



Annual Report

2024/2025



MQW



Message from the Board

What a year it has been! More transport journeys, more befriending relationships, more community lunches, and the Support in the Right Direction project has been gaining momentum. We have been working closely with NHS Highland on the Local Care Model project and are starting to see more people being supported with what is available in our communities. Dail Mhor Respite Service has remained closed, despite several recruitment drives to secure appropriate staffing levels. Urram continued to meet with NHS representatives, Kate Forbes and community councils to maintain political pressure. This group agreed, following the last, more thorough, recruitment drive that it was better to open the building for something than remain closed. A community hub, with local services and other support from Urram and NHS professionals would provide a base for the Local Care Model project and enable more local residents to be supported in their own homes. We finished the year awaiting decisions from NHS Highland.

We have spent some considerable time reflecting on our values, our vision and our mission; - how we measure our impact and articulate this to our funders and potential funders over the next few years.

There have been a few changes to the Urram team over the past year. We were delighted to welcome Sunart Community Councillor - Catriona Hunter to the board of trustees in September, and are grateful to her for getting 'stuck in' and bringing her many years of community knowledge to Urram. During the period we also had a number of team members leave, with Bryan, Donna and Aukje moving on to pastures new- we wish them all the best in their new roles. The Board are very grateful to Tracy and Louise for continuing to maintain all of Urrams' services with the support of our amazing volunteers during the staff changes. As the financial year drew to a close we paused recruitment until our finances improved but we are now anticipating an expansion of services and a recruitment drive.



James Hilder, Chair

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Our Vision

Urram is a registered charity, founded in 2021 and operating 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 to 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.

Short Term Outcomes- Impact for individuals

- Individuals and carers have a better understanding of their options for Social Care and support
- Individuals and carers have increased choice and control in respect of the care and support they receive
- Individuals and carers feel their health and wellbeing is improved
- Individuals and carers feel more connected with their community.

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.

Our Values



Long term outcomes- Impact for community

- We have a stronger culture of care and mutual support across our community
- Our model of care is fair and sustainable
- Everyone in our community experiences excellent quality of life throughout their life
- Our community economy has grown in a carbon friendly approach



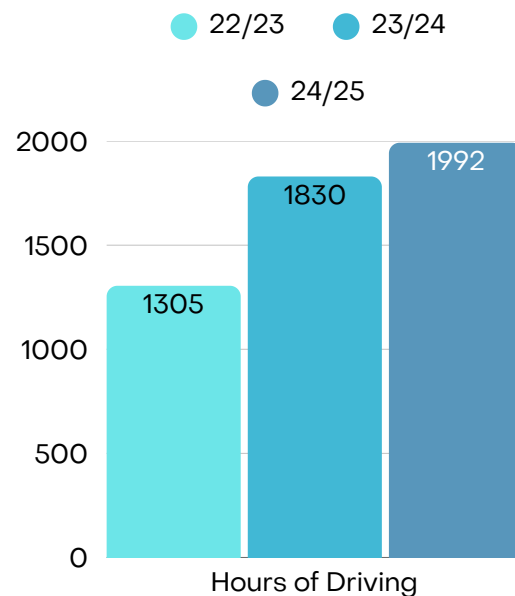
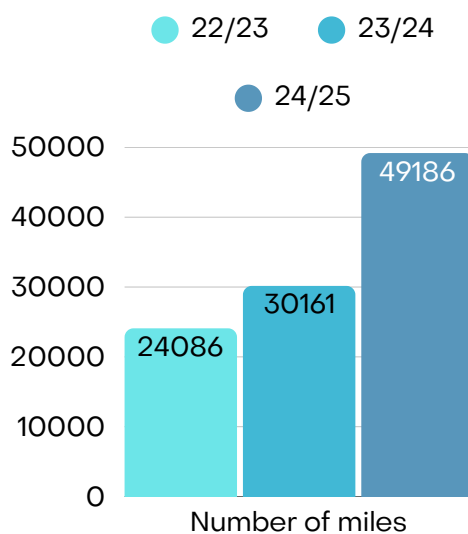
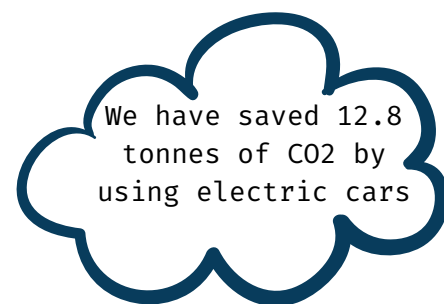
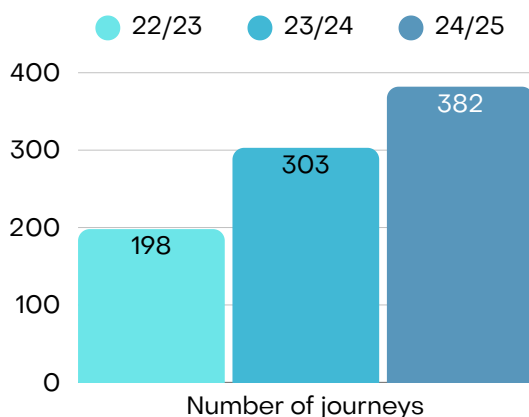
Transport

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

We have seen an increase of 79 journeys this year- not quite as big an increase on the previous year but nonetheless an extra 19,025 miles driven. Some of this is related to more accurate reporting than in previous years, and also reflects the number of journeys that are further afield - to Inverness and Glasgow.

This year is our first year of using a widely recognised ECT Social Value Toolkit - which suggested our monetary social value for the year 24/25 is £61,471. The majority of this comes from economic impact of the transport service, with some health and social impacts. These figures include approximations as we didn't quite have all the relevant data, but we have made adjustments for next year.

We added the Nissan (formerly Morvern eco wheels) to the fleet in May. It remains located in Lochaline and has been benefiting service users from Morvern.



Car Club

In the first full year of operating the car club had 66 days of hire and completed over 7000 miles.

We would like to expand the reach of the car club with a car relocated to Ardgor and utilising the Nissan in Lochaline. First we need dedicated charge points and parking locations - it is a work in progress.



Helping Hands Befriending



The number of active relationships is continually changing as the service adapts to the needs of those who use it.

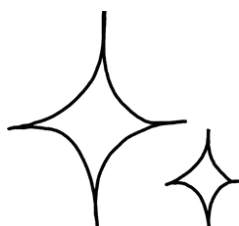
We have some befriending relationships that have been going for several years, and others for a few months.

This year has seen up to 14 befriending relationships at various points over the year.

We have been working more closely with the Community Link Worker which has helped spread the word.

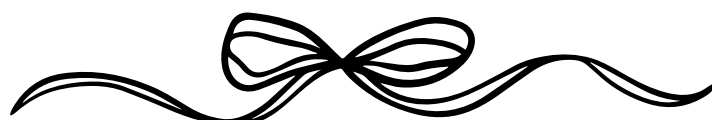
“Having a befriender is great, I enjoy his company and reminiscing together. this gives my wife a break too.”

“I look forward to my befriender visiting every week and having a chat”



Give the gift of friendship

We have more requests for befriending than we have volunteers for...Could you help? a weekly, fortnightly or monthly commitment is all it takes to make a big difference for someone.





Social Groups and Activities

We hosted community lunches in Acharacle, Ardgour, Morvern and West Ardnamurchan- and we are grateful to Highlife Highland providing the community lunch in Sunart.

A regular tea and chat happens in Acharacle and Ardgour, and we partner with Ewen's Room to help deliver their weekly 'Open Doors' session.

We have been supporting Yoga and Chair yoga in Treslaig, Salen and Kilchoan, along with a couple of craft groups in Kilchoan.

Our aim is for these groups is to;

- help people feel their health and wellbeing is improving
- help people feel more connected with their community.
- enable everyone in our community to experience excellent quality of life throughout their life.

Attendees told us...

A place to see people and catch up with your friend

The lunches are great for my husband and I.

We do not get out much and the lunches are a great time to see other people.

Although I'm mobile and fairly fit, I work from home, so often feel lonely and isolated. The various activities have allowed me to get out and meet new people

Hospital transport is wonderful and so are the chair yoga as well and community lunches/get togethers. Thank you.



The Support in The Right Direction Project (SIRD) has been running for a year and aims to give independent advice and support to those seeking or accessing social care.

This means we can help individuals at any point in their social care journey. From first steps and not being sure they need or want any assistance at home, to those who are looking for a full support package.

We can also offer guidance to individuals if they want to work as a personal assistant(PA's). Personal assistants are often self employed and help provide care in the home to those who need a bit of assistance. We have put together a list of people who are working as PA's which has been invaluable in helping individuals to get support quicker, as well as supporting those who are self employed to be sustainable.

We have;

- Held drop in sessions, information sharing and encouraged opportunities for asking questions about social care and support.
- Created printed materials- and made these widely available.
- Actively promoted the role of personal assistant, and supported recruitment for care at home workers.
- Supported individuals to employ PA's privately whilst waiting for a social care assessment.
- Fostered closer relationships with Social Work and Care at Home to support individuals where possible.
- Held information sessions on telecare and provided opportunity for volunteers to sign up to be a community response volunteer.
- Supported a good number of people who are not eligible for self directed support, with signposting to other services, support filling in forms and applications, and accessing warm home assessments.

Our outcomes

Individuals and carers have a better understanding of their options for Social Care and support
Individuals and carers have increased choice and control in respect of the care and support they receive

95

Number of people
recieved self-
directed support
information

14

Number of cases
supported with one to
one independent
support

8

Number of people
and carers who have
been helped to
access relevant
community supports



A **Local Care Model** is one where;

- Local people feel more confident and resilient in facing the future;
- They are able to stay in their own home rather than move away into residential care;
- Different conversations are had and different supports are available to reduce unmet needs across the area
- People feel they are listened to and understood in the context of their lives.

The local care model plans to make the most of the resources that we do have, which includes community activities, Care at Home, Personal Assistants and voluntary supports such as the Befriending Service.

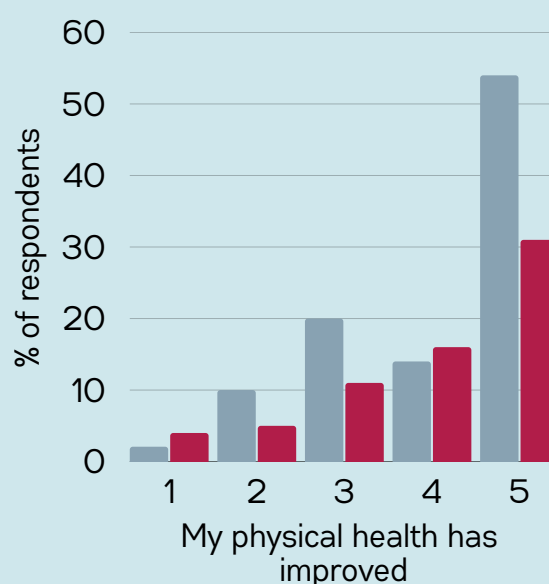
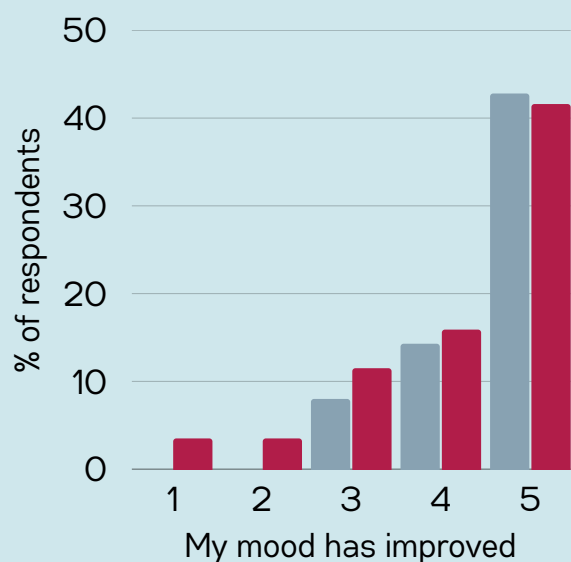
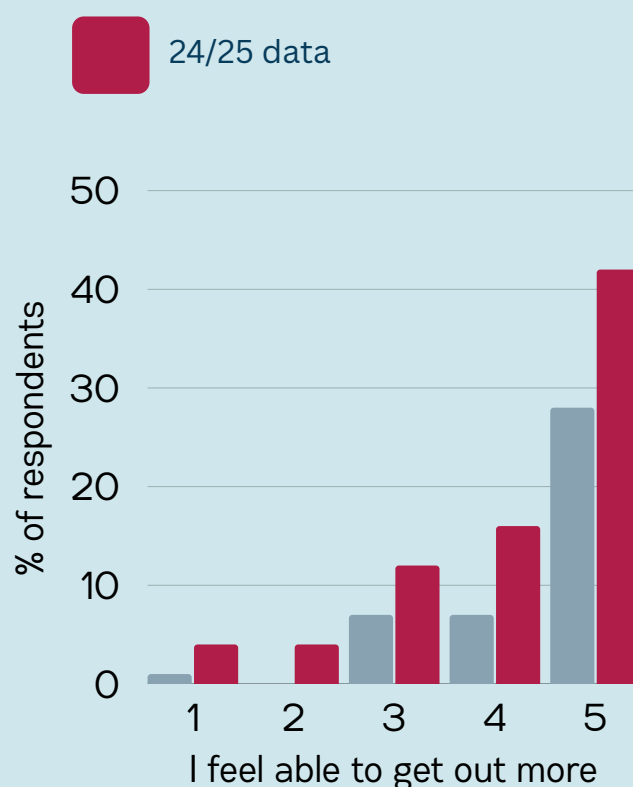
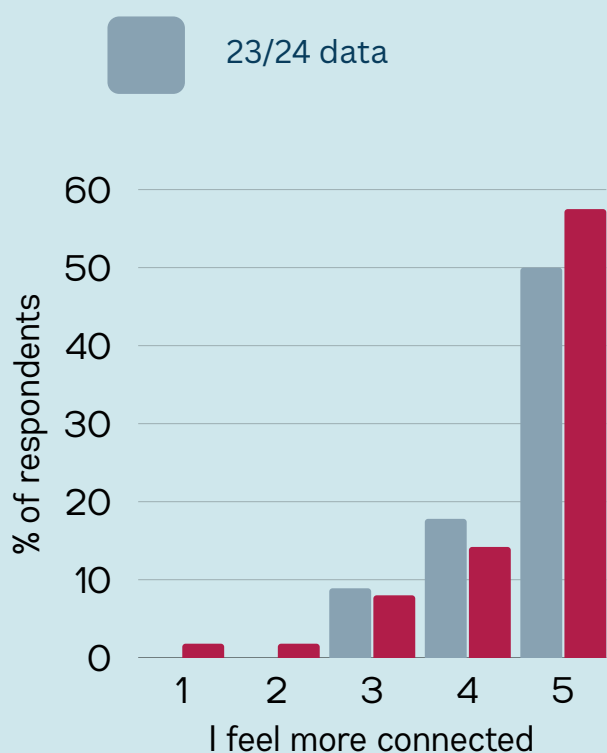
Dail Mhor House remains a potential resource. We worked closely with Community councillors to press NHSH to have a thorough and comprehensive recruitment drive to see if it would be possible to re-start the respite service. Unfortunately this was not successful in securing enough staff. The buildings of Dail Mhor feature heavily in the Local Care Model concept. It could be a community hub, with some registered services alongside other community activities.

We ended the year with the first of the practical design sessions with colleagues from NHS Highland, Care at Home, Social Workers and community groups. This has started conversations about really tangible things to try in the upcoming year such as supported showers, meal deliveries, provision to support individuals to use Urram to provide a community brokerage option to access social care. We continue to press forward for access to the Dail Mhor buildings, to open the doors for a community hub.

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 113 responses - a massive increase on last year - and we are grateful to those who took the time to give us some feedback - it all makes a difference - especially as we need to demonstrate the difference we are making to all of our funders.

Respondents agreed with the following statements on a scale of 1-5 with 5 being the most.



“Life changing, the service provides crucial links to help support and integrate everyone into the community.”

“Using the services has helped with my dementia.”

**Outcome 1:
Individuals and
carers feel their
health and
wellbeing is
improved.**

“I believe Urram is a super important part of community health and wellbeing in our lovely community.”

“It gives me a sense of purpose and I love to meet new friends and have the craic with them even if it's the first time we have ever met.”

“It has become an essential part of my life and I would be lost without it.”

“Transport has helped me get out and about, and to appointments. Going to lunches makes me feel less isolated.”

“I live alone and do not drive a car. Urram has been important to me for providing transport to hospital appointments and I enjoy seeing people at the community lunches.”

**Outcome 2:
Individuals and
carers feel more
connected with their
community.**

“Although I’m mobile and fairly fit, I work from home so often feel lonely and isolated. The various activities have allowed me to get out and meet new people.”

“(Urram) Helps in understanding the challenges in our community and so more aware and connected.”

“Urram brilliantly fills the gaps that prevent community cohesion, they have an excellent, well-researched sense of what is needed; they are approachable as well as professional.”

Superb Volunteers

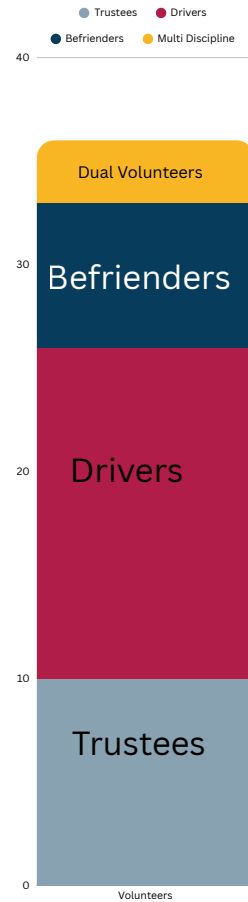
We really couldn't do it without them.

It is well documented that volunteering is good for your health and wellbeing. Volunteering for Urram is also good for others' health and wellbeing, for building relationships and support in our communities. We are very grateful for every single one of our volunteers, each person gives what they can, when they can, and to suit their interests and skills.

Would you consider joining the team? We are always on the look out for more volunteers- We need you!

Volunteering helps me feel part of the community and is very satisfying knowing you are helping others. I think it builds community cohesion.

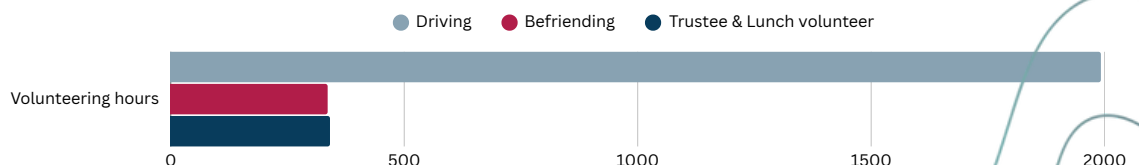
Volunteering is important to me, I enjoy meeting people



ECT Social Value Toolkit gives our volunteering for driving and trustees an economic value of £27,1620 and a value of wellbeing impact for volunteer driving £12,615

I really enjoy the fact that volunteering for Urram can be done on an 'as and when basis'. It fits in well with my personal commitments and lifestyle.

I lost my confidence in 2016 when my partner died, found being on my own difficult. I was the first person to volunteer for the original car service and now Urram.



suggestions and questions

A CAR IN KILCHOAN??

I would like to see a community car in Kilchoan as a lot of the residents have no way to go shopping and don't want to drive to town. I as a volunteer would gladly take them out for a day of shopping

So would we!- we are on the look out for funding that could make this happen. We would also need a place to park and charge the car - as it would most likely be electric due to funding requirements.

MORE LUNCHEES IN STRONTIAN/MORE COFFEE/LUNCHEES IN GENERAL

Good to know that this would be appreciated - We will keep it in mind.

CRAFT CLUB/OPPORTUNITIES?

We are hoping to partner with the Craft Hub in Strontian to support more activities- as well as supporting with transport to the hub.

MORE VOLUNTEER DRIVERS NEEDED

We know! We are doing our best to encourage people to sign up - please help us with this!

A CAR IN ARDGOUR??

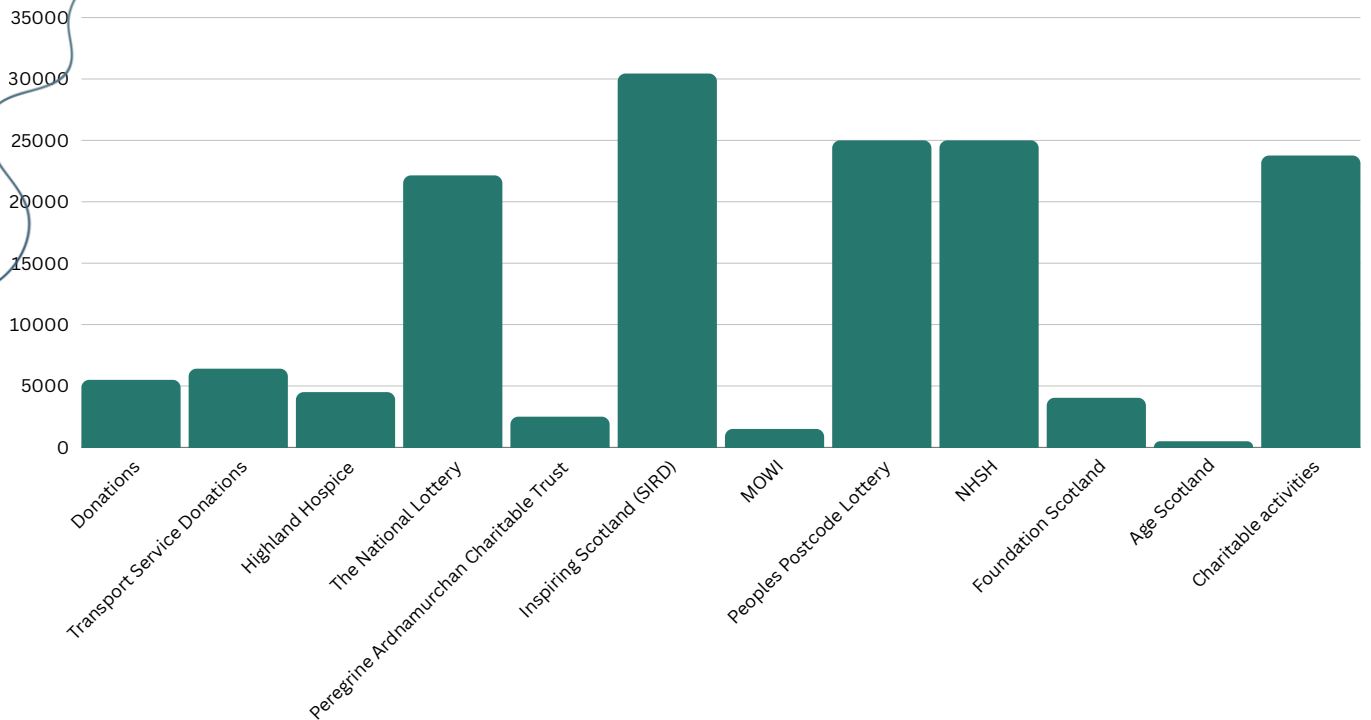
We are hoping we might be able to get a dedicated charge point at Ardgour Memorial Hall, and then we can re-arrange where some of our cars are parked.

INFORMATION SESSIONS- WILLS/POWER OF ATTORNEY/BENEFITS ETC

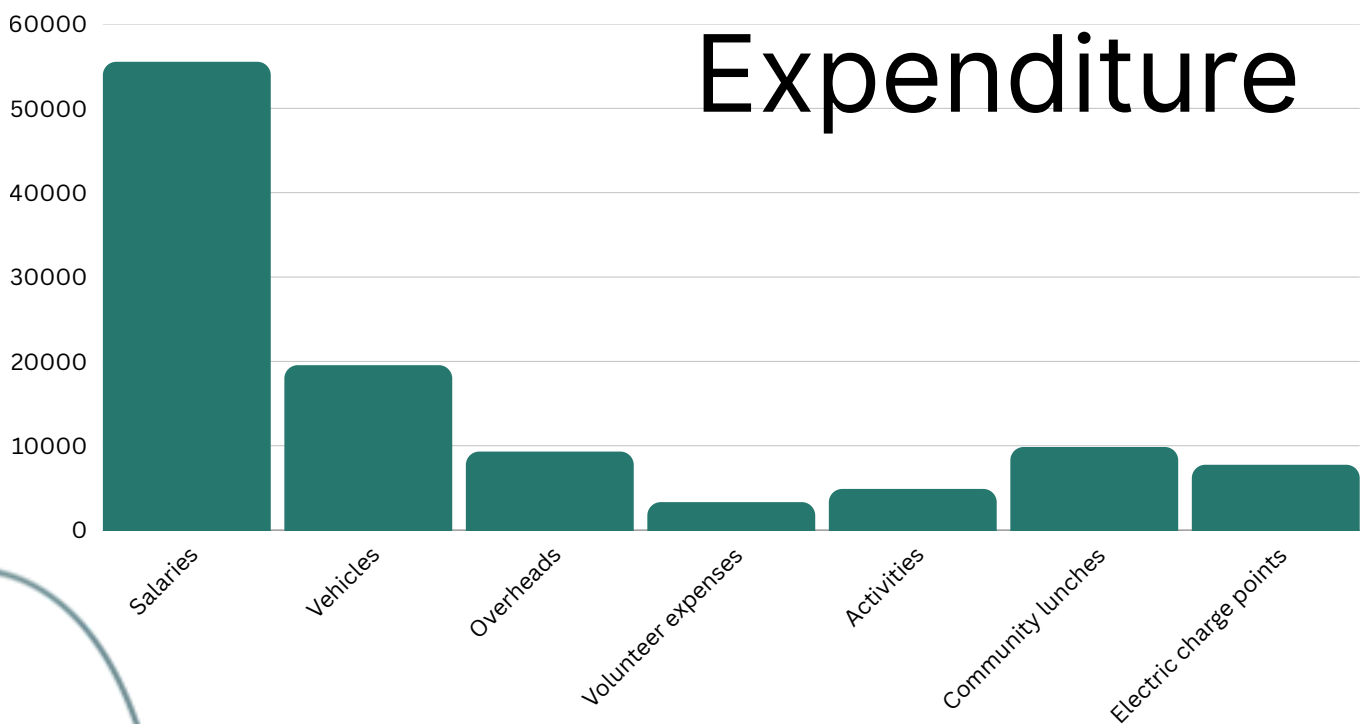
We would like to bring 'experts' to special sessions who could share information with residents. If you have ideas about what these should be then please do let us know. We know its much easier and more relevant to attend sessions in our own communities.

Finances

Income



Total incoming resources: £151,305



Total expenditure: £102,435

Looking forward...

- Staff recruitment- for three new posts of Transport Coordinator, Social and Events Coordinator and Administrator.
- Seeking funding to sustain all services, including expanding the fleet of vehicles so there is one available in each village.
 - working with Ardgour Memorial Hall to install a charge point in Ardgour. This would enable an Urram car to be available both for the transport service and the car club.
- Developing practical supports such as supported showers, or meal delivery to support those in need.
- Identifying the need for additional social events and activities; including supporting increased creativity through the Sunart Craft Hub and Men's sheds.
- Attend local shows for promotion of services and opportunities.
- Consider how we can partner with other organisations to bring more information and advice to our communities e.g. a power of attorney information session
- Working closely with NHS Highland to design and deliver a Local Care Model;
 - Re-opening of Dail Mhor for a community hub.
 - considering how 'hubs' could benefit each community to offer more supports.
- Recruiting more volunteers!

