

Harrogate & District Community Action

Impact Report 2023 - 2024



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 2023-2024 we:

- Supported 142 organisations to recruit volunteers for 307 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 820 volunteering hours to their community
- Co-ordinated 29 Community Fit Stars giving 455 hours to help out 22 local community organisations
- Recruited 110 Help Out Harrogate volunteers who gave 262 hours to 15 local charities and groups
- Carried out 2,034 hours of practical tasks to keep people safe and well at home
- Gave befriending support to 50 older and isolated people
- Made 4,990 journeys to help people get out and about
- Involved 111 HELP volunteers giving 227 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

As Chair of HADCA I am delighted to introduce our impact report for the year 2023/24 which gives you a flavour of the work we do to support communities, charities and volunteers to make Harrogate district a great place to live and work.

From our base at Community House in Harrogate, we work alongside residents, members, community groups, partner organisations and the local authority to address the challenges faced by our community. Our aim is not only to respond to immediate needs but to jointly create long-term, sustainable solutions that build resilience and well-being.

Funding challenges during the year 23/24 led to some difficult decisions for the Board. We decided not to extend the driving service, and, to minimise disruption for our clients, this was transferred to new providers with many of the same volunteers. In order to start the financial year with a balanced budget some fixed term contracts were not renewed, and we had to make three posts redundant. This has been a difficult time for our staff and I would like to acknowledge the way Frances – our Chief Executive – Karen and the team, managed the process. This means we have a smaller team of staff, but they are ably supported by a great team of volunteers, and together they still show their boundless commitment and enthusiasm for working with and for those in need.

In May, York and North Yorkshire Combined Authority elected its first Mayor, and Labour candidate David Skaith was appointed. One of his earliest public engagements was with representatives from the voluntary sector across the area, which HADCA attended. It is really encouraging as it indicates that he sees significant opportunities for organisations like HADCA to play a real role in building a strong future for York and North Yorkshire.



Whilst this Impact Report is about activity in 2023/24 we cannot ignore the fact that the government will announce the Budget in October. Whilst the Prime Minister and the Chancellor have given assurances that they will not raise taxes that might impact on working families, there are other measures that they might take which will make life harder for many. Whatever happens, we will do our best to share the news in a measured way, working with partners, and signposting those in need to support locally.

We are always looking for new ways to support our community, and our members. This might be through creating new partnerships to deliver help and support into communities, or finding new and creative ways to attract people to become volunteers, and encourage money and in-kind support for the sector locally from individuals and the private sector. As a membership organisation we are keen to do whatever we can to provide appropriate support and guidance, to make running your organisation a little easier.

Please don't hesitate to get in touch with us if there are connections you think we can make, or other suggestions for work we could do that will help you and other organisations across the Harrogate district.

This report details the progress we have made, lives we have touched, and areas where we will continue to push for change. On behalf of the Board, I would like to extend thanks to our staff, volunteers, members, partners and supporters, without whom this work would not be possible.



HADCA Chief Executive: Frances Elliot MBE

One of the themes of our work this year has been improving understanding about how community support can dovetail with health care. We have been using our “Chief Officers and Chairs” Group to feed information from this area into the Humber and NY Health and Care Partnership via Community First Yorkshire.

This is a great opportunity for local groups to have their voices heard about the changes in need they are seeing on the ground and the challenges they are facing as a result. This is also an opportunity for health colleagues to see what is actually happening in communities, beyond the data. I would like to encourage all local voluntary and community groups to continue to use this opportunity to feed your latest insights in to us throughout the year ahead.

We have also been working alongside voluntary sector partners, North Yorkshire Council and the Macmillan team at Harrogate Hospital to explore the model of Community “Beacons”. These are hubs, such as Community House, where people can access information and guidance about local activities and available support. They offer resources to help people become more active and reconnect with others after cancer treatment.

We know that many of our own services play a part in improving people’s health. Our Help at Home handyperson service has played a key role in falls prevention for over 20 years, making people’s home environments safer and more accessible. Our Community FitStars provide much needed extra capacity for smaller Help at Home tasks as well as improving their own physical and mental health along the way. Finally, as the season changes, we are pleased to partner with Mowbray Square Medical Centre once again to support the effective running of their annual flu clinics by providing volunteer marshals.

We are extremely proud of our volunteering projects, finding creative ways to tackle the barriers to helping the places and causes people care about. Help Out Harrogate’s totally flexible approach enables people to do what they can, when they can.



The Community Fit crew acknowledge that it’s hard to fit exercise AND volunteering into a busy week, so combines the two. And the Power of 10 project is all about getting the next generation of volunteers into the habit early. All have seen fantastic results: encouraging people to volunteer for the first time, providing hundreds of hours of support for other local charities and having fun doing so!

Community Fit has worked with several local schools, brightening up, tidying up and sorting out spaces that schools just don’t have the resources to do themselves. We are pleased to be in regular contact with a network of schools in Harrogate, providing information about cost of living support for their families, conscious that this is an increasing need. As we always say, connecting and collaborating is at the heart of everything we do. If we can save time or stress for school communities, our members, patients or the wider public, by getting the right information to you when (or even before) you need it, then we have done our job well.

Our recent survey shows that you absolutely agree that this is the case! Knowing where to turn and offering help remains central to our mission, with our brilliant, knowledgeable, and compassionate team of staff and volunteers at the heart of our local community.

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.

'It's a really positive and welcoming group, which helps us to know about opportunities to collaborate and where to signpost for other support, to give people in Ripon a better life.'

'I value feeling connected to a very supportive local network.'



Through our Volunteering City of Ripon project, Connecting Ripon members have been given unique local access to free online learning resources to upskill staff and volunteers, with over 90 learners registering with the Charity Learning Consortium.

'The networks HADCA signposts and provides have been great for me as a new Chief Executive in the charity sector.'

'HADCA and the LOCAL FUND are why we exist I cannot imagine having navigated setting up a charity and integrating into the VCSE network without you and I hope you are here for many years to come!'

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

'You understand the needs of the area. I feel HADCA is vital to our local community and provides a key service that we absolutely could not do without.'

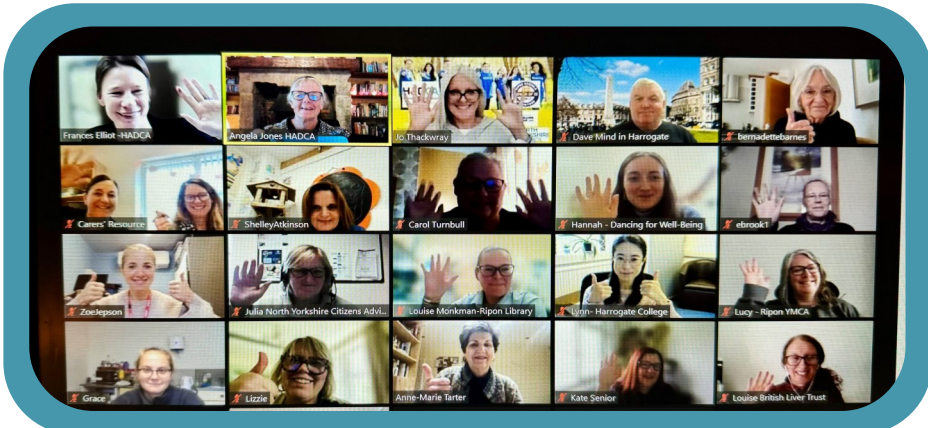
'When we first set up in 2021 you were our rock and you still are!'

Connecting Ripon is a thriving partnership group. This year the network grew to **140 members, representing 74 organisations**. Voluntary, community and faith sector organisations work together to strengthen volunteering and community connections to support people in and around the city.

'Thank you for all the good work you inspire. We are so pleased to be part of it with you.'

Harrogate District VCS Chief Officers and Chairs Group is a network of **86 decision makers** sharing news and opportunities for partnership working. Meetings are a safe space to share concerns and ideas. Citizens Advice and other members give updates on the impact of the cost of living crisis locally and the support available.

The group acts as a source of intelligence about local needs for the Humber and North Yorkshire Health and Care Partnership, and looks at national trends to understand wider issues which are concerns in our area.



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 142 organisations to recruit volunteers for 307 different roles.

Our Volunteering Network newsletter kept **730 local volunteer organisers** up to date with resources to recruit, involve and support volunteers effectively.

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.

'The HADCA team excels in putting relevant people in contact with one another and is genuinely supportive of VCSE organisations and meeting the needs of our community.'

'The local voluntary sector would really struggle without you! HADCA has knowledge of the unique issues in the district.'



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

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

'It is so nice to be a part of the collective good works of Community House!'

'All of us appreciate the wonderful way you have looked after us over the years. Community House has been our home.'



Our reception team meet and greet a wide range of visitors who are able to drop in 9am – 4.30pm, 4 days a week, for information and signposting and can pick up a choice of leaflets on local charities, services and volunteering, which is a valued resource.

'Many thanks for the very quick response - excellent service as ever and many thanks for the extra research!'

A wide variety of organisations continue to use our fully accessible and well equipped meeting rooms for training, workshops, meetings, interviews and one to one sessions. This year, new LED lighting has modernised the look and feel of the building and had a positive impact on reducing our electricity consumption.

'The venue was perfect for our needs. It is a terrific facility, staffed by lovely people. Thanks for the seamless service I received.'

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.

The value of fund endowment has continued to grow, with another application round held this year.

Since the launch in 2018, £330,000 has been awarded to 127 grassroots organisations and projects, benefitting at least 20,000 people.

Partners organised the annual celebration event at the West Park Hotel in November 2023, attended by fund partners, donors and recipients, together with the Charter Mayor of Harrogate and local media.



'Our funding has been used to build up the self-worth and resilience of the people we support, increasing the wellbeing of all the family. Without THE LOCAL FUND, we would not be able to do what do.'

In partnership, we also promote THE LOCAL LOTTO for the Harrogate District, both to good causes and players.

Since the launch, over £300,000 has been raised by over 120 different local good causes.

This year £55,340 was awarded to 23 community projects from across the district.

'We also celebrate the hard graft of running organisations, paying bills, training staff and volunteers, covering costs that are hard to cover.'

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



How We Help & Connect
charities, volunteers and people in our Harrogate District communities in 23-24



820 volunteering hours given by 36 young people supporting 12 community organisations via Power of 10



1,050 community contacts kept informed by our weekly bulletins



50 people referred for emergency food or help staying warm and well



262 hours of support given to 15 partner charities by 52 Help Out Harrogate volunteers



142 organisations supported to recruit volunteers for 307 different roles



4,990 car journeys carried out by 66 volunteer drivers to help 434 people get out and about



£55,340 funding distributed to 23 local projects through THE LOCAL FUND partnership



2,034 hours of practical support to enable people's continued independence

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



455 volunteer hours given by 29 Community Fit volunteers (who also ran 980 miles!)

69 isolated people benefited from our Befriending service or our Friendship & Exercise Club



Promoting and Supporting Volunteering - The Power of 10



The Volunteering City of Ripon was an 18-month project to September 2023, as part of the Heritage Lottery funded Skell Valley Project. It was a wonderful collaboration of partners, supporting young people from primary school age to 18 years old to explore the power of volunteering and the benefits it brings to both themselves and their community.

With funding from the UK Shared Prosperity Fund via North Yorkshire Council, we are now embedding Power of 10 into the community, working closely with local young people, youth groups, schools, voluntary organisations and businesses.



'The Power of 10 helped us build our organisational confidence to work with young volunteers, equipping us with essential tools and connecting us to organisations on a similar journey. We are a brighter, more exciting place as our new volunteers bring fresh ideas and energy to our work.'

Once young volunteers have completed 10 hours of volunteering they complete a short impact form and receive a 'PO10' certificate and badge. As they increase their hours, they have the option to work towards 25, 50 and 100 hours; the rewards associated with each level having been agreed with a focus group of young people locally, including t shirts, vouchers and personal statement workshops.

Three of our young volunteers each achieved 100 hours of volunteering, and have become Ambassadors, representing Power of 10 in the community.

'Power of 10 has extended the recognition and appreciation our young volunteers receive beyond our doors to the wider community.'

In 2023/24, 36 young people collectively gave 820 hours of their time with 12 community organisations.

'We're delighted to see our young volunteers grow in confidence, especially in engaging with our older people. One volunteer has grown significantly in confidence, developed communication skills, offered friendship and taken initiative.'

Working with Ripon YMCA and local partners, we're developing meaningful, safe, flexible and inclusive opportunities for young people to create a culture of volunteering and a sustainable pipeline of new volunteers.

The official launch of Power of 10 was kindly hosted by the Ripon Inn and, in February, we hosted a Young Persons Volunteer Recruitment Fair in Ripon Library, for organisations signed up for the Power of 10 scheme. Power of 10 resources include 'Volunteering passports' for young people to record their hours, especially helpful if they are volunteering in more than one role.

We're working with our young Ambassadors to develop the scheme and engaging with local businesses to nurture local young talent and retain it for the future.



'I find it a lot easier than I did to begin with and would find it less daunting to volunteer again.'

'I enjoy volunteering, the tasks I do, the bonds with people, and the friends I've made.'

'I will definitely volunteer again. I love it, it's really fulfilling.'

Promoting and Supporting Volunteering - Community Fit



Community Fit provides an opportunity for people to be active and social whilst giving time to help Harrogate's people and spaces.

We connect activity and community by holding weekly evening sessions where a group of 5-15 members ('FitStars') run or walk together at an easy, chatty pace to a local charity, school, community group or environmental project where we help out for an hour before heading back.



Helping out involves anything from sorting donations, gardening, delivering leaflets, tidying a warehouse, litter picking or digging ponds. These are jobs that wouldn't get done without our support. The project not only enhances local places and spaces but also forges a network of volunteering support, helping provide a stronger, more resilient local community.

During 2023/24, 29 'FitStars' collectively ran 980 miles to give 455 hours of help to 22 different local partner organisations on 47 separate occasions.



Helen's story

'Community Fit is probably one of the best tools I've discovered for supporting mental wellbeing.'

'The magic for me lies in the combination of social connection, movement, giving back to the community and getting out into green spaces (all important vitamin G!) which are all protective factors for our mental health and helps build resilience for when life inevitably throws challenges our way.'

'I've experienced a positive ripple effect since joining, I'm signing up to events, feel more connected to my community and getting to meet some lovely new people. You get so much for one hour each week - who doesn't want a return on investment like that?!'



Community Fit also supports our members' physical and mental health offering them 'triple endorphins' - the opportunity to be active, give back to their local community and increase their social connections. By joining forces in a group setting, participants can collectively make a substantial impact to their community while only contributing a small portion of their time.

Thanks to support from Sport England and the UK Shared Prosperity Fund, we have been able to develop and grow the impact of the project in 2023-24.

Promoting and Supporting Volunteering - Community Fit



'Community Fit has helped me in many ways, from general fitness to having a more positive mental state. It's the ability to 'give something back' to the community, meeting new people whom I can honestly now call friends, knowing that I can do good whilst also helping myself.'

'Thank you so very much again for the amazing transformation last night. Nobody could believe it when they arrived at work this morning – you and your incredible band of community warriors are an inspiration and we could not be more grateful.'

Harrogate Homeless Project



'Without exception, by the end of the session my brain is calmer, my body feels relaxed, I feel a sense of achievement from the task and a sense of community from the group. I love my weekly Community Fit - it's my weekly therapy!'

'During lockdown I was struggling mentally and as we came out of that period the work landscape changed. I found Community Fit and since then I have not looked back. I have also now attended events outside of the organised Community Fit sessions.'



Community Fit 2023 - 2024

Our FitStars helped 22 different charities, schools and community groups



We gave 455 hours of help in the community

Our participants had the opportunity to help out in 47 different sessions



Collectively we ran or walked 980 miles

29 different people took part in at least one session



Our FitStars have seen improvements to their health & wellbeing

"You guys are the absolute best! Our community spaces have been changed and powered by your energy."

Promoting and Supporting Volunteering - Help Out Harrogate



The national strategy 'Vision for Volunteering' has an aim that by 2032 'volunteers can easily move between organisations, supporting causes they care about.'

Launched as a pilot project in October 2023, Help Out Harrogate has developed an effective framework that enables individuals to volunteer with a range of local charities, without requiring a regular commitment. This injection of volunteering support makes a difference to the people, places and events that matter to Harrogate. H&DCA recruits and reference checks volunteers, then 'loans them out' to local charities. Tasks have varied from pulling pints at a charity beer festival to conservation work and marshalling community events.

'I am very impressed with the friendly and helpful team and the efficiency of communicating the variety of volunteering opportunities available.'

59% like receiving local opportunities rather than having to look for them.

Boosting capacity in local charities

All respondents of our charity partner survey reported struggling with volunteer recruitment. Two thirds said Help Out Harrogate provided volunteers for an activity where they usually wouldn't have had any/enough.

'The help we receive from Help Out Harrogate is phenomenal and makes a huge difference to us. The volunteers all express they love the flexibility of the scheme and the chance to help out different charities and try lots of different things.'



Removing barriers to access

In our volunteers' survey, three quarters said they were attracted to become involved as they didn't have to commit to any specific times. 70% were motivated by the opportunity to help out around other commitments.

Attracting new volunteers

We are attracting younger, working age volunteers who are more limited with their time. Just over half of volunteers recruited are between 18 and 54. One third had never done any formal volunteering before getting involved with Help Out Harrogate, demonstrating that we are bucking the trend and creating a new pool of individuals invested in helping their community.



Help Out Harrogate
Oct 23 - Mar 24

We recruited 110 volunteers to Help Out Harrogate



52 people volunteered at least once in their community

We supported 15 different charities or community groups



We gave 262 hours of support to local charities and community groups

88% were attracted by the ad hoc nature of the volunteering



Over half say that volunteering with Help Out Harrogate improves their wellbeing

"It's such a wonderful opportunity to be involved with charities and events that I wouldn't otherwise be able to."

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

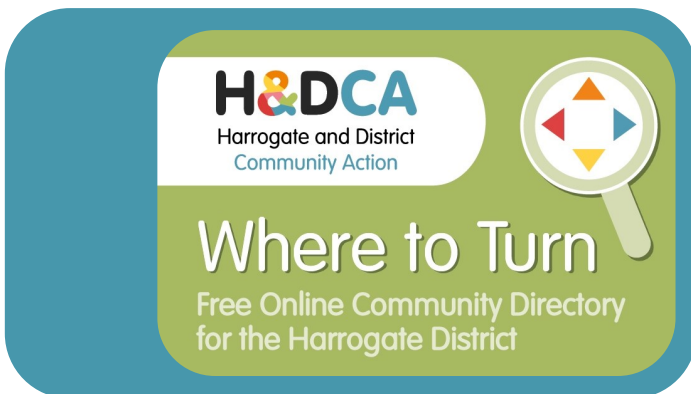
We provide a wide range of information including funding, networking and learning opportunities. We promote voluntary sector services, events, news, charity jobs and volunteering opportunities via our weekly e-bulletin, website and extensive networks. Anyone is able to subscribe and add community news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

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

'I find having all the information in one place in the newsletter excellent. I have benefitted personally & professionally from the local information I have passed onto clients, family and friends. It is a fantastic resource for charities.'

'We have received a significant amount of funding as a result of the bulletin. Please don't ever stop sending it out!'

'You provide information that no other services provide. You signpost people on and link people and I would miss that.'



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 run up to Christmas, we shared various ways to support local charities and each other during the festive season.

'I find the information provided by HADCA to be invaluable. The bulletins save me time sourcing training and give really useful funding opportunities.'



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 467 events, 126 charity jobs and over 800 services and activities supporting good health and wellbeing through our website and networks.

'HADCA is responsible for a large portion of our volunteers, having seen the advert on the HADCA volunteer directory.'

'HADCA does a sterling service and must continue!'

We help under 18's, families, people who need wheelchair access and people who want to volunteer from home to find their ideal role.



Where To Turn information services



'The consistent, ongoing support offered has been invaluable and far-reaching.

For example helping us with social media event promotion, sharing knowledge and expertise to help us most effectively plan our next steps and forge connections with organisations in the local area.'

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. **40 people participated in 5 sessions. 100% of attendees said they found it valuable and would recommend colleagues to attend.**

'I now know to use Where To Turn and the bulletins to keep me up to date with new opportunities for carers to get support, as part of my work.'

97% of our survey respondents found HADCA services very valuable (74%) or valuable.

We enjoy attending events across the district to make new connections and to increase awareness of the information, support, learning and opportunities available.

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.

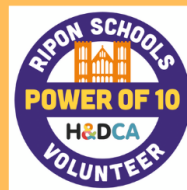
'As always, you are a wealth of very valuable information and support to us.'

80% of survey respondents would spend more time finding out what is happening locally if HADCA didn't provide our service. 60% would spend more time finding funding.

H&DCA 2023-24 Harrogate and District Community Action



142 ORGANISATIONS
supported to recruit
volunteers for 307 different
volunteering roles



**820 VOLUNTEERING
HOURS GIVEN BY 36
YOUNG PEOPLE**
completing 'The Power of
10' Challenge



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



£55,340 FUNDING
distributed to 23 projects
through The Local Fund
partnership



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

WWW.HADCA.ORG.UK

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

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

Our Harrogate Easier Living Project (HELP) assists adults, particularly those over 65, to continue living safe, well and independently at home with volunteers supporting people on both a practical and emotional level.

In 2023-24, our volunteers provided practical or emotional support to over 600 people to help them continue living safe and well in their own homes.

The people we help navigate challenges shaped by their life circumstances – frailty, long-term physical or mental health conditions, financial hardship, grief, abuse, or isolation without a local support network. Many are at risk of slipping through the cracks when they need help most and we act as something of a safety net. By collaborating closely with faith groups, emergency food providers and other referrers, we extend our reach, ensuring we stand alongside those who might otherwise be overlooked.

111 dedicated volunteers gave an average of 227 hours per week to support the local community.

Help at Home

Our part-time handyman works alongside dedicated volunteers to provide essential practical help at home – from gardening and decorating to those small but nagging odd jobs. For those struggling to manage on their own, it's often the little tasks that weigh heaviest.

By clearing slip and trip hazards and making spaces more accessible, we don't just improve homes, we restore peace of mind and empower residents to live independently with confidence. People turn to us when they don't know where else to access support or can't afford to pay a tradesperson.

Our 2024 annual survey showed that three quarters of people turned to us for help as we are trustworthy and 81% say they use us as we are reliable. We concentrate our efforts in the areas of most need including those living in neighbourhoods within the Woodfield Ward which are ranked in the 10% most health deprived in the UK.

'Thank you for the help I have received and the kindness and friendliness of your volunteers. It is difficult to know who I can trust since I have been on my own. HELP is so trustworthy and reliable and I know I can contact HELP when in difficulties.'



The little things we do that make a big difference

- ⇒ A lady and her son, who is autistic, needed brambles cutting that were coming into their garden from the footpath. They were unable to use the garden safely until this was done.
- ⇒ Following a referral from the Housing Officer, we helped a lady clear her garden before a move to a more suitable property could be arranged.
- ⇒ We helped to cut back bushes that were blocking safe access to her house for a lady with a visual impairment.

One in five people we help are aged over 85.

Helping people to stay safe and well at home

'Heartfelt thanks for painting my home. It was a wonderful job and I'm so grateful. Also, someone kindly pulled the weeds up from my front garden, but I didn't notice until after they had gone.'

'Knowing I can leave my front door and not feel ashamed will give me such a confidence boost.'



Our team provided 2,034 hours of practical support on 283 occasions



89 jobs directly prevented a fall



Support from volunteers increased our capacity by 92%



Over half (53%) feel more confident about living independently



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



Nearly two thirds like the option to contribute what they can afford at the time

"It is difficult to know who I can trust since I have been on my own. HELP is so trustworthy and reliable and I know I can contact you when I need."



Cynthia's Story

We were contacted by Cynthia, an older lady who had a power assisted wheelchair. She was unable to store it in her property as it could not be manoeuvred over the step and into her home.

Cynthia was worried about leaving her wheelchair outside once the nights got darker in case it was damaged or stolen. Our Support Worker went to visit Cynthia at home to assess if we were able to build a ramp. He was able to reassure her that he would be able to do it safely and affordably. On completion of the work Cynthia told us that her confidence and wellbeing had improved and that she felt less anxious.

Ripon & Rural Befriending Service

HELP Ripon & Rural Befriending matches volunteers with older people to offer friendship, ease feelings of loneliness, and remind them they are valued and not forgotten.

Our befrienders visit weekly or fortnightly, either in people's homes or out in the community, offering more than just conversation. They provide connection, understanding, and a safe space to share worries. This support is not time limited, offering a lifeline of companionship for as long as both parties desire or circumstances allow.

In 2023-24, 50 older and isolated people in Ripon received befriending visits from 46 active volunteers.

Helping people to stay safe and well at home

Our Friendship & Exercise Club works alongside our Befriending Service to provide an opportunity for older people to get together weekly for gentle seated exercise aimed at boosting strength and flexibility and a chance for social interaction with their peers.

'This group is my family.'

30 older people benefited from being part of our Friendship & Exercise Club. We supported 10 people with transport to enable them to join the Club, helping address barriers to access.

During winter 2023/24 we increased the length of the session to provide a 'warm space' for our members, particularly aimed at those with a fixed income who were struggling to heat their homes.



Here to HELP information and signposting

Reaching out to those who are challenged by their life circumstances has never been more important, particularly those most affected by the cost of living crisis.

Our team is often the first call people make when they're lost in a system and don't know where to turn for help. Whether they feel overwhelmed and unsure where to begin or frustrated by endless dead ends and the lack of a real human to talk to, we're here. For those not digitally connected, the struggle is even greater.

We hosted or attended 30 engagement activities to signpost and support people in the local community.

Getting out into the community and making meaningful connections has been important in supporting those who are not yet in receipt of support services.



Keith's story

Keith has been supported by our befriending and driving services as well as attending Friendship Club.

Keith has dementia and until recently has been able to live independently, with our befriender visiting him in his home and our transport service helping him to join a lunch club.

Our support provided some familiarity for Keith when he moved from his own home into a supported living setting. It has taken him a bit of time to adjust to his new living arrangements but he looks forward to attending the Friendship Club and enjoys the exercise as well as socialising with the other members. Keith enjoys helping set up and put away the tables and chairs, giving him a sense of purpose and ensuring he feels like a vital part of the Club.

Helping people to stay safe and well at home

By connecting with people at drop-ins at community centres, churches and charity projects, we've been able to identify these people and guide them to the services most suited to their needs.

We directly referred over 50 people for emergency food or help staying warm and well.

As well as being at the end of a phone, our reception team are the face of Community House, signposting visitors to various support agencies and tenants within the building and dealing with a huge variety of requests from members of the public, sometimes those in acute need. Community House is designated as a North Yorkshire Safe Space for anyone who needs extra support when they are out and about by themselves.

'You have made a difference to my life, health and well being. Thank you so much!'

Driving Service

Transport is a lifeline for many, yet it remains a major barrier for those who need it most, especially older adults or those with mobility challenges. For many, public transport is daunting or impractical and taxis are simply unaffordable.

Volunteer drivers provide door to door transport to help people access medical appointments, social engagements or carry out essential tasks like shopping and banking. But transport services are about so much more than just getting from A to B. Volunteers offer more than a car journey – they provide a friendly face and a compassionate ear, bringing connection and comfort to those living alone or feeling isolated.

'Your service was exemplary and the drivers very kind and professional. My Dad enjoyed their company and they put his mind at ease. I found the whole process easy, reassuring and comforting and the communication with us all first class.'

From April to December 2023, 66 volunteer drivers helped 434 people get to medical appointments, social activities and make necessary journeys on 4,990 occasions.

From April to December 2023, we recruited 12 new drivers and 145 people used our service for the first time.

These services transferred to a new provider, Harrogate and District Community Transport, in December 2023 and we were really pleased that many of our wonderful drivers continued to drive with them, offering continuity for people they had got to know over the years.

Craft Group

Our Craft Group continued to meet monthly to learn and shared new skills such as card making, macramé, and wreath making. The group crafted all the decorations for our bell-themed entry in the Knaresborough Christmas Tree Festival.



We are thankful to Woodlands Methodist Church for generous free use of the hall, as part of their support for HELP during our time as their Charity of the Year. We are also grateful to the Inner Wheel Club of Harrogate Brigantes for their donation towards the running of the group.

Towards the end of the 2023-24 year, the members were supported to take over the organising of the group themselves and they continue to meet monthly to learn and share crafting skills.

Helping people to stay safe and well at home

Fundraising & Partnerships

With charity resources already stretched it has never been more important to engage with the local community and businesses to increase awareness and boost fundraising. We have been delighted to receive support from a number of partners who have given their time, skills and money to help us have a greater impact on the people we support.



Ashville College

In February 2024, people who use our HELP services were delighted to be welcomed back to the College to enjoy Afternoon Tea, with entertainment from some of the talented pupils.



Crowne Plaza

We were delighted to continue our close partnership with the Hotel, benefiting from Afternoon Teas hosted for our older clients and providing opportunities for the team to volunteer at our events and activities.

Cornish Bakery

As the new café's charity of the year we have benefited from them hosting volunteer engagement events for our Community Fit and Help Out Harrogate projects.

Woodlands Methodist Church

In 2023-24, the Church hosted our Craft Group free of charge and raised money for us at a fundraising Coffee Morning.



Harrogate Round Table

A wonderful example of partnership working. We were once again one of the beneficiaries of the Harrogate Charity Beer Festival, providing 8 volunteers who gave 35 hours of support over the two day event and receiving a donation of £5,000 towards our services.

White Rose Squares

We received the first donation of a three year pledge to support our HELP services with money raised at the dancing group's social events.

Knaresborough Open Gardens 2023

As the charity of the year for this popular event, we received a donation of £1,000 towards our Help at Home gardening service.

Rotary Club of Harrogate

We were delighted to have 3 teams taking part in the annual Nidderdale Walk challenge, raising £1,500 alongside an additional donation from the Rotary Club.



How we are funded

Income	2024	2023
Donations and legacies	£103,855	£90,311
Community Action activities	£157,342	£131,794
Service Delivery	£196,686	£283,216
Investment income	£5,303	£1,100
Total income	£463,186	£506,421

Expenditure	2024	2023
Community Action activities	£196,175	£112,205
Service delivery projects	£222,743	£357,361
Costs of Generation Funds	£1,389	£656
Total expenditure	£420,307	£470,222

HADCA finished the year with an overall surplus of £42,879. This was made up of surpluses of £15,968 within unrestricted funds and £26,911 within restricted funds. This includes a restricted legacy of £47,111.

Total income was £463,186 (£506,421 in 2023)

Our expenditure in the period was £420,307 (£470,222 in 2023).

The trustees were pleased with the overall results.

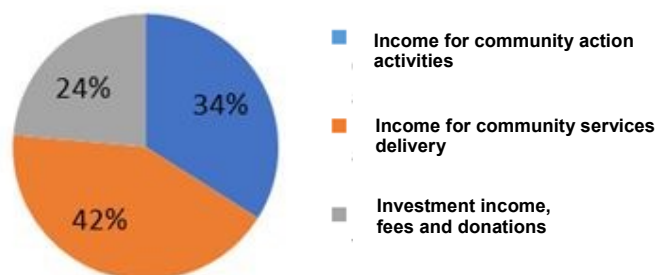
Our Development Manager had great success in gaining the support of several Trusts and Foundations, which secured £92,000, most of which was in support of our HELP services, our volunteering projects and capital costs relating to Community House.

A further £27,000 was received from individual donors, community events and proceeds from our Christmas Raffle and 100 Club.

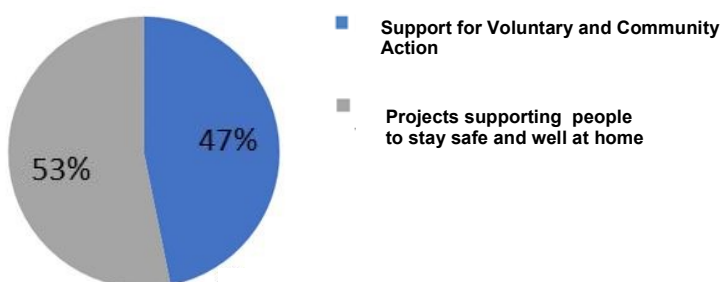
We are also extremely grateful to businesses who provided funding of £9,000 as well as valuable in-kind support necessary to carry out our work in 2023/24.

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

HADCA Income 2023/24



HADCA Expenditure 2023/24



Thank you to the following for their financial support:

- Caroline & Stuart Baldwin
- Charles and Elsie Sykes Trust
- Coop Local Community Fund
- Councillors Chris Aldred, Philip Broadbank, Barbara Brodigan, Sam Gibbs, Michael Harrison, Peter Lacey, Pat Marsh (NYC Locality Budgets)
- Crowne Plaza Harrogate
- Decco
- Elise Pilkington Charitable Trust
- George A Moore Foundation
- Harrogate Round Table
- Holy Trinity Church Ripon
- Inman Charity
- Inner Wheel Club of Harrogate Brigantes
- Kirkby Malzeard Combined Charitable Trust
- Knaresborough Open Gardens
- Liz & Terry Bramall Foundation
- Nanci Downey
- NFU Mutual
- Nidderdale Walk participants
- One Stop Community Fund
- Pannal Methodist Church
- Presence Church
- Ripon Recycling Fund
- Ripon Rotary Trust
- Roosters Brewing Co
- Rotary Club of Harrogate
- Sainsbury's
- Saints Plant Stall
- Shears Foundation
- Souter Charitable Trust
- Sport England
- Swinton Charitable Trust
- THE LOCAL FUND for the Harrogate District
- UK Shared Prosperity Fund
- Waitrose
- White Rose Squares
- W.G. Edwards Charitable Foundation
- Woodlands Methodist Church

Who we are

October 2024



The HADCA Staff Team

Frances Elliot	Chief Executive
Lizzie Hughes	Development Manager
Anna Glazier	Community Fit and Help Out Harrogate Co-ordinator
Laura Kennedy	Community Fit Activity Leader
Jo Thackwray	Ripon Power of 10 Project Co-ordinator
Jen Sonley	HELP Service Co-ordinator
Andy Storr	HELP Service Support Worker
Angela Jones	Information & Communications Officer
Phil Newby	Finance Officer
Carol Rowe	Finance Assistant
Stan Lumley	Facilities Manager
Carole Ramsden	Support Workers (Admin)
Val Longley	
Julie Boothman	
Jayne Mitchell	

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

Karen Weaver	Strategic Lead (Community Action)
Ceri Naylor	Service Co-ordinator
Nicola Woolfenden	Service Support Workers and Voluntary Car Schedulers
Debra Jones	
Sarah Addison	
Richard Warburton	Service Support Worker
Joanne Ploix	Support Worker (Admin)
Alison Bradley	Administrator

Farewell and thank you to Karen

In 2009, Karen joined Harrogate CVS as Chief Exec and spent the next 15 years at the heart of the organisation, latterly as our Strategic Lead for Community Action. She steered the organisation through major changes calmly and with good humour, from joining forces with Ripon CVS, to taking on ownership of Harrogate Community House.

Under Karen's leadership we incubated and transferred several services to new homes with other organisations and took on new opportunities to support the sector as the proof of need and funding to do so developed.

Throughout all of this, Karen has been a positive voice for the sector to the outside world, a sounding board for people's ideas and the voice of reason! Thank you, Karen, for being a brilliant colleague and wonderful advocate for local groups and people.



HADCA Board of Trustees

Helen Bourner Chair

Representatives of Member Organisations

Phyl Hughes Ripon Cathedral (Vice Chair)

Alistair Ratcliffe Rotary Club of Harrogate

James Plummer The Avalon Group

Individual Member

Ann Allen

Co-opted Trustee

Victoria Oldham (Chair of Finance Sub-Committee)

Representative of Statutory Partner

Sam Gibbs North Yorkshire Council

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

Ian Bergel Washburn Heritage Centre
(Vice Chair to December 2023)

Caroline Shead Macmillan Cancer Support

Victoria Pilkington

Independent Auditor

Fortus Ltd
Equinox House
Clifton Park
Shipton Road
York YO30 5PA

Our Trustee Phyl says:

'Once again it has been a pleasure to serve as a trustee for this remarkable charity. I continue to be impressed with the sheer volume of work the dedicated team are doing week on week, month on month.'

'There have been some difficult decisions to be taken in the last 12 months and we have followed the highest standards of governance and rigour in all these matters. The work of the team at Community House has been outstanding and those operating in the field have done particularly well.'

'I look forward to 2025 with hope and pride.'



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

Barchester Healthcare
Belmont House Care Home
Carefound Home Care
Certinia
Goldsborough Hall
Harrogate College
Home Instead Harrogate
Yorkshire Dales National Park

Ann Allen, Olga Allinson, Helen Ashworth, Helen Bourner, Jane Brown, Charlotte Butcher, Vanessa Camp, Sharron Cooney, Gillian Crichton, Philip Elmer, Nicki Eyre, Hannah Gostlow, Catherine Jackson, Jane Lindsay, Helen Lyon, Harriet Macleod, Glyn Melville, Jack Newby, Mandy Partridge, Victoria Pilkington, Daniel Rhodes, Serina Rolph, Heather Salmons, Gemma Simpson, Joe Starmer, Michelle Tempest-Mitchell, Louise Wilson, Kieran Young.

HADCA Members

Thank you to the following organisations for supporting us:

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

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



Harrogate and District Community Action

Harrogate & District
Community Action (HADCA)

Tel: (01423) 504074

E-mail: hadca@hadca.org.uk

www.hadca.org.uk

Community House
46 - 50 East Parade
Harrogate HG1 5RR

Donate: www.hadca.org.uk/donate



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www.hadca.org.uk

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

In 2023/24 North Yorkshire Council and Ripon City Council financially contributed to the provision of support to charities and volunteers in Harrogate District and North Yorkshire Council contributed to our services to support people in the community.