

Time for Community Action



Now really is the time for Community Action. In response to the coronavirus pandemic, charities large and small have just done whatever it takes to support people who need their help. Without charities in our society, especially in these times, people will feel more isolated and more deprived.

Over 200 people have responded to our call to action and joined our existing dedicated HELP team to create an 'army of volunteers' operating on the frontline of practical and emotional support for older and vulnerable people across the Harrogate district.

However our charities are under pressure and need funds to continue their work to help the people in our society who need it most.

That is why we support the national **#NeverMoreNeeded** campaign to draw attention to the vital role of local charities and the need for ongoing support.

At the start of the year when our trustees took some key decisions to secure the future of our charity, including the new name **Harrogate & District Community Action (HADCA)** from 1 May, we could not have anticipated how the world would have changed in 3 months.

Our plans to focus more on supporting local community action and our front line services have been accelerated massively. Read about our changes and the community response to coronavirus in the following pages.

Harrogate & District Community Action Newsletter Spring 2020



@HADCAcharity



/HADCAcharity

Download this newsletter at
www.hadca.org.uk/news

Where to Turn

**Free online Harrogate District
Community Information Directory**
www.hadca.org.uk/WhereToTurn
Connecting local people to their community

Welcome to Care in Action

Our HADCA Newsletter is published 3 times during the year.

You don't need to miss out on any opportunities or community news in between editions as you can sign up to receive our **regular e-bulletins**.

The e-bulletins are packed full of the latest news, training, resources, local services and events.

'This is a brilliant bulletin - your newsletters spark off so many ideas.'

Sign up at www.hadca.org.uk/newsletter-subscribe



You are NOT ALONE

In a coordinated joint effort with district councils, North Yorkshire County Council is working with community support organisations (CSOs) which are:

- ⇒ The single point of contact for those who are alone and isolated by the pandemic
- ⇒ Signposting to local support
- ⇒ A hub for individuals and groups wishing to volunteer in the community response
- ⇒ Providing information on local shopping options and trusted suppliers delivering to those who are self-isolating.

Our **HELP** service is the community support organisation (CSO) for **Harrogate and the surrounding villages**. Call 01423 813096 (Mon - Fri 9am - 4pm) email help@hadca.org.uk

In other areas of our district, the CSOs are:

Ripon and villages: **Ripon Community House** 01765 603631 (9am - 4pm Mon - Fri)

reception@riponcommunityhouse.co.uk

Knaresborough and villages: **Knaresborough Connectors** 07593 882340 (8am - 8pm)

info@knaresboroughconnectors.org.uk

Boroughbridge and villages: **Boroughbridge Community Care** 01423 324504 (9am - 1pm Mon - Fri) boroughbridgecommunitycare@gmail.com

Nidderdale: Nidderdale Plus 01423 714953 (10am - 4pm Mon - Fri) admin@nidderdaleplus.org.uk

Masham and villages: **Masham Community Office** 01765 680200 (10am - 3pm Mon - Fri) info@visitmasham.com

This is a limited service at the times shown. People with urgent need should contact the NYCC Customer Service Centre on 01609 780780 (8am—5.30pm 7 days).

Share Your News

Editorial contributions for possible inclusion in 'Care in Action' are welcomed from all local voluntary and community organisations.

They should be between 50 and 500 words in length and contributors should bear in mind the non-political nature of HADCA. The editor reserves the right to edit contributions as necessary without reference to the contributor. The views expressed in this publication, whether attributed or not, do not necessarily reflect the views or policy of HADCA. To the best of our knowledge, the information contained in this newsletter is correct at the time of going to print. HADCA cannot accept responsibility for any errors or omissions. The inclusion of an event or article does not constitute a recommendation.

Deadline date for the next Summer edition is Friday 3 July 2020

Editor: Angela Jones,
HADCA Information &
Communications Officer
angela@hadca.org.uk



If you would like Care in Action to be available in other formats or languages, please let us know.

Community Action and Change

On 1st May 2020 HARCVS undergoes a major change to concentrate on the provision of services for older and vulnerable people delivered across the Harrogate District under the umbrella of the Harrogate Easier Living Project (HELP) and will be known as Harrogate & District Community Action (HADCA).

HELP organises the Volunteer Driver Schemes in Harrogate and Ripon providing nearly 12,000 journeys last year; the Ripon and Rural Volunteer Befriending Service and the Help at Home service. During the coronavirus outbreak some regular services have been temporarily suspended with staff and volunteers redirected to help with essential tasks for people self isolating.

Thanks to the continued support of Harrogate Borough Council we will still be supporting local charities and community groups and providing our 'Where to Turn' local information services. Sadly, we will no longer be able to continue our long established programme of forums and networks, and this will reduce our ability to advocate and speak on behalf of the local voluntary and community sector. However we remain committed to supporting communities, charities and volunteers to make the District a great place to live and work. This will include growing THE LOCAL FUND, which we have been proud to be part of since it was launched in 2018.

On behalf of the Trustees and staff I would like to record our thanks to Harrogate Borough Council for their continued support following changes to the way in which NYCC and the NHS fund the provision of support for charities and community groups in North Yorkshire. Following the changes in 2017 we have worked very hard to continue to provide a range of services to promote and support our fantastic local charities.



The board has supported the planned use of reserves whilst seeking alternative unrestricted funding to support our work. However, we have now reached the point where this is no longer sustainable.

This transformation could not have been achieved without the help and support of our senior management team. In the new structure Karen Weaver steps down as Chief Executive after 11 years' service. On behalf of the Trustees I would like to record our thanks and appreciation for the tremendous work Karen has done. Frances Elliot, Head of Practical Support Services, becomes Chief Executive and Karen will have a reduced but continuing role in the organisation as Strategic Lead for Community Action.

John Fox, Chair of Trustees

HADCA can trace its history back to 1973 when Ann Morris MBE set up Harrogate Volunteer Centre. The Centre began to receive more and more complex requests from local charities so by 1988 the Harrogate & Area Council for Voluntary Service was formally registered as a charity.

HACVS always worked closely with Ripon CVS which had been set up in 1963 and 50 years later the two charities merged in 2013 to form Harrogate & Ripon Centres for Voluntary Service.

Change for a Community Champion..

Planning ahead is a key role for the trustees of any charity and at the start of 2020 the HARCVS trustees took some key decisions for the year ahead, in order to secure the future of the organisation. There would be a senior management restructure to tackle our budget deficit (the reasons for which are well documented) and changes to our services to support charities and volunteers. There would be a new name from 1st May 2020; Harrogate and District Community Action, reflecting our vision that people across the District live fulfilling and active lives. All decisions were tested against our charitable objectives and the impact on our ability to meet the needs of those we exist to serve.

Fast forward four months and that plan is now being put in place and this week I step down as Chief Executive after 11 years in post, the most rewarding years of my career. I'm absolutely delighted to be handing over the honour of leading this fantastic team of staff and volunteers to France Elliot. Having worked with her for the past nine years I know that she will do an excellent job, and that she is totally committed to our values and our mission to ensure that community action thrives in our District.

One of the best things about being part of the team is the opportunity to meet amazing people doing amazing things every day. Now, in response to the coronavirus pandemic, it is frankly astonishing. Through our links with local authority and health partners we have a glimpse of the immense pressures they are facing and the dedication and commitment with which they're responding. Through our community links we've seen how local businesses have reinvented themselves overnight to help and how charities large and small have just done whatever it takes to support their particular communities.



Karen and Frances at Harrogate Community House

We've witnessed a level of community action which has been unprecedented in the lifetime of this charity (dating back to 1963 in Ripon).

At those planning meetings back in January we could not have anticipated that by April the world would be such a different place and the future so uncertain. Our plans to focus more on supporting local community action and our services to support older and vulnerable people have been accelerated massively. Along with charities across the country we've had to adapt rapidly to respond to the needs of people no longer able to get out and about even for basic necessities such as food and medication.

Our volunteer numbers have doubled to over 200, all checked and deployed safely to carry out errands and provide a listening ear as part of the Harrogate Community Support Organisation.

We've stepped up our information service so that our members, partners and the many local neighbourhood and informal groups that have sprung into action to help out in the crisis are receiving trusted and reliable information in this quickly changing environment.

...as HADCA is #HereToHelp

We've worked closely with NYCC and HBC and voluntary and community organisations to ensure safe working and share good practice. All whilst moving to remote working for the whole team and closing Harrogate Community House.

The impact of COVID-19 makes planning ahead seems daunting on every level. At the moment we are in the rescue phase, helping people to stay safe and well and to cope with the shock inflicted by this devastating pandemic. It can all seem overwhelming and recovery will take time and require massive effort internationally, nationally and locally.

At a local level there is the opportunity street by street and neighbourhood by neighbourhood to harness the desire to "do something useful" which has inspired so many people to offer time and talents. I am confident that HADCA can and will play a vital role in ensuring that volunteering is not just for a crisis and I look forward to continuing to contribute, albeit in a different way and circumstances beyond anything we could have anticipated.

To conclude I'd like to send thanks and best wishes to everyone who has supported me as CEO. The list is too long to include but suffice to say I have learnt something from everyone I've had the privilege to meet and work with. In an organisation where collaborating and connecting is essential this has been a rich source of inspiration and learning, particularly from colleagues in the local voluntary and community sector who do an amazing job.

A special mention to my chairs of trustees (Claire Kelley, Tony Collins, Jackie Snape and John Fox) and all our trustees and to my predecessors Hazel McGrath and Ann Morris. Also to colleagues and friends at HBC and NYCC, partners in THE LOCAL FUND, local DL's, fellow directors at Ripon Together and the Harrogate Advertiser team

However my final thanks must go to our amazing team of staff and volunteers; you are the best of people to know and work with and never more so that over the past six weeks, when you've been truly outstanding.

Karen Weaver April 2020



Karen with her predecessors Ann and Hazel back in 2009

A Message from Frances Elliot:

As I take on the role as first Chief Executive of Harrogate and District Community Action at this unprecedented time, I'm extremely grateful, both personally and professionally, that we will continue to benefit from Karen's extensive experience and support.

Karen has been such a high profile champion for the voluntary sector in our district and for local giving in particular and I'm really looking forward to leading the organisation that she has put her heart and soul into through the challenges ahead. All our resources are focused on getting both support and information to those who need it, and we will continue to do so in the future.

Our staff and volunteer team are, as always, **#HeretoHelp**. Please keep reading our e-bulletins, check our websites and social media to keep up to date with our plans over the months ahead.

Footnote: After a short break Karen will return to HADCA as Strategic Lead (Community Action), working 13 hrs per week.

Working Together for Our Communities

Connecting Ripon



There was a lovely setting for our Connecting Ripon meeting in February, kindly hosted by the National Trust at Fountains Hall.

After an update on the Skell Valley Project we discussed the opportunities it brings to develop and strengthen volunteering in and around Ripon. Members then shared their latest news which lead to lots of potential collaboration around health and well being, getting active, improving our environment and showcasing the city.

Anyone involved with a charity or community group working in Ripon or surrounding area who would like to connect with others to achieve more is welcome to join the Network of over 90 members.

The Network is meeting on line in May. As well as getting an update on the Skell Valley Project, it will be a good opportunity for members to share challenges, concerns and opportunities. We will need to work together to support people with different needs to stay safe and well and to recover from the coronavirus crisis.

Next Meeting Date:

Wednesday 13 May 1pm—2pm (by Zoom)

www.hadca.org.uk/ConnectingRipon

Harrogate District Volunteering Network



Thank you to Nidderdale AONB for hosting our last meeting in March and sharing how volunteers are involved in caring for the landscape and heritage.

In future, we will keep in touch by regular newsletters with resources and ideas for recruiting and supporting volunteers to help give volunteers the best experience we can.

Harrogate District VCS Chief Officers and Chairs Group



Due to the changes at HADCA, our Group met for the last time in February. Thank you to everyone who has supported it since it was launched in 2009.

We enjoyed an interesting presentation by Jo from The Cranfield Trust. The Trust offers free support (including PR, IT, mentoring, mergers, managing change) to charities and social enterprises.

Volunteers Never More Needed

Over 200 people have responded to our call to action and joined our existing dedicated HELP team to create an 'army of volunteers' operating on the frontline of practical and emotional support for older and vulnerable people across the Harrogate district.

As well as being the nominated 'Community Support Organisation' for the Harrogate during the COVID-19 crisis, we are also working closely with

Ripon Community House to support the needs of people living in the city and surrounding villages. We've assisted people who are isolating or shielding family at home with 600 tasks.



Our team of volunteers are busy responding to requests

for food shopping, prescription pick-ups and errand running for people who can't leave the house. Over in Ripon we are able to deliver food boxes to those most in need and we're offering telephone befriending to those who would like to hear a friendly voice to help them get through the crisis.

We've also been able to refer people to some of the long established community groups as well as those which have been created specifically to respond to the pandemic by people wanting to help in villages and localities across the district.



Karen Weaver says:

"We are hugely grateful to the teams of volunteers such as the Oatlands Community Group and the Duchy Helpers who are helping people in their locality. Without them we simply wouldn't be able to help everyone who needs supporting. It has been a huge community tour de force from the people of Harrogate District."



A chance to say thank you for the fantastic contribution people giving time make.

Although the focus is now on supporting people to take on coronavirus-related roles to help communities cope, it's more important than ever for us to recognise the contribution they make.

Resources and ideas at
<https://volunteersweek.org/>



Browse hundreds of different opportunities to volunteer and to get involved in your local community...

Volunteering Directory

Growing Local Giving

You can continue to support local voluntary and community groups from home by joining THE LOCAL LOTTO for the Harrogate District. If you've not already signed up as a player now is a great time to do so via : www.thelocalotto.co.uk

Thank you to our key workers emptying our bins and recycling - and promoting local giving!



Sign up your good cause

Sign up for FREE and get your own LOTTO web page
Keep 50p from every £1 ticket sale from your page (another 10p goes to THE LOCAL FUND)



www.thelocalotto.co.uk/good-causes



During the Coronavirus Crisis, you can still donate to THE LOCAL FUND and there will be a funding round later this year (subscribe to our HADCA e-bulletins to make sure you don't miss any updates). However TLF partners support all the efforts of Two Ridings Community Foundation to get funds out quickly to charities across North Yorkshire and hence we've stepped back from THE LOCAL FUND work for now.

tworidingscf.org.uk/tlfharrogate/

Twitter: @TLFHarrogateDis



Harrogate District Climate Change Coalition

This new coalition, set up by Harrogate Borough Council, brings together organisations from the public, private and voluntary sectors to champion carbon reduction, helping achieve net-zero emissions. Karen Weaver has been invited to attend to represent the VCS, with Zero Carbon Harrogate also attending.

The coalition agreed to set up 3 subgroups, with opportunities to get involved:

1. **Communications and Engagement**, to arrange a Harrogate District Climate Change Conference
2. **Sustainable Transport**, with a focus on working with schools to cut the number of school run car trips
3. **Energy Efficiency and Renewables**, establishing a business network to investigate opportunities for joint purchasing of renewable energy

The coalition will also support the White Rose Forest initiative (WRF)

Meetings are paused at the moment but we will include updates in future newsletters.



Coronavirus Community Funding

The impact that the Coronavirus lockdown has had on society is unprecedented; children being home-schooled facing issues such as internet deprivation or technology deprivation will be unable to keep up with their education and become left behind. Self-isolation can leave those in domestic abuse situations extremely vulnerable. Elderly people are unable to shop for food – and those on a basic income cannot afford to shop for food. Without charities in our society these vulnerable people will feel more isolated, more deprived and more abused as time goes on.

These charities, however, are under pressure as they cannot exist on nothing and need funds to continue their work. The numbers of volunteers that have come forward to help has been more than expected – but what we need is the money to be able to grant these charities their funds to help the parts of our society that need it most. This is why the **#NeverMoreNeeded** campaign has been launched by a group of national charity partners to draw attention to the vital role of charities and the need for ongoing financial support.

Locally, our partners at Two Ridings Community Foundation have moved quickly to ensure grants get to where they are needed without delay. They launched the Coronavirus Community Fund as early as mid-March. This fund is also the local delivery arrangement for the National Emergencies Trust – which enables money to go to the right people at the right time. The Two Ridings team is also working alongside other local funders to implement a collaborative response to this crisis in Yorkshire.

The Coronavirus Community Fund endeavours to help those charities which give people hope, comfort and aid and aims to grant money on a weekly basis to those charities that need it most.

In the Harrogate District 15 grants valuing over £26,000 have been paid out to:

- ⇒ Artizan International
- ⇒ Darley Church Committee for Darley Community Support Group
- ⇒ Harrogate & Ripon Centres for Voluntary Service
- ⇒ Mind in Harrogate District
- ⇒ Nidderdale Plus Partnership
- ⇒ Paperworks
- ⇒ Resurrected Bites Community Interest Company
- ⇒ Ripon Community Link
- ⇒ Ripon Young Mens Christian Association
- ⇒ Boroughbridge and District Community Care
- ⇒ Oatlands Community Group
- ⇒ Supporting Older People
- ⇒ Wellspring Therapy & Training
- ⇒ I Choose Life Foundation
- ⇒ Dementia Forward

Longer-term needs are likely to be different to current needs, they will be issues of mental and physical wellbeing and an increase in unemployment, with businesses having to close down. TRCF aims to be ready to help as it is vital to ensure that needs can continue to be met and that charities doing vital work can not only help now, but also keep their lights on and be ready to help in the future.



For more information visit:

tworidingscf.org.uk/fund/coronavirus-community-fund/

Special Sights and Sounds of our City



The Jennyruth team enjoying Sights & Sounds

It seems a lifetime ago now, but it was only at the beginning of March that many local community groups enjoyed the 9th annual Sights and Sounds of Ripon, giving residents a chance to connect with their city and to enjoy all Ripon offers in a fun, free, family-friendly day full of activities for all ages.

This annual Harrogate Borough Council My Neighbourhood partnership event is growing year by year, with more local groups, including many of our Connecting Ripon Network members, getting involved. Volunteers work hard to put on an exciting programme of events and activities.

By following the trail around the participating venues, visitors met a wide range of local groups and charities including: Dementia Forward, Yorkshire Air Ambulance, Ripon Fire and Rescue Service, THE LOCAL LOTTO, Ripon Together, HADCA, HELP Ripon and Rural, Citizen's Advice and Jennyruth Workshops.

Throughout the day at the cathedral we enjoyed connecting with people who were interested in volunteering or knew someone who may need our HELP services, listening to music with choirs of all ages and popping over for refreshments from the fabulous Ripon Walled Garden Pop Up Café.

The day is an opportunity to celebrate the role volunteering plays in making Ripon such a positive place and illustrates what can be achieved when a community has strong local connections.

If you are involved with a charity or community group in Ripon community and would like to work with others to share ideas and achieve more please join our Connecting Ripon Network ([see page 6](#))

End of an Era



After 25 years RAP (Ripon Activity Project) held its last meeting in December. Ripon CVS was involved in setting up the project back in 1994. Thank you to Jerry and all the volunteers for making such a positive difference for many people with disabilities and their families.

Think Harrogate District - People & Places

Think Harrogate is an initiative that was started by Harrogate Borough Council in September last year to develop a new 'Story' for the Harrogate district that could be used by local authorities, private sector businesses and organisations to help promote the district as a great place to live, work and invest.

Karen Weaver was invited to join the multi-partner Steering Group which had the role of bringing their experience, knowledge and skills to help shape and drive this critical work.

The project came to fruition when the Harrogate Story was launched in the first week of March at a packed event held at Roosters Brewery on Hornbeam Park. A number of voluntary and community sector reps were invited to attend and everyone received a copy of the book which is now available for viewing or download here: www.thinkharrogate.co.uk



This work was always intended to be managed beyond the launch of the Story by an external group of business leaders and organisations. This group has now been established and is being led by Mark Roberts (Chair) and Sharon Canavar (Vice-Chair) and 12 others – details of membership of the group, the Mission Statement and long-term aims are available on www.thinkharrogate.co.uk.

The purpose of this group is to help mobilise initiatives across our place, and also to act as ambassadors for our place (the entire Harrogate District).

Karen has been invited to continue to participate in this group ongoing and will work hard to ensure that the role of charities and volunteers in making our area a great place to live and work is not overlooked.

She comments: *'From the moment I moved to Harrogate to work for HBC over 30 years ago I have always known this is a very special place and our family has benefited from the great schools, green spaces and cultural activities.'*

However from my work at HADCA and time as a school governor I know that life is not easy for everyone who lives here, and that we must work really hard to ensure that everyone benefits from the many assets the District enjoys.'

This has never been more important as we start to plan for the recovery from the lockdown. Street by street and community by community we need to strengthen our resilience as we adapt to the 'new normals' which emerge. I'm sure there is an important role for Think Harrogate in this work and am delighted to be involved ongoing.'

Although some planned workshops and meetings have been paused the group is continuing to keep in touch via Zoom and this has already proved to be a valuable way of connecting in with local businesses to support the community during the crisis.

Updates will be included in future HADCA newsletters and bulletins.

If you are passionate about our place and want to play your part in raising the profile of Harrogate district then you can register your interest

<https://thinkharrogate.co.uk/resources/>

Harnessing the Power of Communities

The Harnessing the Power of Communities in Harrogate District scheme is now in its second year, with £102,000 secured for 2020-21.

The work is managed by Community First Yorkshire, with funds coming via the West Yorkshire and Harrogate Health Care Partnership. A group of local voluntary, community and social enterprise sector chief executives (the Harrogate District VCSE Strategic Leaders Group (SLG)) are instrumental in designing and delivering the work, with the ambition of enabling the full and equal participation of the voluntary, community and social enterprise sector in the health and social care system in Harrogate District.

Work continues during the Covid-19 pandemic. There are currently 2 pieces of work due to start;

1. A 'Data Capture' package to work with members of the VCSE Strategic Leaders Group to gather data and to identify case studies and examples that demonstrate the contribution made by SLG members to the system's response to Covid-19, and where SLG members and the sector have been involved in significant system change/shift in thinking and revised operational delivery of services to meet needs in the community.

This will result in an accessible, illustrative report that summarises the impact of the SLG during this period and draws out learning and opportunities for further contribution to system improvement across the District.

This report will be fed into a larger piece of work, being undertaken by Community First Yorkshire, to inform discussions regarding preparation of a North Yorkshire Recovery Plan.

2. 'Workforce Support' package designed to identify existing sources of support for mental and emotional health and wellbeing available to the VCSE sector in Harrogate District and to work with partners in the wider health and social care system to identify ways to fill any gaps in support, e.g. by drawing on partners' resources where possible.

These resources will be collated and made available online, along with a bursary fund to pay for support where necessary.

The VCSE Strategic Leaders Group is also supporting colleagues at North Yorkshire Sport with the targeted distribution of an initial 750 activity packs to support children, young people and families and older people with their physical and mental wellbeing during Covid-19.

If you would like to know more or find out how you can be part of this work, please contact:

Dewi Winkle, VCS Health Partnerships Manager,
Community First Yorkshire

Dewi.winkle@communityfirstyorkshire.org.uk



We love this design with the messages:

- ⇒ It's physical not social distancing
- ⇒ Look after yourself & others
- ⇒ Be Kind

Down load for free at <http://imagistic.co.uk/>

Harrogate Community House Update



On 24 March Harrogate Community House closed until further notice. The single most important action we can all take in fighting coronavirus is to stay at home in order to protect the NHS and save lives.

We were sorry to have to cancel all meetings being held at Harrogate Community House for the immediate future.

When the advice changes and we can do so safely we look forward to welcoming you back to Community House.

If you need to make contact during this period of closure please email the team at reception@harrogatecommunityhouse.org

Hints and Tips for Positive Conversations

This [short guide](#) from the Befriending Networks provides ideas for positive conversations between volunteer distance befrienders and befriendeds from checking in about general welfare/wellbeing, to going beyond the COVID-19 situation to find things in common, learn more about each other and allow your befriending to develop.

Find this and other Befriending resources at <https://www.befriending.co.uk/resources/>

Welcome & Farewell



Ceri (2nd left) with colleagues on her first day

We are delighted to welcome Ceri Naylor to our Ripon team. Ceri started as the new HELP Ripon and Rural Service Coordinator on 2 March and replaces Julie Proudler after four years in the role.

It has been a very busy first few weeks for Ceri recruiting volunteers for the Covid-19 Community Support Organisation for the Ripon area and working closely with colleagues at Ripon Community House making sure people self isolating receive the support they need.

Although we were very sad to see Julie leave the team before Christmas, it was a case of 'au revoir' rather than goodbye. Julie moved to Ripon Community Hospital as an Occupational Therapist and is happy to be able to put her knowledge of local voluntary and community support services to good use in her new role.

Our other Julie, Harrogate Community House receptionist, Julie Boothman, has also left HADCA, having retired at the end of March. We had commenced recruitment to replace Julie, but this has been paused until Community House re-opens. We wish both Julies all the very best for the future with a big thank you for all they did, with such positive and cheerful outlooks.

HADCA Members in the Spotlight

Masham Community Office



Volunteers outside Mashamshire Community Office (from left to right): John, Judy, Wendy and Roger.

One of the 6 designated Covid-19 community support organisations in our district is Mashamshire Community Office (MCO). We were due to put MCO in the spotlight in this issue before the coronavirus outbreak but now the work of this community hub, keeping residents and businesses connected with support from local networks is even more needed.

Hayley Jackson, Community Office Manager said: *'It's a busy little hub and it's all thanks to our dedicated team of part-time staff and enthusiastic volunteers who all love where we live. When speaking to one of our volunteers about their colleagues they said, "I admire and respect their 'can do' and 'will do' attitudes", and that's exactly it. It's particularly evident in our community now, at a time of global crisis.'*

'Our smaller rural communities truly demonstrate their strength and compassion as everyone works together to do what they can for one another.'

'It's thanks to networks such as HADCA that we are able to stay connected and informed about local training and offerings of support from other organisations.'

Making a Difference

- ⇒ The team responded to 56 COVID-19 enquiries during the week of 6 April and a further 47 during the week of 13 April
- ⇒ *'You are doing a brilliant job! I'm self-isolating, so appreciate all the information and find it both helpful and uplifting to the spirit!'*

HADCA Members in the Spotlight

..a can do attitude at a time of crisis

Although the Community Office and Library are not currently operating face-to-face services and the building is closed, the team continue to provide advice and services by phone 01765 680200 and email info@visitmasham.com, Monday – Friday 10am - 3pm. They are also working with Masham and Kirby Surgery to coordinate delivery of vital prescriptions.

The hub is open to working flexibly with people from home so if you're interested in joining the friendly team, please do get in touch.

One volunteer, Roger explains why he volunteers at the hub:

'I wanted to meet people; recently retired, I wanted to keep active and I hoped my varied working experience might be of use to the Community.'

The hub's normal functions – Tourist Information, Community Library, Blue Light Community Gallery, Community Info - are all on hold and many of the usual team of wonderful volunteers are aged over 70 and now self-isolating.

Life has changed very quickly, but the team has adapted to the current crisis to successfully support the local community behind closed doors. This is only possible thanks to dedicated part-time staff and over 70 incredible volunteers, most of whom are new to the hub and responded to a call to help during the crisis.

The team are now acting as an agent to deploy emergency support grants for households in difficulty, coordinating volunteers; distributing ID badges so they can collect prescriptions, food shopping and run other errands as required.

Volunteers are also making visits to households of medically shielded individuals who have not answered calls from the County Council to ensure they are safe and well.



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E: info@visitmasham.com



www.visitmasham.com



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Mashamshire Life group for locals

Take Your Turn in the Spotlight!

If you are involved with a local charity and would like to feature in a future edition of Care in Action and on our HADCA website, please let us have your news at www.hadca.org.uk/Submit-News or email hadca@hadca.org.uk. We would love to hear about how your organisation makes life better for people in Harrogate district and opportunities to get involved.



Harrogate and District
Community Action



Where to Turn

Free Online Community Directory
for the Harrogate District

Our fully searchable Where to Turn Community Directory makes it easy to access up to date information about hundreds of community activities, services and events which support good health and wellbeing.

We're here to help connect you.

hadca.org.uk/WhereToTurn

Our free online resource for people looking for charity services , information, advice and support for themselves, someone they care for or support.



Harrogate and District
Community Action



Volunteering Directory

Find your ideal role

Our free online directory of volunteering opportunities in the Harrogate District can be searched by interest area, age, availability, wheelchair access and location.

Browse hundreds of different opportunities to volunteer and to get involved in your local community.

hadca.org.uk/Volunteer

Our free online resource matching local people with volunteer roles that suit their interests, skills, availability, location and needs.

How to Contact HADCA

Tel: 01423 504074 **E-mail:** hadca@hadca.org.uk
www.hadca.org.uk

Community House, 46 - 50 East Parade
Harrogate HG1 5RR

Community House, Sharow View
Allhallowgate, Ripon HG4 1LE

Following Government guidance during the coronavirus outbreak the HADCA team has been working from home since 24 March. Email is the best way to get in touch.

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