collaborative working

## Our Overall Aims

- To help people take positive action to identify and meet the needs of their communities and enhance their own lives in doing so;
- To support communities, charities and volunteers across the Harrogate District by ensuring access to the best support and advice possible;
- To ensure that the role of charities and volunteers across the Harrogate District is recognised, and their contribution is valued and supported;
- To support the local voluntary and community sector to have a strong voice and effective influence on all decision makers in our area.



This report explains the work we have done to achieve these aims over the past year. We will review them in the year ahead to see if they are still the best way to support progress towards our vision.



# HADCA Chair Helen Bourner

Our function at Harrogate & District Community Action (HADCA) is all about supporting communities, charities and volunteers throughout the Harrogate District of North Yorkshire, and working with those partners to enable people to lead fulfilling and active lives and make a positive contribution to local community life. We have been doing this for over 35 years.

I have been in the role of Chair for 12 months now, and it has been a very challenging time for so many people living in our community; interest rates have continued to rise making it much more difficult for people to make ends meet, and the continued high cost of electricity and gas will make it harder for many to keep their homes warm this winter.

All this has led to a greater demand for help from charities. Whilst Harrogate district is thought by many to be a prosperous place to live, local charities working with those struggling to pay their rent, or pay their weekly food bills, are reporting greater than ever need for support.

And this at a time when fundraising has become much more challenging, as individuals and organisations think twice about whether they can afford to support charitable activities.

Our fundraising team has done a brilliant job in applying for grants and funds and we have had some real success thanks to them.



But local government reorganisation has had a major impact on us, as Harrogate Borough Council and North Yorkshire County Council were previously HADCA's major funders. The next 12 months are a key period for us as we adjust to our reduced income and revised remit.

Despite the uncertainties created by the changes in local government and what this means for future funding, our staff have continued to work as hard as ever this year. I would like to take this opportunity to thank them for all they do to support those in need of information and support.

And it is not just our staff who have a role in supporting those in need, our volunteers have played a key role this year and I would like to thank them all for their efforts, without which HADCA would not be able to reach, and help, as many people as it does.

I would also like to thank the Trustees for their ongoing commitment, and their interest and positive steer to ensure that we continue to deliver for the people of Harrogate and all its local communities.



# HADCA Chief Executive: Frances Elliot MBE

I am hugely proud of all of the work behind the numbers and stories in this report. Our team of staff and volunteers are amazing people who constantly go above and beyond for their community. Many have been with us for upwards of five or ten plus years and the team we have built is kind, resilient and completely committed to making a difference.

This is often shown in small ways that perhaps go unnoticed by everyone except the individual they are engaging with, and we are very grateful to them all. I would like to thank my colleague Karen Weaver in particular, whose experience, support and kindness I have been grateful to count on during the ups and downs of managing a charity in recent challenging times.

Often, people don't know where to start when they are faced with a new challenge. This could be a community group needing to attract new members or volunteers, share details about fundraising or solve a tricky problem. Or it could be an individual facing a life changing event, or noticing a gradual decline in their ability to do things they were able to before. Either way we offer a listening ear and are often "the last resort" that people turn to.

We support people individually through our HELP services and our Reception team and local groups via our community action team. We always explain who is best placed to contact about any particular issue through our information and signposting services on the phone, online and in person. We ensure people know they can come back to us as the friendly front door to our vibrant but complex local voluntary and community sector. Someone this past year described us as "the glue" locally; it is no accident that our community information directory was called "Where To Turn" so many years ago. That principle still applies and we aim to provide people with the support they need and to connect them in to what is available more widely when we can't help.

We have developed and delivered two fantastic projects in partnership with larger organisations this year. Both take a different approach to volunteering and involve working with a varied range of local groups, bringing a wider benefit to the local community in both Harrogate and Ripon. Whilst volunteers generously give their time for free, managing volunteers safely and using their skills and time to best effect needs to be properly resourced.



We sincerely hope that these successful initiatives will be able to continue and grow if we can secure further funding for them on an ongoing basis.

We were able to finish the year with a surplus due to a wonderful and very unusual legacy, without which we would have ended in deficit. Whilst our financial position in these accounts looks strong, we were hit hard by the high energy costs last winter, since we run a large community building. We tried to shield our tenants from some of that hugely increased cost, to enable them to get on and do their own vital work.

Our income for the year 22/23 belies the harsh reality for us and for other charities in 23/24, as well as for people managing their household incomes. Our income is not keeping up with increasing costs at a time when there is more competition for grants and the public have less disposable income to donate to charities.

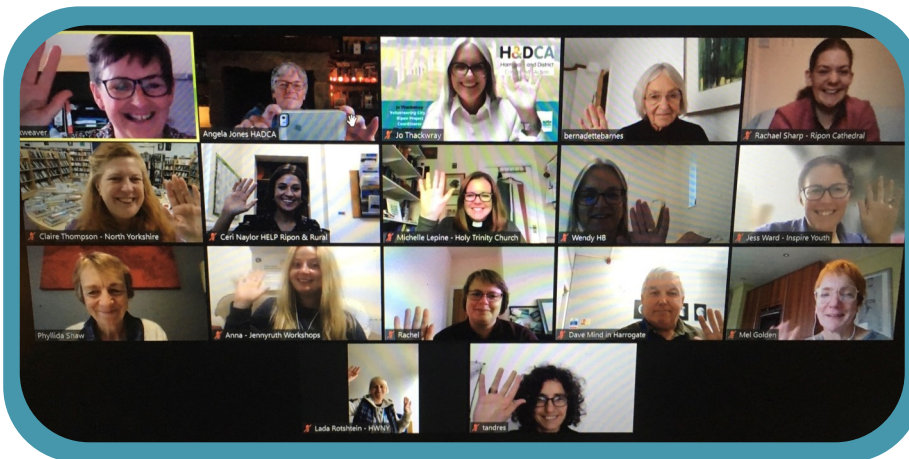
Whilst we have benefitted from funding from both Harrogate Borough Council and North Yorkshire County Council for many years to help deliver their priorities for our local communities, the loss of a district identity resulting from local government reorganisation affects both our funding and our perceived remit. This means we need to scale back the organisation soon, in order to regroup and regrow. We are undertaking work to address those challenges so people still know where to turn for local, friendly, accurate information and support for many years in the future. We hope to count on your support whilst we go through that process and face the challenges of the economic climate together.

# Support for Local Community and Social Action

HADCA supports local voluntary organisations and community groups to strengthen their organisations by being better informed, increasing skills and being more aware of emerging local needs and priorities. We provide opportunities to network, work in partnership, to be involved and to influence local decision making. Connecting and collaborating underpins all our work.

*'Connecting Ripon meetings are the best community meetings for sharing information, partnership opportunities, volunteer support and outcomes for local communities.'*

*'Very useful meetings which result in positive activities for people in Ripon.'*



Through the Connecting Ripon Network we are now working with partners The National Trust and Nidderdale AONB on our 'Volunteering City of Ripon' project.

*'Joining HADCA has helped us move forward. Network meetings have helped us get to know and engage with local groups who can support or enrich our work in various ways.'*

*'HADCA supports everyone in the community. They are inclusive, diverse and passionate about everyone having the best opportunities and tools at their disposal to live a fulfilling life. We saw the need for HADCA over the Covid period - they have helped keep us all in touch and supporting each other through difficult times. The cost of living crisis is going to have an equally long impact.'*

**We connected 160 people working in Harrogate district at 13 network meetings.**

**Connecting Ripon** is a thriving partnership group. This year the network grew to **131 members, representing 73 organisations**. Voluntary, community and faith sector organisations work together to strengthen volunteering and community connections in Ripon and the surrounding area.

**Harrogate District VCS Chief Officers and Chairs Group** is a network of **82 decision makers** sharing news and opportunities for partnership working. During challenging times, meetings are a safe space to share concerns and ideas. Citizens Advice and other members give updates on the impact of cost of living locally and the support available.

*'I value the opportunity to find out if there are ways we can work together to support one another.'*

*'Good well run meetings, well worth attending, great connections made.'*



# Support for local community and social action



HADCA celebrates and champions volunteering. Local opportunities and the benefits of volunteering are promoted through the HADCA Volunteering Directory, social media, the local media, promotional postcards, booklets of opportunities, partnerships with local organisations and at local community events.

**We supported 112 organisations to recruit volunteers for 293 different roles.**

Our Volunteering Network newsletter kept **720 local volunteer organisers** up to date with resources to recruit, involve and support volunteers effectively.

*'You are an important part of the glue that holds our community together.'*

*'HADCA gives organisations a voice and I think that that is really important. It also allows for local information and opportunities to be shared.'*

HADCA seeks to be involved in and influence local decision making, working closely with partners from all sectors to ensure a thriving voluntary and community sector, contributing to local partnership initiatives as opportunities and new needs arise.



We also use our networks to feed information through to regional and national partners such as our national association and the Voluntary and Community Sector Emergencies Partnership (VCSEP), and disseminate useful updates from these and other relevant organisations.

*'I cannot see a time when HADCA services will not be needed. I value the moral support. There is always someone to chat to if you have a problem.'*

Harrogate Community House offers a hub for local charitable organisations to work and meet.

*'On behalf of all the Group, thank you for looking after us so well. It is our home when we are there and that is so important to us.'*



Our reception team meet and greet a wide range of visitors and callers with a warm welcome and helpful information and signposting to sources of support. The Information Centre holds literature on local activities and services.

The 25th anniversary of Community House was celebrated in May 2022 and, later in the year, local radio station 'Your Harrogate' interviewed several of our charity tenants as part of an outside broadcast. Both events provided the opportunity for our charity tenants to share information on their varied and vital activities and services.

*'Each charity tenant had an inspiring tale to tell about what they do and it was fascinating to see the parallels between them. It is clearly such a valuable thing for them all to be part of the community at Community House.'*

# Volunteering City of Ripon



It has been a busy and exciting year for our Volunteering City of Ripon project, part of the ambitious 5 year Heritage Lottery funded Skell Valley Partnership (led by the National Trust and the Nidderdale AONB).

We've been working with volunteer - involving organisations to foster a shared approach to recruiting, training, managing and supporting volunteers which will help them be more impactful, sustainable and inclusive. Early feedback identified particular challenges around the ageing profile of existing volunteers and a desire to focus on attracting more young people to become involved.



Interactive resources for local schools and youth groups have been developed in partnership with Picture News. These open the conversation about volunteering, the benefits to the young person and their community, with the option to complete the 'The Power of 10' challenge.

200 volunteering hours given to their community by 20 young people completing 'The Power of 10' Challenge in 2022/23.

## Aidan's story

*'I found out about YMCA Youth when I was skating by the Youth workers. I'd started getting in a bit of trouble. I started going to stuff and became a young leader, then got my Power of 10 certificate. I helped at the YMCA Shop and really enjoyed it. I now go every weekend and will get my Power of 20 soon. I'm talking to Jayne about doing a Prince's Trust certificate.'*



The project has secured access to free online training resources for local community organisations with the Charity Learning Consortium. This enables team members to access training at a time to suit them and training budgets can be allocated to other work. This work continues in 2023 and has supported over 80 learners to upskill. Workshops in local community venues have also focussed on recruiting young volunteers and safeguarding.

Forming a steering group from local community organisations and working closely with Ripon YMCA and Ripon library, strong links have also been built with local schools, Ripon Together CIC and Ripon BID. Together the aim is to recognise and celebrate the hours of community help provided by young people and inspire and encourage their ongoing involvement.

Our Community Helper Day brought together 12 community organisations and over 40 young people.



The popular scheme is now expanding with young people working towards their Power of 20, 50 and 100 Awards.

*'Harry has completed over 100 hours of volunteering. He now has a paid weekend role with us, which he is excelling in.'*



# Community Fit



Community Fit, our partnership initiative with North Yorkshire Sport, funded by the NHS, supported by Community First Yorkshire, launched in June 2022 and has gone from strength to strength.

Community Fit Members (known as FitStars) combine a run or walk with giving their time to help schools, charities, sports clubs, environmental and community projects with practical tasks, and also meet to improve public areas around Harrogate. Together with HELP, the team have also started working on 'Community Tasks' helping people with tasks in their homes and gardens which will improve their safety and wellbeing.

## Janet's story



*'I moved to Harrogate looking for new experiences and to meet people in my retirement. From litter picking to pond digging, we stay active while making a difference. I've found friends, making Harrogate feel like home. It's a fun, inclusive experience for all ages, and you don't need to be a pro runner. This group has created lots of opportunities I would never have considered. After we helped Artizan, I became a volunteer for them, which led me on a project to Peru, an incredible life-changing experience.'*

Whilst at Harrogate High School clearing an overgrown path behind the school, the team worked with staff to encourage parents to join in for some exercise and socialising. Many FitStars were not regular runners before joining and have seen their fitness levels increase and their confidence grow, with some now attending parkrun or running on their own through the week.



## Community Fit 2022 - 2023

Our FitStars helped 15 different organisations - charities, schools and community groups



We gave 265 hours of help in the community

Our participants had the opportunity to help out in 38 different sessions



Collectively we ran or walked 681 miles

46 different people took part in at least one session



Our FitStars have seen improvements to their health & wellbeing

*"Your group were all amazing and it was a total pleasure to work with them"*

# 'Where To Turn' local voluntary and community sector information services

We provide a wide range of information including funding, networking and learning opportunities. We promote voluntary sector services, events, news, charity jobs and volunteering opportunities via our weekly e-bulletin, website and extensive networks. Anyone is able to subscribe and add community news for free.

The HADCA weekly e-bulletin kept over 1,000 local community contacts up to date.

*'Please continue your brilliant bulletins. The deadline reminders and new sources of funding are invaluable. We have raised so much through reading them and applying for grants available.'*

*'The Bulletin is excellent, alerting me to a lot of information in one place that I don't have time to go looking for or wouldn't know to look for.'*

We shared information on community food provision; energy and general cost of living support; local community venues offering activities and 'warm and welcoming spaces'.

*'In the mass of bulletins, yours is the one I always make time to read as it's always the most relevant and informative. It saves us so much time.'*

The HADCA website brought together information about warm spaces from across the district. In the run up to Christmas, we shared various ways to support local charities and each other during the festive season.

*'Where To Turn and the bulletins keep me up to date with opportunities for carers to get support.'*



*'HADCA is simply the best resource! Information gets to people that those in need turn to for help'.*



Our online Directories remain the at the heart of what we do, as the first port of call for people looking to get involved.

Our Volunteering Directory helps people find local roles to match their interests, availability, location and needs. We have booklets too for people who are not online or prefer to browse this way.

We promoted 353 events, 188 charity jobs and 850 services & community activities supporting good health and wellbeing through our website and networks.



*'Your service is such a valuable gateway to volunteering.'*

*'I was thrilled to be able to recruit such suitable volunteers through your Directory.'*

## Where To Turn information services



*'Through advertising volunteer roles in the HADCA Directory we recruited three volunteers, two as befrienders and one as a trustee. They are all a good fit with our organisation, share our values and are beginning to contribute very positively.'*

Our free online Introduction Sessions help connect new colleagues from statutory and voluntary organisations, as well as local residents and businesses. Health and social care professionals became more aware of local voluntary sector services and how to make referrals. **47 people participated in 5 sessions.**

*'Many thanks once more for all your help - it's great to know you are there. You are a walking encyclopaedia!'*

*'I very much appreciate your full response which should provide my friend with the reassurance she needs to take that first important step towards what could be a happier and more fulfilling life.'*

We were pleased to see the full return of local community events this year and attended several across the district to increase awareness of the information, support, learning and volunteering opportunities available. These included Sights and Sounds of Ripon, Bilton and Woodfield Community Day and Volunteering Week at Harrogate College.

*'HADCA is a fantastic support for voluntary agencies and their volunteers. Having a central place to ask for information is essential.'*

Over 19,000 website page views per month.

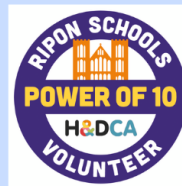
We are active on social media promoting community action every day. We also have strong links with the local media, contributing two monthly columns to highlight the work of charities and volunteers in the local press.

*'HADCA do an excellent job of promoting the work of local charities and volunteers. We'd highly recommend signing up for their newsletters too.'*

**H&DCA** 2022-23  
Harrogate and District  
Community Action



**112 ORGANISATIONS**  
supported to recruit  
volunteers for 293 different  
volunteering roles



**200 VOLUNTEERING  
HOURS GIVEN BY 20  
YOUNG PEOPLE**  
completing 'The Power of  
10' Challenge



**160 PEOPLE  
CONNECTED AT 13  
NETWORK MEETINGS**  
becoming more aware of  
local needs and services



**£78,176 FUNDING**  
distributed to local projects  
through The Local Fund  
partnership



**1,050 COMMUNITY  
CONTACTS**  
kept informed of  
opportunities by weekly  
bulletins

[WWW.HADCA.ORG.UK](http://WWW.HADCA.ORG.UK)

# Support for local community fundraising

It is part of our role to ensure that the Harrogate District voluntary and community sector is resilient and well prepared, and we continued our partnership to provide THE LOCAL FUND for the Harrogate District.

**This year £78,176 was awarded to 30 community projects across Harrogate district.**

The value of the fund endowment (held by Two Ridings Community Foundation) has continued to grow, enabling two application rounds to be held this year. Five first time applicants were successful, emphasising the importance of the fund as a starting point for groups needing to fundraise.

The annual celebration event at the West Park Hotel was attended by fund partners, donors, recipients, the Mayor and local media.

*'Grants have assisted in the recovery from Covid, and the impact of increases in the cost of living. The fund will remain for the long term, supporting local grass roots community action across the district and with local people involved in decisions about the awards.'*



In partnership, we also promote THE LOCAL LOTTO for the Harrogate District. Over 900 players support 118 local good causes.

**Since 2018 THE LOCAL LOTTO has raised over £260,000 for local good causes.**

*'It's great for our small charity to be a part of THE LOCAL LOTTO. Buying tickets supports local causes, run by local people for the benefit of local people – it just makes you feel good.'*

## H&DCA Harrogate and District Community Action



**293 volunteering roles**  
shared in our directory

**850 community activities**  
supporting health and wellbeing  
listed in our Where To Turn Directory



**1,050 community contacts**  
kept informed of opportunities  
by our weekly bulletins

**160 people connected**  
at 13 network meetings  
becoming more aware of  
local needs and services



## How we Help & Connect charities, volunteers and people in our Harrogate District communities in 22-23



**265 volunteer hours**  
given by 46 Community Fit  
volunteers (who also ran  
681 miles!)

**6,778 car journeys**  
carried out by 77 volunteer  
drivers to help people get  
out and about



**£78,176 funding**  
distributed to local projects  
through THE LOCAL FUND  
partnership

**139 volunteers**  
gave 235 hours per week to  
help local people stay safe  
and well at home



**200 volunteering hours**  
given by 20 young people  
completing 'The Power of 10'  
challenge

**Nearly 2,000 hours of practical support**  
to enable people's  
continued independence



**77 volunteers**  
helped at the Harrogate  
vaccination centre giving  
1,185 hours

**119 isolated people**  
benefited from support  
provided by our Befriending  
service including our  
Friendship Club



## HELP Harrogate Easier Living Project

# Helping people to stay safe & well at home supported by volunteers



## Harrogate Easier Living Project (HELP) & HELP Ripon & Rural

HELP supports independent living across the Harrogate district, providing volunteer led services to ensure that everyone who wishes to remain in their own home, irrespective of their age or health, is enabled to do so. Our support helps people stay connected with their communities and enjoy the independence that living in their own home provides.

As the challenges of Covid and the cost of living crisis continue, people with increasingly complex needs require more intensive support for longer. Our volunteers are our eyes and ears, helping identify where people need more support or their health is failing.

Our volunteers are impartial listeners, signposters and community connectors giving emotional and practical support to help people access the support and activities they need and want. People feel they have not been forgotten.

### Barbara's story

*'Following surgery, I found the voluntary driving service invaluable and affordable, enabling me to get to health appointments without any stress.*

*The added bonus was that the drivers were always so friendly and helpful.*

*Once back driving I decided to volunteer and give back. I've enjoyed hearing my passengers' life tales and having a few laughs. My parents have passed on, so it's special chatting to the older generation and helps ease the pain of loss.*

*People appreciate an empathetic ear as sometimes it's difficult coming to terms with no longer being able to drive or be independent. It puts a spring in my step being told I have made someone's day or taken away the worry or stress of a hospital visit.'*

We empower people by offering choices, helping to review options and giving them confidence to help themselves. We help from a position of trust and impartiality, crucial for those without a support network.



### Volunteering



**139 volunteers gave 235 hours per week to support people across the Harrogate district**

### Driving service



**70 driving volunteers carried out 6,778 journeys for 481 passengers**

### Vaccination marshalling



**77 volunteers helped at 39 vaccination sessions giving 1,185 hours**

### Information & signposting



**We signposted 90 people for support with energy bills or for crisis funding**

### HELP in the community



**We attended drop ins and talks for local community groups on 79 occasions**

*"I enjoy helping others & making new friends in the process"*

# Helping people to stay safe and well at home

## Help at Home

Help at Home provides practical support around the home including gardening, decorating and odd jobs for those unable to do the task themselves or who would struggle to pay a professional tradesperson. Our two part-time handymen and volunteers help with anything from changing a lightbulb to decorating entire rooms.

By removing trip hazards and making spaces more accessible, we help to improve residents' living environments and their confidence to live at home independently.

As well as practical help with everyday living, we provide much-valued social contact. A request for a task can lead to conversations that identify other issues related to health, living conditions, loneliness or isolation.

Whilst we always have a waiting list, we have the flexibility to respond to urgent requests from the NHS or social services who often don't know of anyone else who can do a practical job to enable hospital discharge or other much needed support to be put in place.

*'Thank you very much for all the help you gave to me when your lovely volunteers decorated my bedroom. You are a very caring, supportive, sensitive family... perfect! You have made a difference to my life, health and wellbeing.'*



*'On behalf of the Community Mental Health Team, our client and his family, thank you so much to Andy and the team for their amazing work.'*

*'I honestly cried seeing the magic secret garden unveiled. I never knew it existed!'*

**HELP** Help at Home  
2022 - 2023  
Harrogate Easier Living Project



Our team provided 2,000 hours of practical support on 351 occasions



97 of jobs directly prevented a fall



Support from volunteers increased our capacity by 78%



Two thirds of clients say they feel more confident about living independently



One third of clients said that their health and wellbeing has been directly improved



89% of clients think it's important we ask for donations rather than charging a fixed fee

*"Thank you to your lovely volunteers who came and decorated my bedroom. You have made a difference to my life, health and wellbeing."*

*'I'm so pleased with the work that has been done today, particularly under dreadful weather at times.'*

*'It is really reassuring knowing I have such brilliant support each year from people that I know and have confidence in.'*

# Helping people to stay safe and well at home

## Naomi's story

Both Naomi and her mum, whom she supports, have experienced poor mental health and often find themselves in financial insecurity. Over the years we have often been the people Naomi calls if she is upset and needs help.

Naomi uses our driving service and contacts us for information and signposting, for example when her boiler was broken, she had problems with her roof and needed foodbank vouchers when unexpected bills meant she couldn't afford her food shop.

This year, supported by a group of volunteers, we cleared Naomi's large and overgrown garden. We cut back all the hedges and shrubs and uncovered some patio furniture, making a nice space for Naomi to enjoy the garden. We painted the garden gate in her favourite bright colour. Naomi was delighted with the results and told us she had sat out in her garden for the first time ever.



## Information and signposting

Our team are often the first people individuals call when they don't know where to turn for support and information. Sometimes they simply don't know where to start and at other times they are frustrated at not being able to talk to a real person or have struggled to get an answer to their concern or request. Those who are not digitally connected find it particularly hard.

**We provided emergency foodbank referrals on 53 occasions.**



In 2022-23 we were winding down our Covid support but carried out **169 shopping and prescription pick ups** for people who were unable to leave the house, whilst supporting them to put alternative plans in place.

**We made 99 wellbeing calls for those who were particularly struggling in the wake of the Covid crisis.**

We continued to provide face to face support for people accessing Resurrected Bites' Community Grocery stores in Harrogate and Knaresborough and held information drop ins at community libraries, as well as visiting peer support groups. Our regular emails to schools outlining community support became an important way to communicate with families struggling with rising costs.

Thanks to a grant from the Community Partnering Fund, managed by Leeds Community Foundation, we have been able to deliver 12 months of face to face support for those experiencing fuel poverty.

## Glenys' story

Glenys, in her 80s, uses our driving service and attends our social events. She called us as she'd had no hot water for weeks. Her boiler needed to be replaced, but the stop tap had concrete poured on it by a utilities company. Neither the water company nor the utilities company accepted responsibility. We rang the water company to arrange a priority call to Glenys.

Although they called within 24 hours, they were unable to help. We referred Glenys to Citizens Advice to take the issue further and to Age UK for more immediate support. Glenys called 2 days later to say the stop tap was being dealt with and to thank us for our help when she felt she was getting nowhere with anyone else.

# Helping people to stay safe and well at home

## Driving Service

Transport is one of the major barriers to staying connected with your community, particularly for older people or those restricted by mobility problems. **In 2022-23 our 70 volunteer drivers helped people get to medical appointments, social activities and make necessary journeys on 6,778 occasions.** These are people that would have struggled using public transport or unable to afford taxis.

But it's not just about getting from A to B. Our volunteers are a friendly face and a listening ear for many people who live alone or are feeling isolated.

**481 people used our driving services to get out and about, including 245 people taking journeys with us for the first time.**



*'I don't know how I would manage without you. The service is so efficient and everyone involved is so caring.'*

### Teresa's story

Teresa started using our driving service following a bereavement. She told us she felt fragile and was very worried about meeting new people. Teresa said:

*'The driving service has been a lifeline. I feel like I'm not on my own when I phone. Everyone is so kind and patient and listens to my troubles. I really enjoy chatting to the drivers as they talk to me about all sorts! They are thoughtful and caring when arriving at appointments and always go the extra mile to help out. It feels like a personal one to one service.'*

**We recruited 22 new volunteer drivers to help people make essential journeys.**

*'My volunteer driver was lovely and kind and so helpful too, especially as it was my first time using the service.'*

*'I am really looking forward to the journey (but not the trip to the dentist!) as the service is wonderful in every way.'*

### Laura's Story

In 2019 Laura was diagnosed with a rare illness which meant she would be visiting various hospitals on a regular basis. Laura said:

*'I couldn't have got through these last few years without the assistance and encouragement of your drivers and the team in the Ripon office. The drivers have been understanding when I've had poor mobility but always cheerful. They have always been reliable, punctual and patient. They all put in that extra 'something' which makes all the difference. I always arrive relaxed and on time.'*

*The ladies in the office are helpful and so cheerful. A brilliant service. I can only say how very grateful I am as this has had a hugely positive impact on my mental health too.'*

## Ripon & Rural Befriending Service



*'Danny adds a whole new dimension to my life, a fresh perspective. A link between the generations is so important for your mental health.'*



# Helping people to stay safe and well at home

Our Befriending service matches volunteers with older people to offer friendship, to alleviate loneliness and to remind them that they are valued and not forgotten. Home visits and outings take place weekly or fortnightly. Befrienders provide a listening ear, a chance to chat and an opportunity to share any issues. This support continues for as long as both parties wish.

## HELP BEFRIENDING 2022 - 2023 Ripon & Rural



64 people received home visits from their befriending volunteer

95% of clients say our service makes them feel less lonely and isolated



53 befrienders gave 64 hours of support each week

97% of befriending clients are over 65 with just over half aged 85+



76% of clients say we have helped improve their wellbeing

We supported 36 people via our Friendship Club and social activities



*"It has been excellent and has given me strength. We have become really good friends over the past two years."*

*'I know it will be a good day because I'm seeing Danny. He is a breath of fresh air. It sounds a cliché but we just click. The more elderly people who can have a befriender, the better they will be.'*

*'Marion helps me across to the Post Office van where I do my banking and then we go for a cup of tea. I look forward to her coming.'*

*'I know that your generous support will improve the quality of Mum's life.'*

Although tackling the core issues of loneliness and isolation is at the heart of our befriending service, HADCA uses a holistic approach to supporting people, recognising that one size does not fit all. The people we support may have complicated lives and often multiple needs, potentially benefiting from several services.

### Mabel's story

Mabel became a volunteer befriender after her husband passed away. On meeting Mabel it was clear that she was feeling sad, her confidence had taken a knock and life was lonely. Although she often spent time with her daughters and grandchildren she wanted to become more independent and meet new people. Initially Mabel was invited to volunteer gatherings and trips with our Friendship Club to build her confidence.

Mabel was matched with a gentleman with Parkinsons who lived alone a few miles from her home, in a neighbouring village. They have lots in common, both having links to the farming community.

*'I love helping out and enjoy visiting my friend, he's very happy to chat and loves reminiscing about his time on the lorries.'*



# Helping people to stay safe and well at home

## Social activities



### Friendship Club

Our weekly Friendship & Exercise Club for over 65s in Ripon and the surrounding rural areas was launched in 2021 to help older people re-establish and maintain their vital social connections and to regain any loss of mobility and fitness as a result of the pandemic restrictions.

Every week we supported 10 people with transport to enable them to join the Club.

#### Iris's story

Iris was referred to HELP through the Living Well team for befriending. Iris had lost her husband and also had a stoma fitted so was feeling really down and overwhelmed with how her life had changed. She was feeling lonely and isolated, struggling with her mobility.

Since coming along to our weekly Friendship Club, Iris has found confidence and support from another member who also has a stoma fitted. Iris has been able to reach out to the Service Coordinator after the session to talk in private about her difficulties and needing more support at home. Iris has formed a strong friendship with another lady who attends the Club and they always sit together and travel together whilst on day trips.

36 people have benefitted from joining our Friendship Club, with an average of 17 meeting together each week.

A qualified mobility instructor guides members through chair-based exercises designed to increase strength and flexibility. The second part of the session focuses on fostering social interaction.

In December 2022 we increased the length of the session to include a light lunch of soup and a roll. This was in response to the rising cost of living and the pressures on older people with a fixed income who are struggling to heat their homes.



### Craft Group

Our Craft Group meet monthly to learn and share new skills including card making, macramé, and wreath making. The group made all the decorations for our entry to the Knaresborough Christmas Tree festival with the theme 'Three Kings'.

We are grateful to the Woodlands Methodist Church for hosting the group free of charge, as part of their support for HELP whilst we are their Charity of the Year.



# Helping people to stay safe and well at home

## Vaccination Marshalling

Following our significant involvement in the initial vaccination programme, our HELP marshals supported Covid vaccination booster clinics at the Yorkshire Showground and flu clinics at Mowbray Square GP practices. They supported parking, managed queues and helped to give people a positive experience.

77 volunteers gave 1,185 hours of their time to enable 39 sessions to run smoothly.

## Fundraising & Partnerships

We have benefited from some fantastic partnerships in 2022-23 with businesses and organisations giving their time, money and effort to support our services. We were delighted to receive donations from individuals, local businesses and some 'in memory' donations



### Crowne Plaza

The hotel team continued to offer us support in kind providing two afternoon teas for people who used our services, free room hire for training and meetings and giving staff time for gardening, stuffing envelopes and at our annual Refreshment Day.

### Harrogate Round Table

We were delighted to be nominated as a charity for the Harrogate Beer Festival. 37 of our volunteers and supporters came along to pull pints, with the Round Table donating a fantastic £5,000 towards our services.

### Saints Plant Stall

The £710 raised this year towards our services brings the stall fundraising total to over £6,500 since 2017.

### Holy Trinity Church, Ripon

Their annual donation supports local people in Ripon struggling with loneliness and isolation.



### All Together Now

As the choir's Charity of the Year, we received over £1,500 from their popular 'Singing in the Taproom' plus performances at Knaresborough Christmas Market.

### Decco

As the hardware distributor's Charity of the Year, we were offered gardening and decorating equipment at cost and received money raised at trade shows.

### Dementia Forward & Carers' Resource

Joining together, we held a wonderful Christmas Concert, featuring choirs and soloists at Christ Church.

### Oatlands Community Group

As partners we have delivered energy information in the neighbourhood, organising a slow cooker demonstration with the Yorkshire Energy Doctor for families and individuals on a low income. Attending afternoon teas for older people, we were able to share information about support and activities available in the local area. We have also been able to help the Trustees through the process of claiming Gift Aid to increase their fundraising revenue.

### Cathedral Community Connections

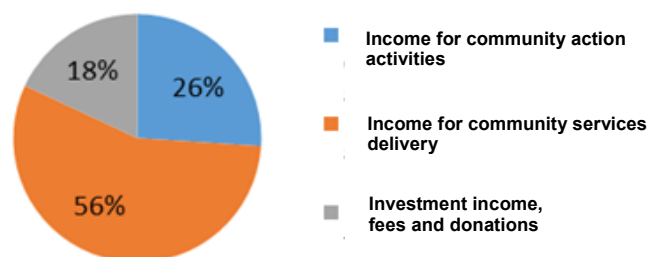
HELP Ripon & Rural were a beneficiary of the Cathedral's 1,350th year celebrations. Funding was also received for our volunteer get together at Ripon Walled Garden. A volunteer links the Cathedral's activities to our work.



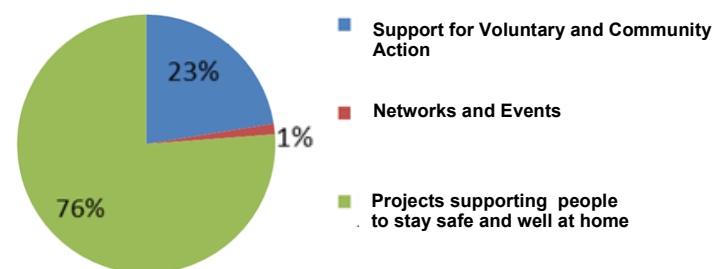
# How we are funded

Income	2023	2022
Donations and legacies	£90,311	£48,018
Community Action activities	£131,794	£111,693
Networks and Events	-	£4,640
Service Delivery	£283,216	£269,560
Investment income	£1,100	£17
<b>Total income</b>	<b>£506,421</b>	<b>£433,928</b>
Expenditure		
Community Action activities	£109,702	£95,137
Networks and events	£2,503	£5,540
Service delivery projects	£357,361	£322,342
Costs of Generation Funds	£656	£980
<b>Total expenditure</b>	<b>£470,222</b>	<b>£423,999</b>

## HADCA Income 2022/23



## HADCA Expenditure 2022/23



HADCA finished the year with an overall surplus of £36,199. This was made up of surpluses of £27,638 within unrestricted funds and £8,561 within restricted funds.

Total income was £506,421 (£433,928 in 2022)

Our expenditure in the period was £470,222 (£423,999 in 2022).

The trustees were pleased with the overall results.

### Thank you to the following for their financial support this year:

The main sources of funding for the principal activities of HADCA were via the Wellbeing and Prevention contract with North Yorkshire County Council and vital annual core funding support from Harrogate Borough Council. Income was also received from NYCC to support our work as a Community Support Organisation.

Thanks to the efforts of our Development Manager and Fundraising Assistant, additional funding support totalling £51,000 was secured from several Trusts and Foundations, with a further £22,000 from individual donors, community events and proceeds from our Christmas Raffle and 100 Club.

We are extremely grateful to all the trusts, businesses, community groups, organisations and individuals who have provided us with the valuable financial and in-kind support necessary to carry out our work in 2022/23.

### Thank you to the following for their financial support:

All Together Now Community Choir  
 Bilton Gala  
 Bishopton Veterinary Group  
 Brelms Trust  
 Caroline & Stuart Baldwin  
 Charles and Elsie Sykes Trust  
 Community Partnering Fund  
 Coop Community Fund  
 Councillors Chris Aldred, Margaret Atkinson, Philip Broadbank, Sam Gibbs, Peter Lacey, Pat Marsh, Mike Schofield (NYCC Locality Budgets)  
 Crowne Plaza Harrogate  
 Decco  
 Edward Gostling Foundation  
 Evan Cornish Foundation  
 George A Moore Foundation  
 Holy Trinity Church Ripon  
 Home Instead Charities  
 Nanci Downey  
 National Lottery Heritage Fund via Skell Valley Project  
 NHS, via Community First Yorkshire  
 One Stop Community Fund  
 Procter & Gamble UK  
 Ripon Cathedral  
 Ripon Pantomime Group  
 Ripon Recycling Fund  
 Rotary Club of Harrogate  
 Roosters Brewing Co  
 Saints Plant Stall  
 Skipton Building Society  
 Sylvia & Colin Shepherd Charitable Trust  
 THE LOCAL FUND for the Harrogate District  
 Two Ridings Community Foundation.

HADCA also receives donations from individuals for services, payments for some charged for services and for admin services provided.

# Who we are

October 2023



## The HADCA Staff Team

Frances Elliot	Chief Executive
Karen Weaver	Strategic Lead (Community Action)
Angela Jones	Information & Communications Officer
Phil Newby	Finance Officer
Carol Rowe	Finance Assistant
Stan Lumley	Facilities Manager
Carole Ramsden	Support Workers (Admin)
Joanne Ploix	
Val Longley	
Julie Boothman	
Jo Thackway	Volunteering City of Ripon Project Co-ordinator

## HADCA services supporting people to live independently at home:

### HELP (Harrogate Easier Living Project)

Lizzie Hughes	Development Manager
Anna Glazier	Community Fit Task Organiser

### Harrogate based services

Jen Sonley	Service Co-ordinator
Andy Storr	Service Support Workers
Richard Warburton	
Sarah Addison	Service Support Worker and Voluntary Car Scheduler
Jayne Mitchell	Vaccine Marshal Supervisors
Anna Glazier	

## HELP Ripon and Rural

Ceri Naylor	Service Co-ordinator
Nicola Woolfenden	Service Support Workers and Voluntary Car Schedulers
Debra Jones	Administrator
Alison Bradley	

## Goodbye and thank you to those staff & volunteers who have left us during the past year

Katie Lee	Community Fundraising & Marketing Assistant
Susan Wells	HELP Ripon and Rural Service Support Worker
Morag Bennett	Vaccine Marshal Supervisor



# HADCA Board of Trustees

Helen Bourner Chair (from November 2022)

## Representatives of Member Organisations

Ian Bergel Washburn Heritage Centre  
Vice Chair

Caroline Shead Macmillan Cancer Support

Alistair Ratcliffe Rotary Club of Harrogate

James Plummer The Avalon Group

Phyl Hughes Ripon Cathedral

## Individual Members

Ann Allen

Victoria Pilkington

## Representative of Statutory Partner

Sam Gibbs North Yorkshire Council

**Thank you also to those trustees who have served on the Board during the year**

John Fox Friends of Harrogate Hospital  
(Chair to October 2022)

## Independent Auditor

J W P Creers  
Genesis 5  
Church Lane  
Heslington  
York YO10 5DQ

## Our Trustee Ann says:

*'It is a great privilege to be a Trustee at HADCA. In these times when there is so much pressure on all charitable services it is clear how important the work of HADCA is, how difficult it can be to operate within very tight resources and still to make a huge difference.'*

*'My passion is finding ways to use buildings and places to make a difference to people's lives and to create sustainable communities. I am fortunate to chair the property committee and recognise what a great facility Community House is for charities needing a permanent location or just to book some meeting space for a few hours.'*



**Thank you to our Individual Members, including those from the following organisations:**

Barchester Healthcare  
Belmont House Care Home  
Carefound Home Care  
Certinia  
Goldsborough Hall  
Home Instead Harrogate

Ann Allen, Olga Allinson, Helen Ashworth, Helen Bourner, Jane Brown, Charlotte Butcher, Chris Brackley, Vanessa Camp, Sharron Cooney, Nicki Eyre, Hannah Gostlow, Catherine Jackson, Jane Lindsay, Harriet Macleod, Jack Newby, Mandy Partridge, Victoria Pilkington, Daniel Rhodes, Gemma Simpson, Joe Starmer, Lindy Webb, Louise Wilson, Kieran Young.

# HADCA Members

Thank you to the following organisations for supporting us:

Abbeyfield (Ripon & District) Society Ltd	Harrogate Gateway Football Club	Ripon Community Link
Action for Children	Harrogate Heart Support Group	Ripon Girl Guiding Division
Age UK North Yorkshire & Darlington	Harrogate Homeless Project	Ripon Library Action Group
Aldbrough and Boroughbridge Show	Harrogate International Festivals	Ripon Museums Trust
Alzheimers Society	Harrogate Lions Club	Ripon Parkinsons Support Group
Aphasia Support	Harrogate District MIND	Ripon Salvation Army
Ark Ripon	Harrogate Neighbours Housing Association	Ripon YMCA
Arkendale Community Hall	Harrogate Rethink Support Group	Road Safety Talks
Artizan International	Harrogate Theatre	Rotary Club of Harrogate
ASBAH (North & West Yorkshire)	Harrogate Town AFC Community Foundation	Rotary Club of Harrogate Brigantes
Autism Angels	Harrogate Women's Project	Rotary Club of Ripon
Autism Plus	Headway Harrogate and District	RSPCA York, Harrogate & District Branch
Avalon Group	Healthwatch North Yorkshire	Saint Michael's Hospice
Badapple Theatre Company	Hearing Dogs for Deaf People	Samaritans Harrogate and District
Balance Wellness Centre	Henshaws	SASH
Barca	Humanist UK	Scope
Better Connect	IDAS - Independent Domestic Abuse Services	Sharow & Copt Hewick PCC
Bilton & Woodfield Community Library Group	In2Out	Shelter
Black Swan Bowling Club	Jennyruth Workshops	Soroptimist International of Harrogate & District
Boroughbridge & District Community Care	Killinghall Village Hall Trust	St Cecilia Youth Orchestra
Boroughbridge Feathers Badminton Club	Knaresborough Museum Association	St Mark's Church
Boroughbridge Junior Football Club	Leeds Federated Housing Association	St Mary Magdalen's & St John's Bondgate Trusts
British Heart Foundation	Leonard Cheshire	St Peter's Church, Harrogate
British Red Cross	Lifeline (Harrogate) Ltd	St Wilfrids RC Church
British Thyroid Foundation	Lime Tree Farm Earth & Sky CIC	Starbeck Community Library
Canal And River Trust	Lower Ure Conservation Trust	Starbeck in Bloom
Candlelighters	Macmillan Cancer Support	Stockeld Park Riding for the Disabled
Carers' Resource	Martin House Children's Hospice	Stroke Association
Catholic Care	Masham Town Hall Community Charity	Supporting Older People
Cats Protection	Mashamshire Community Office	Survivors of Bereavement by Suicide
Chain Lane Community Hub	MHA	The Jordan Legacy CIC
Chapel of our Lady of the Crag	MNDA Yorkshire Dales Branch	The Shears Foundation
Christ Church Community Centre	MS Society (Harrogate Branch)	The Unity
Claro Enterprises	National Trust - Fountains Abbey	Time For God
Cliff House Community Support Services	Netmakers	Time Together
Compass	New Light	Tockwith Community Hub
Copt Hewick Village Hall	Nidderdale Plus	Two Ridings Community Foundation
Dalesbus Ramblers	North Yorkshire Citizens Advice and Law Centre	Vacation Chamber Orchestras
Dancing For Wellbeing	North Yorkshire Horizons	Vision Support Centre (Harrogate District)
Dechen Buddhist Centre	North Yorkshire Rotters	Washburn Heritage Centre
Dementia Forward	North Yorkshire Sport	Wellspring Therapy and Training
Dignity Through Education	North Yorkshire Youth	Wesley Centre
Disability Action Yorkshire (DAY)	NSPCC	White Rose Sailing Association
Downs Syndrome North Yorkshire	Oatlands Community Group	Whixley & District Community Cricket & Sports Club
Essential Needs	Ohana	Whixley Village Hall
Fairfax Wellbeing Community Hub	Open Country	Wilf Ward Family Trust
Farming Community Network	Orb Community Enterprise	Willow Tree Primary School PTFA
Fearby and Healey Village Hall	Our Angels Charity & Support Group	Women of Faith Today
Friends of Harrogate Hospital and Community Charity	Out and About in Yorkshire (USA)	Yorkshire Cancer Community
Friends of Ripon Hospitals	Oxfam	Yorkshire Cancer Research
Friends of the Library in Knaresborough (FOLK)	Pannal Village Hall	Yorkshire MESMAC
Friends of Valley Gardens	Paperworks	Yorkshire Wildlife Trust
Gracious Street Methodist Church (COGS)	PATH Yorkshire	Zero Carbon Harrogate
Guide Dogs for the Blind Association	PCC Bilton St John & St Luke	
Happy Wanderers	PhysioNet	
Harlow Community Centre	Pinewoods Conservation Group	
Harrogate & District Cycle Action	Presence Church (Harrogate)	
Harrogate & District Parkinsons	Pride in Diversity	
Harrogate & District Sea Cadets	Rainton With Newby Village Hall	
Harrogate & Knaresborough Toy Library	Re4M	
Harrogate Amateur Bowling Association	Reflect	
Harrogate Baptist Church	Remap - Harrogate, Knaresborough & Ripon Panel	
Harrogate Choral Society	Renaissance Knaresborough	
Harrogate District of Sanctuary	Resurrected Bites CIC	
Harrogate District Over Fifties Forum	Resurrection Bikes	
Harrogate Fairtrade	RHS Garden Harlow Carr	
Harrogate District Foodbank	Ripon Cathedral	
Harrogate Dramatic Society	Ripon Community House	

## Why Not Join Us?

Be part of a network with a shared sense of community. We are working together to enable people to benefit from leading fulfilling and active lives and to make a positive contribution to local community life.

**HADCA membership is free.**

[hadca.org.uk/HADCA-Membership](http://hadca.org.uk/HADCA-Membership)



# Harrogate and District Community Action

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**Harrogate & District  
Community Action (HADCA)**

**Tel:** (01423) 504074

**E-mail:** [hadca@hadca.org.uk](mailto:hadca@hadca.org.uk)

**[www.hadca.org.uk](http://www.hadca.org.uk)**

Community House  
46 - 50 East Parade  
Harrogate HG1 5RR

Community House  
Sharow View  
Allhallowgate  
Ripon HG4 1LE

**Donate:** [www.hadca.org.uk/donate](http://www.hadca.org.uk/donate)



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Company limited by guarantee Registered in England and Wales  
Registered Charity No. 1144758 Company No.7760477

**Affiliated to the National Association for Voluntary  
and Community Action (NAVCA)**

*In 2022/23 Harrogate Borough Council financially contributed to the provision of support to charities and volunteers in Harrogate District and North Yorkshire County Council contributed to our services to support people in the community.*