

Community Action Ledbury

Making a difference: Our impact in 2022



Headlines

3,632 volunteer car journeys, up 23% on 2021

286 people taken to 1,785 medical appointments

95% user satisfaction rating

78 social events/trips for the elderly

6,700 hours of voluntary service by 62 volunteers

171 minibus journeys for local groups and schools.

550+ direct beneficiaries

Introduction

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

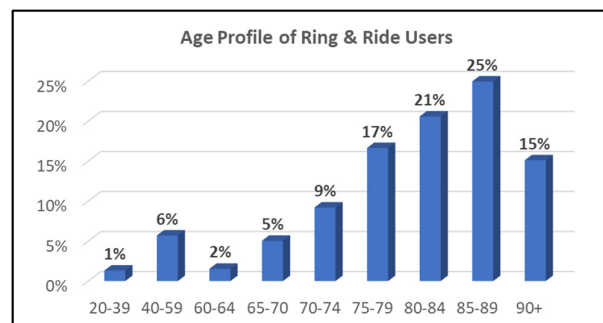
- 1) Facilitating access to healthcare for the elderly and disabled and others that struggle with transport.
- 2) Reducing loneliness and isolation in the elderly.
- 3) Supporting independent living for the elderly and disabled.
- 4) Preventing rural isolation.
- 5) Promoting volunteering and wellbeing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

This report summarises how we met these objectives for the year Jan-Dec 2022

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.

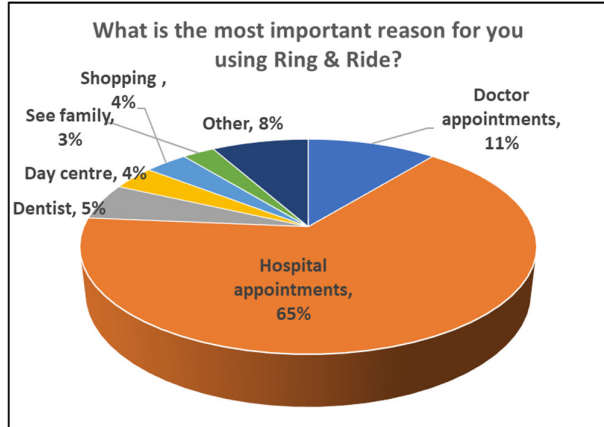
Users of the Ring & Ride service are primarily the elderly – 78% are over the age of 75.



During the year, the service saw an 11% increase in membership and 23% increase in the number of journeys made in 2021

	2022	2021
Average number of users registered with the service.	449	404
Number of registered users who used the service at least once during the year.	335	314
Total number of journeys undertaken.	3,632	2,959

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



“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”

“The Ring & Ride service has been extremely important to us since my husband gave up our car. We have had several hospital appointments in Gloucester and Worcester, which would have been very difficult to get to.”

Combating loneliness

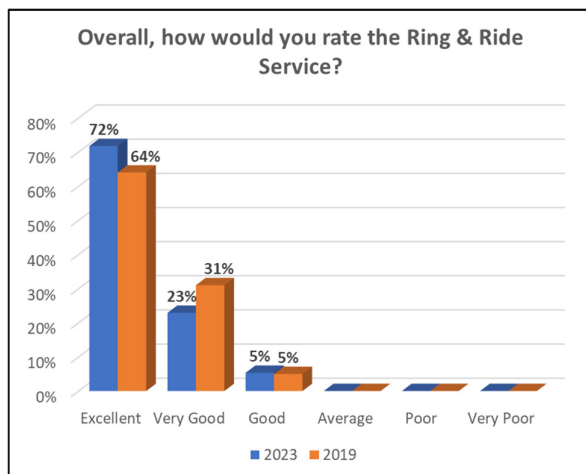
Minibus day trips

We know that over 65% of our Ring & Ride users live alone. We run a programme of pub lunches and minibus day-trips to provide an easy way for our elderly members to get out of the house and meet other people.



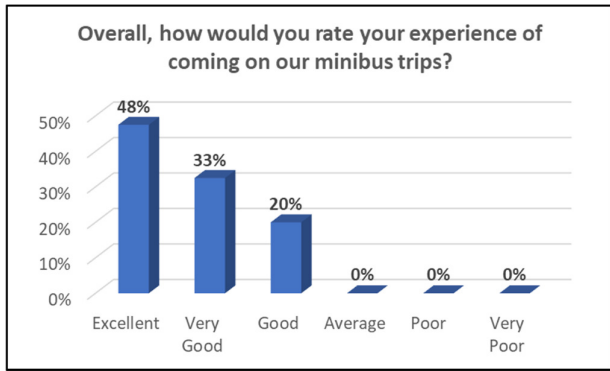
Healthcare journey statistics	
Number of hospital appointments	786
Number of Doctor appointments	480
Other medical (dentist, physio etc)	529
Total number of journeys to healthcare appointments	1,785
Number of individuals taken to healthcare appointments	286

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



	Number
Seven Stars Pub Lunches	22
Shopping trips Malvern/Tewkesbury	13
Day out trips	43
Total number of trips/events	78
Number of users attending one or more of the above trips/events	110

Supporting independent living



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

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 individuals who are housebound and unable to get to the shops;
- delivering food parcels on behalf of Ledbury Foodbank to clients who are unable to collect them.

Number of Ring & Ride trips for shopping	483
Number of people taken shopping	58

Number of shops undertaken by volunteers for housebound users	184
Number of beneficiaries	9

Number of foodbank deliveries	52
Number of beneficiaries	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-five percent (110) 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 62 volunteers were involved in delivering our frontline services and undertaking important roles in the office. All 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	5,100
Minibus driving	700
Shopping and foodbank deliveries	300
Office (call-handling)	600
Total (estimated)	6,700

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:

“It is incredibly rewarding. Everyone is so friendly and appreciative of what I do”

“Having retired it gives me a chance to give something to other people”

“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”

And a final word from one of users:

““Thank you for being there. We need you and you supply a marvellous service. You are wonderful”

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