

Community Action Ledbury

Making a difference: Our impact in 2023



Headlines

4,247 volunteer car journeys, up 17% on 2022

81,300 miles driven by volunteer drivers

338 people taken to 2,058 medical appointments

88 social events/trips for the elderly (13% increase)

6,700 hours of voluntary service by 62 volunteers

208 minibus journeys for local groups.

550+ direct beneficiaries

Objectives

Community Action Ledbury aims to make a difference to the local community in and around Ledbury in five key areas:

- 1) Facilitating access to healthcare for the elderly and disabled and others that struggle with transport.
- 2) Reducing loneliness and isolation in the elderly.
- 3) Supporting independent living for the elderly and disabled.
- 4) Preventing rural isolation.
- 5) Promoting volunteering and wellbeing in later life.

This report summarises how we met these objectives for the year Jan-Dec 2023

Facilitating Access to Healthcare

Community Action Ledbury runs the Ring & Ride volunteer car service, serving Ledbury and surrounding villages. The primary aim of the service is to help those that struggle with transport to get to medical appointments. The majority of user are elderly – 78% are over the age of 75.



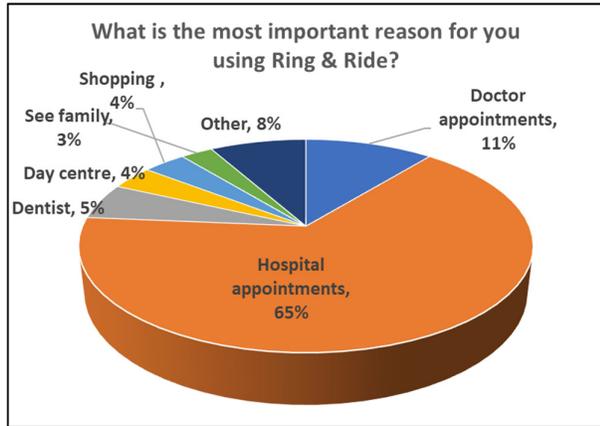
Volunteer driver Richard Allsopp with user Jill Ingram

Users of the Ring & Ride service are primarily the elderly – 78% are over the age of 75.

During the year, the service saw an 24% increase in membership and 17% increase in the number of journeys made over 2022

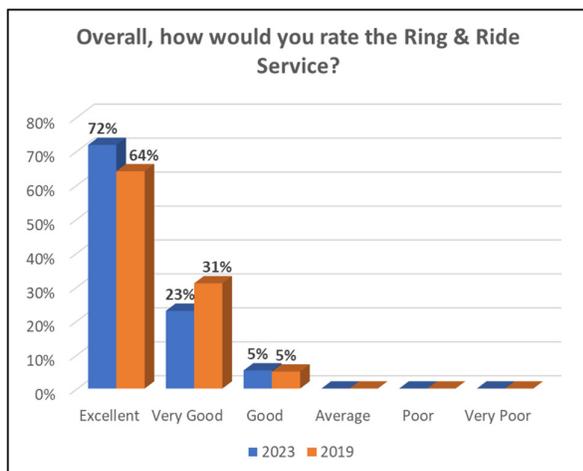
| | 2023 | 2022 |
|--|-------|-------|
| Number of registered users | 559 | 449 |
| Number of registered users who used the service at least once during the year. | 386 | 335 |
| Total number of journeys undertaken. | 4,247 | 3,632 |

In a recent user survey 76% of respondents rated medical appointments as the most important reason for using the service.



| Health care journey statistics | | |
|---|--------------|--------------|
| Number of appointments | 2023 | 2022 |
| Hospital appointments | 888 | 786 |
| Doctor | 595 | 480 |
| Other medical | 575 | 529 |
| Total health care journeys | 2,058 | 1,785 |
| Number of individuals taken to healthcare appointments | 338 | 286 |

95% of survey respondents rated the service as either “excellent” or “very good”.



“Without Ring & Ride I would be unable to get to various hospitals, you are invaluable to us”

“Without the service it would be very difficult to get to hospital appointments”

Thanks to a grant from Herefordshire Council, we are also providing free transport to three families of Afghan refugees who have been settled in Ledbury.

Combating loneliness

Minibus day trips

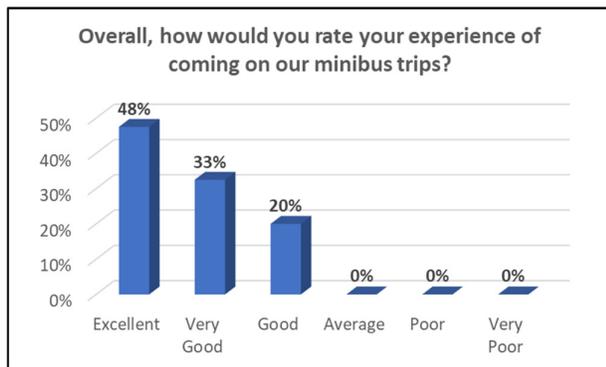
We know that over 65% of our Ring & Ride users live alone. We run a programme of regular pub lunches, shopping trips and excursions to provide an easy way for our elderly members to get out of the house, visit interesting places and meet other people.



Users on a trip to G&W Steam Railway

| | 2023 | 2022 |
|-------------------------------------|------------|------------|
| Number of Excursions | 51 | 44 |
| Number of Pub Lunches | 22 | 22 |
| Shopping trips | 15 | 13 |
| Total number of trips/events | 88 | 78 |
| Number of users | 132 | 110 |

On average, each user went on seven trips during the year.



What our users say about the trips:

"Your trips get us out and that helps keep us happy. Thank you for everything you do."

"You have taken us to a variety of interesting and stimulating places and they have been most enjoyable"

"Being able to get out and visit places we thought we would never get to again – lifts the spirits "

"Absolutely superb, very, very enjoyable"

Transport for community groups

We provide low-cost minibus transport for local community groups most of which provide social activities for the elderly.

| | |
|---|-----|
| Number of community groups and local schools supported. | 19 |
| Number minibus trips undertaken | 171 |

Other community groups supported include those working with young carers, under privileged children and refugees

Supporting independent living

We undertake a number of services aimed at helping the elderly and other vulnerable or disabled people to continue living independent lives in their own homes. These include

- Providing Ring & Ride transport to take people to shops and other destinations associated with day-to-day living, e.g. bank, post office etc.;
- Undertaking shopping for a small number of individuals who are housebound and unable to get to the shops. This activity declined during the year due to a shortage of volunteers.
- Delivering food parcels on behalf of Ledbury Foodbank to clients who are unable to collect them.

| | 2023 | 2022 |
|---|------|------|
| Number of Ring & Ride journeys for shopping | 474 | 483 |
| Number of people taken shopping | 57 | 58 |
| Number of shops for housebound users | 42 | 184 |
| Number of shopping beneficiaries | 4 | 9 |
| Number of food bank deliveries | 64 | 52 |
| Number of foodbank users benefiting | 19 | 19 |

The comments from our Ring & Ride survey indicate one of the things users most value about the service is how it enables them to maintain their independence:

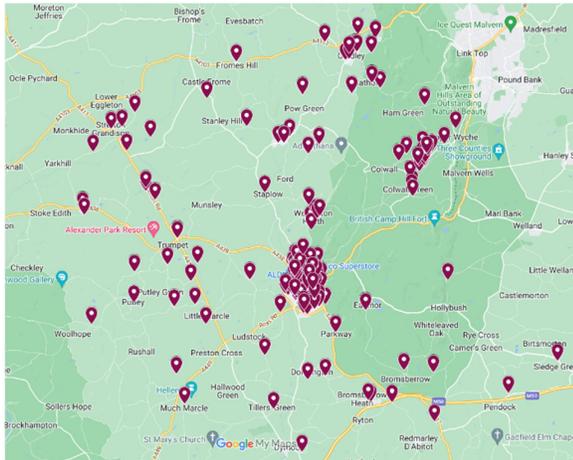
"The Ring & Ride service is very important to me as it helps me keep my independence. It is a fantastic service"

"Ring and Ride is an excellent service and gives me a little bit of independence"

"It's a vital service. It keeps me independent and your drivers are so pleasant and helpful"

Preventing rural isolation

Twenty-seven percent (157) of our registered members live in small villages or hamlets between three and eight miles outside of Ledbury. These villages have few amenities and very limited public transport, which makes life very challenging for those that do not have a car. The Ring & Ride service provides these people affordable and flexible transport option.



“Well, I live out of town and I don’t drive. Ring & Ride has sorted that out for me – I have never looked back”

“We live in a rural spot with no public transport. Getting to hospital is quite difficult, so we rely on Ring & Ride.”

Promoting volunteering and wellbeing in later life

During the year a total of 64 volunteers were involved in delivering our frontline services and undertaking important roles in the office. All but two of these volunteers are themselves retired, with ages ranging from 60 to 85. An estimate of the total number of volunteer hours undertaken by our team is shown below:

| Activity | Estimated volunteer hours |
|----------------------------------|---------------------------|
| Ring & Ride driving | 6,140 |
| Minibus driving | 700 |
| Shopping and foodbank deliveries | 70 |
| Office (call-handling etc) | 680 |
| Total (estimated) | 7,590 |

A survey undertaken in 2020 indicated that volunteering for CAL makes a positive contribution to the volunteers’ physical and mental wellbeing by:

- keeping them physically active
- providing social contact
- promoting a sense of self-worth that comes from undertaking important work that benefits others

What our volunteers say:

“I feel I can give something to the community. I find the people I provide transport to are so interesting and it just brightens up my day.”

“I enjoy the variety of people with whom one comes into contact and frankly it leaves me with a feeling that I am doing something useful and supporting the community”

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