



Annual Report

23/24



Message from the Board

This year has been a great year of consolidation and growth. We have supported more and more people with our transport services, especially as they expanded to include all essential appointments. Community lunches have been well received, and well attended throughout the peninsulas and yoga classes have improved both physical health and mental wellbeing. We have had changes of team members, tested systems and policies, launched a community car club and continued to lobby NHS for improved social care opportunities.

As we look forward to the year ahead we are reminded of our values, our vision and our mission. The never ending search for funding continues, along with initiating a local care model experiment with NHS Highland and In Control Scotland.

James Hilder, Chair

Our Values

Respect
Accountability
Integrity

Our Vision

Urram is a registered charity, founded in 2021 and operates in the community council areas of Acharacle, Ardgour, Morvern, Sunart and West Ardnamurchan - an area of 1,247 sq km, an area 40 times the size of Inverness. Formed from a working group to save Dail Mhor, the local care home, Urram aspires to enhance the lives of those in our rural communities by ensuring individuals and families have the opportunity and support to be nurtured, stay healthy, and experience excellent quality of life at all ages. Where health disadvantages do occur, we aim to succour both mind and body in their familiar surroundings and assist care-givers and those in need of care. These charitable purposes are delivered through a range of evolving and developing services to meet the needs of our communities.

Our Mission

By taking a holistic, person-centred, human- rights based approach, Urram will develop opportunities to enable residents of the remote areas of Acharacle, Ardgour, Morvern, Sunart and West Ardnamurchan to be well supported throughout life. We will maximise health and wellbeing by delivering and/or supporting

- Care services
- Social activities
- Transport solutions
- Housing opportunities for key workers and community members.
- Community buildings that help deliver our vision.

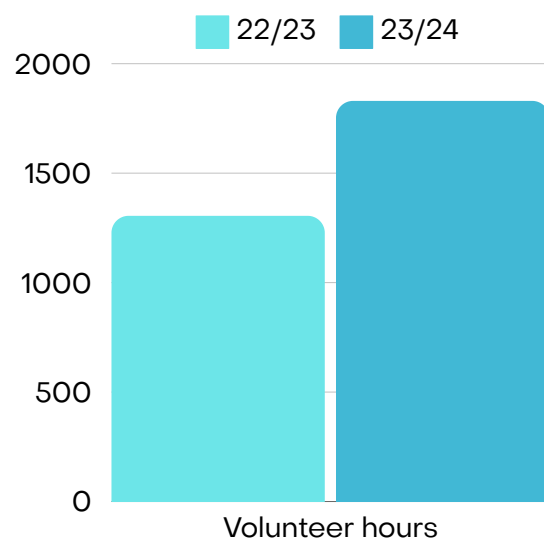
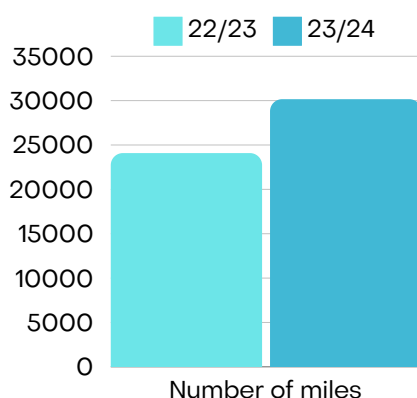
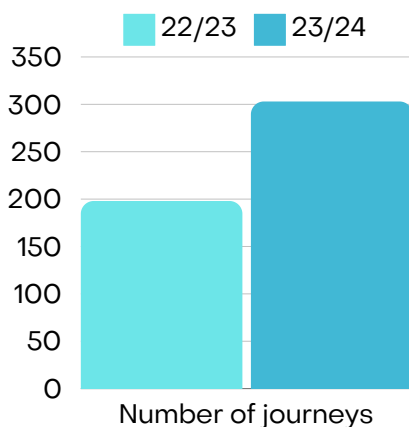


Transport

Our transport service provides assistance to get to essential appointments, community lunches and activity groups.

We have seen an increase of 105 journeys this year- and therefore increased mileage and volunteer hours- for which we are extremely grateful.

The new electric vehicles are a great asset and are summed up nicely by a driver "The electric cars are a dream to drive and the clients find them very comfortable to travel in"



We know its worth it...this is what service users said

My twice weekly visits for treatment in the Belford Hospital are enhanced by the transport service supplied by Urram. The cars are great as are the drivers. I have come to depend on the service and thank all involved.

Without Urram transport I couldn't get to my doctors, dentists, opticians and hospital appointments as my 'family' live outside Perth and visit as often as they can.

Fantastic service provided by Hospital Transport. Excellent Driver and a very positive experience.



FOOD



CONNECTION



SOCIAL



Community Lunches Yoga Tea and Chat



WELLBEING

We hosted community lunches in Acharacle, Ardgour, Morvern and West Ardnamurchan- and we are grateful to Highlife Highland providing the community lunch in Sunart. Our aim is for these lunches to provide a place for;

- Connecting with others
- Developing friendships
- Good food
- Wellbeing support

Attendees told us...

“

It is a joyful event connecting people of different ages

I am profoundly Deaf and have found anything I come to really helpful and I don't feel so isolated

Its good to get out of home

Being part of the community has huge benefits to my mental health

”

Helping Hands Befriending



We know its making a difference.

We know there are people who would like a befriender.

We are finding it challenging to find volunteers for befriending. This is a focus of our work over the next six months so that we can support all those who would like a befriender.

"It is such a pleasure to have the company of Jen each week. We never stop talking and I get great feelings from it. Time just goes by so quickly."

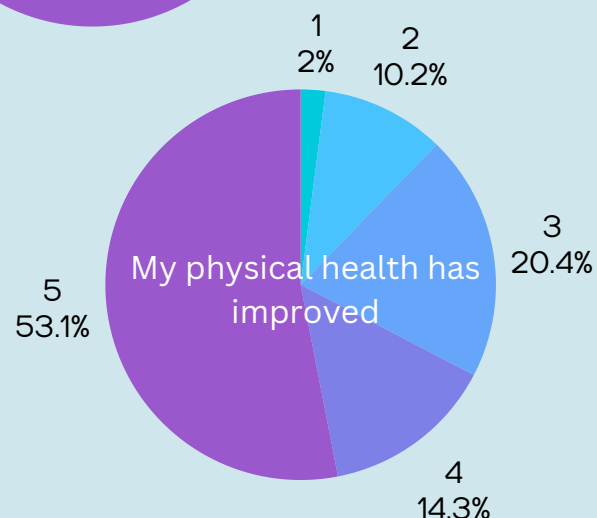
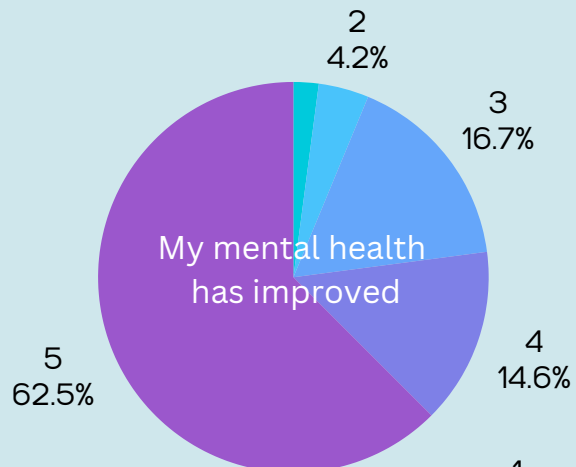
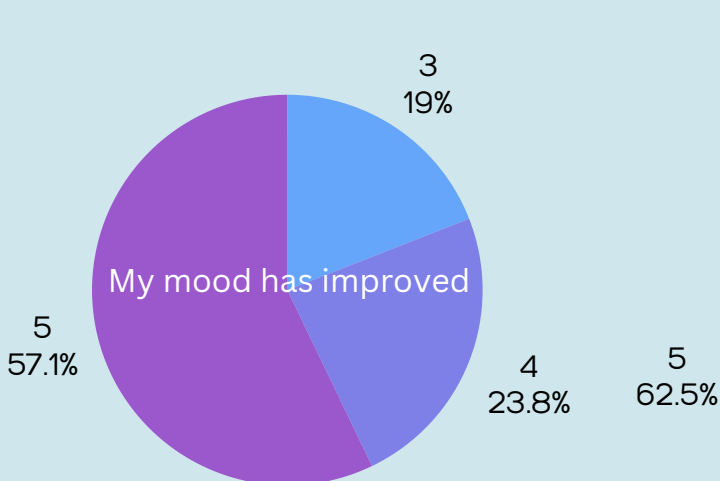
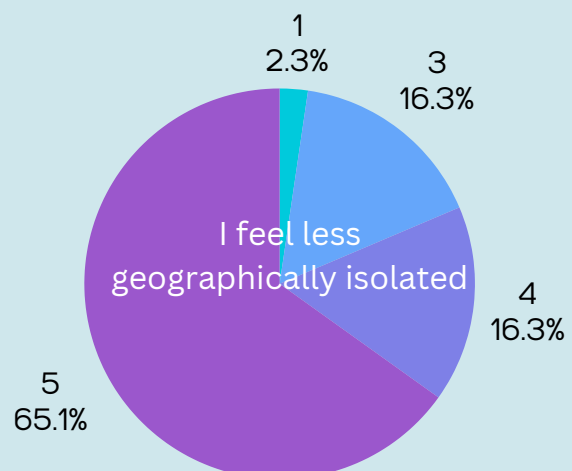
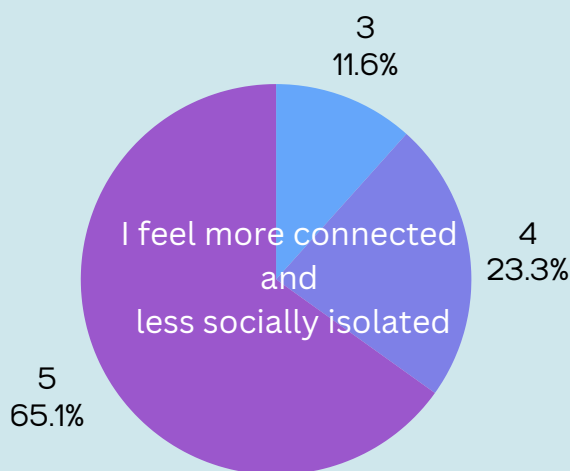
I immediately volunteered for the befriending service either here in Lochaline, Ardgour or Strontian. It must be 18 months now since I met the lady in Strontian and we have a good chat every week plus a cup of tea and cake. We now know all about each others families, moan about bad weather and I do a lot of listening as she reminisces about her midwifery and general nursing days. She's 89 now. She does look forward to my visits and I look forward to our conversations.

I believe the Urram Befriending Coordinator found a very good match with myself and my housebound client. We both grew up in similar rural backgrounds, like poetry and some of the same authors. I pop in to see her at the same time every week, the continuity of my visit seems to be good for her and every 6 - 8 weeks I take her (and her wheelchair) in one of the Urram vehicles for a wee shopping trip and lunch to Fort William. She looks forward to and enjoys the fortnightly lunch clubs where there are a different set of helpers who also aid her with her day to day shopping.

Could you commit some time each week or fortnight to visit someone regularly?

HOW DO WE KNOW ITS MAKING A DIFFERENCE?

We conducted a survey towards the end of the financial year. We asked community lunch attendees, transport users, activity class attendees to complete it and we had 48 responses. Respondents agreed with the following statements on a scale of 1-5 with 5 being the most.



**100% of respondents
would recommend
Urram to friends and family**

Describe the difference these services have made

Hospital Transport is fantastic and I use it frequently. Lunches are really good and a way of meeting people

Being part of the community has huge benefits to my mental health

Transport to distant hospital- excellent service. Lunch club crucial for interacting with others thus positively affecting mental health

It was nice to mix with different ages. I'm able to assist at the lunch. I enjoyed blethering at the tea and chats and its nice to see other people and learn about their lives past and present.

Worthwhile 'service' to this community. Can only hope it will continue. We need this! The hospital transport has been especially helpful. Many people enjoy using this. The lunches too have brought people out to meet and talk

Urram has been very helpful. This (Community lunch) has been something to look forward to.

The use of the hospital transport takes the worry of hospital appointments away. Community lunch is an enjoyable social event and home cooked food excellent.

Transport has been invaluable. Only today tried the lunch club today...'magic'... only hope it continues.

It (Community lunch) is a joyful event connecting people of different ages

Made me feel more welcome in this area

It is good to have a place to go to, meeting others, a friendly place. The transport is absolutely vital. My husband died some years ago, so NO car. The volunteers are wonderful.

Fantastic service provided by Hospital Transport. Excellent Driver and a very positive experience.



Suggestions

you made...we are listening!

It would be great if the lunches could continue through the summer

I really hope the lunches continue. They have helped me so much.

We are doing our best to ensure they continue- interesting that there is demand for summer lunches, as we have seen attendance drop- BUT some thing to consider!



"Funding is crucial to retain these services..."

We are continually applying for various funding streams. Look out for various coffee mornings in the autumn...and if anyone wants to fundraise for us- please get in touch!

Priority boarding on the ferry would enhance the journey, especially in the busy summer months.

We have asked at various levels in The Highland Council. Unfortunately this is just not possible; not all people attending appointments use Urram transport- should all appointments get priority? THC suggest there are many others in the queue who would have equal or greater argument to priority, and the NHS patient transport service bus does not have priority.



Would be good to get interaction (occasionally) with primary school pupils



The work you are doing is great. Cant improve, collected from my door and returned to my door.



Maybe facilitate visiting people such as hairdresser, chiropodist etc.

Good suggestion- we will see what we can do!





None of this
would be
possible without
our

Wonderful Volunteers

From just an hour a week or a transport journey every now and then to several journeys a week- it really is just what you are able to give.

"I love the fact you are not committed to any set number of journeys per month"

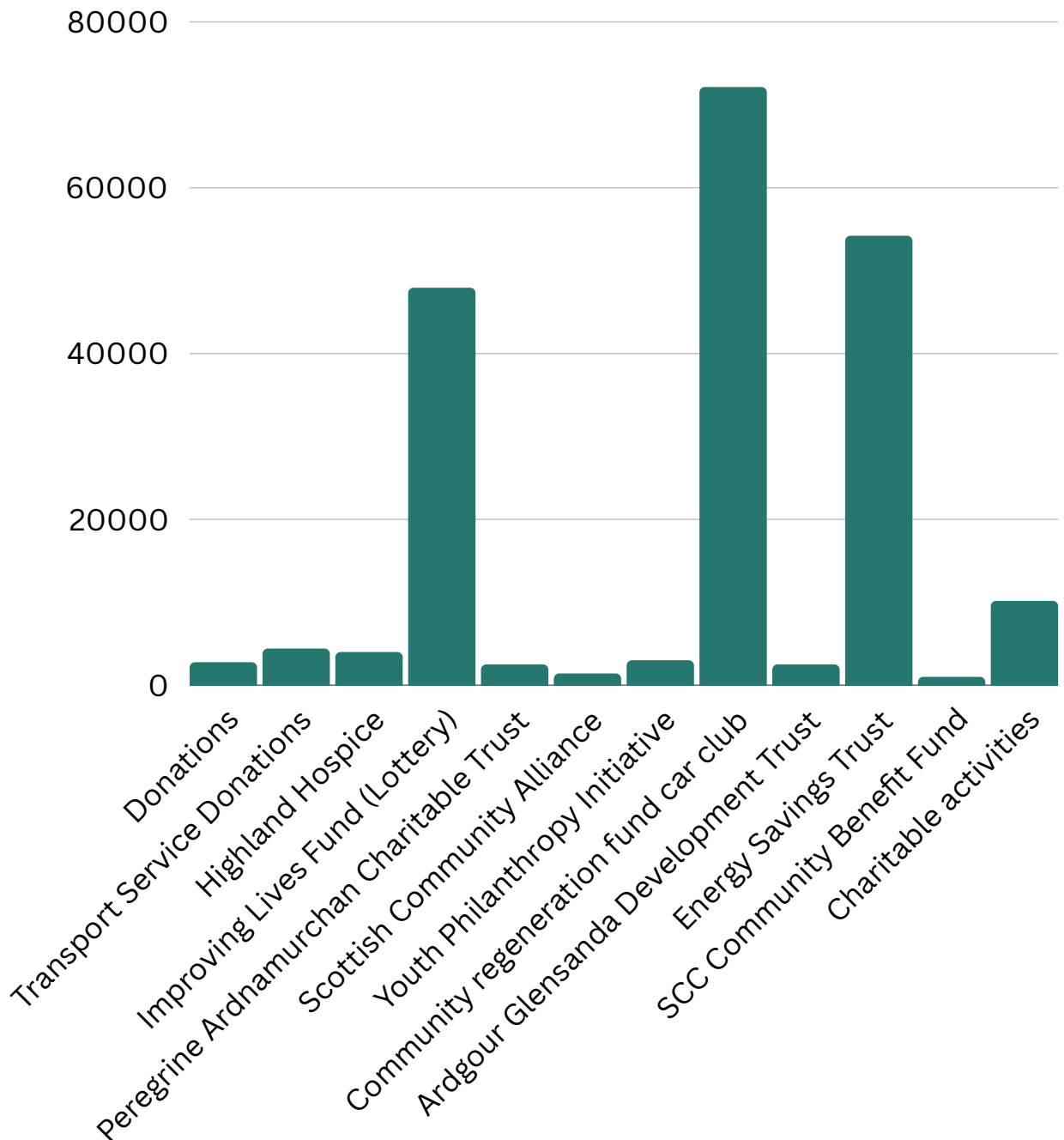
- ✓ Make a positive difference to peoples lives
- ✓ Use your skills to benefit others
- ✓ Meet new people
- ✓ Improve self esteem, confidence and wellbeing



Finances

Income

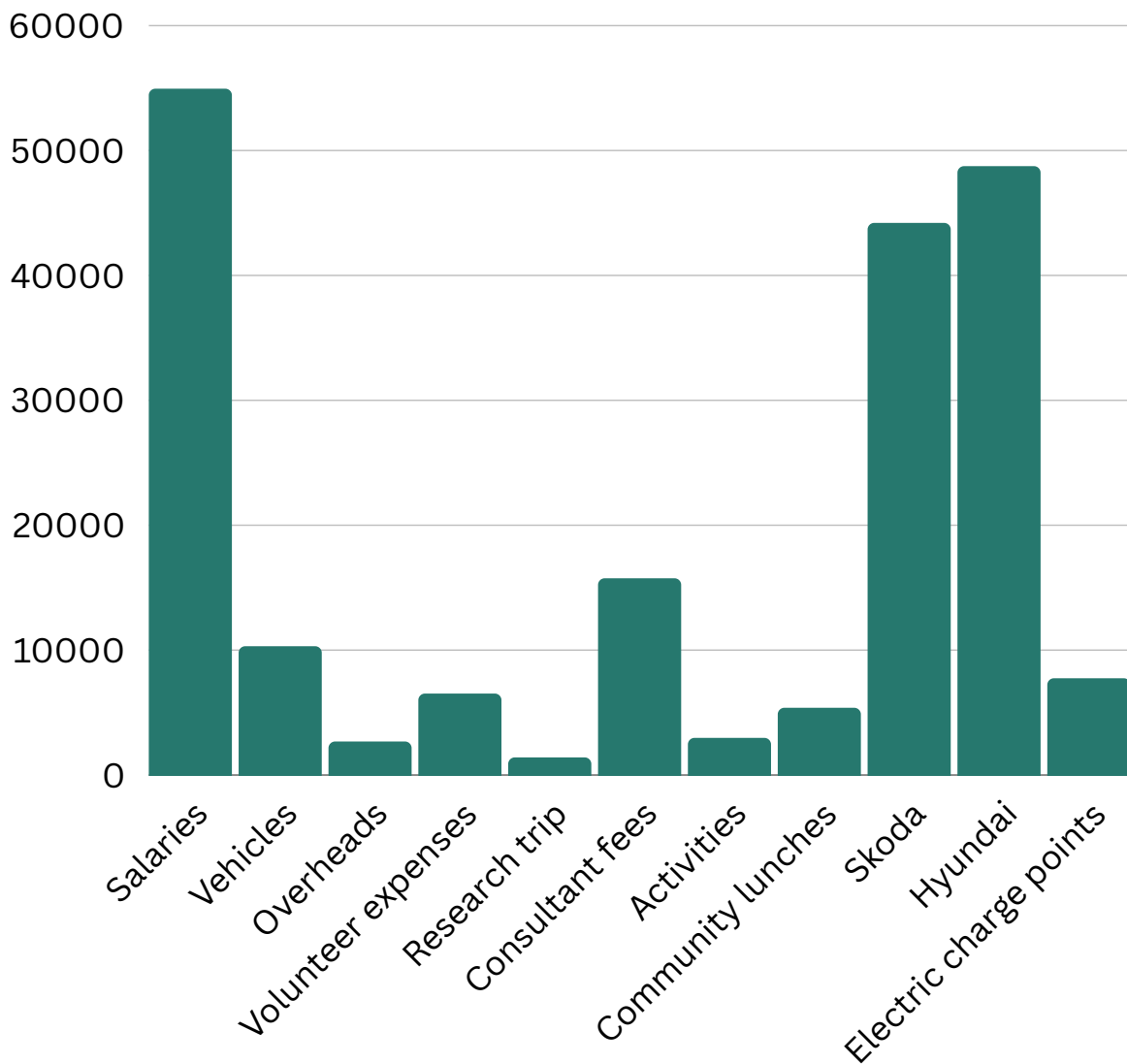
Fundraising, donations and charitable activities.



Total incoming resources:
£206,743

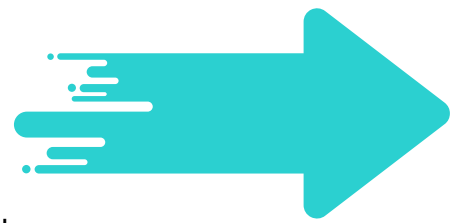
Finances

Expenditure



Total expenditure: £204,092

We said we would...



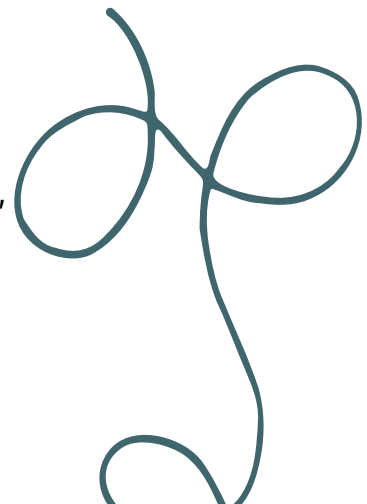
- Conduct a housing needs analysis
- Develop a car club based in Strontian and available for Urram Transport journeys
- Establish new groups and activities where there is demand
- Work with Highland Hospice to establish an alternative home care provider- Sunflower Home Care.
- Work to develop plans for a new GP surgery, Community hub/Village hall

We have...

- Conducted a housing needs analysis
 - The full report is available on our website. 240 respondents over the 5 community council areas. A clear need for affordable or more appropriate housing was strongly demonstrated. The survey also demonstrated how housing need impacts on care provision.
- Developed a electric vehicle car club based in Strontian and available for Urram Transport journeys.
 - The Skoda EV arrived in November, and the car club was launched in March. Since then it has done 45 car club journeys and 61 Urram transport journeys- clocking up 12,957miles and saving around 2250kg/CO2 in tail pipe emissions, compared to a diesel car of similar size.
- Establish new groups and activities where there is demand
 - We began supporting a chair yoga class in Kilchoan, a yoga class in Salen. We partnered with Kilchoan Community Centre and Acharacle Community Centre to run community lunches in these places.
- Work with Highland Hospice to establish an alternative home care provider- Sunflower Home Care.
 - We tried again to launch Sunflower Home Care- as it is, but this was unsuccessful. We think there is a need for a more flexible approach, and have been working with NHS Highland and In Control Scotland to develop an experiment of a 'local care model' This began with a series of community conversations over the winter time, and the project is about to enter the design phase.
- Work to develop plans for a new GP surgery, Community hub/Village hall
 - We have met with interested parties, embarked on a study to see if a district heating system is a possibility and submitted an expression of interest for a Community Asset Transfer for the Dail Mhor site, in the event that NHSH and Highland Council have no intention of re-opening or developing the site.

We have also...

- Continued to encourage NHS Highland to recruit for Dail Mhor
- Sourced funding for a 'Support in the Right Direction' Project Officer, and appointed Tracy Cameron. This service will offer independent advice and support to those accessing social care and Self Directed Support.



2024-2025

We will...

- Continue to seek solutions for social care, enabling people to stay in their communities as they age.
- Lobby NHS Highland to recruit for Dail Mhor as a local care centre.
- Expand the Car Club, to be more accessible for more communities.
- Work with NHS Highland and In-Control Scotland to design and implement a local care model experiment.
- Develop the Support in the Right Direction Service.
- Pursue a community asset transfer(if this is the right thing) and redevelopment of the Dail Mhor site.

With thanks to our funders



Scottish Government
Riaghaltas na h-Alba
gov.scot



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