

# IMPACT REPORT



Mission and vision

## Introduction

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.



### Hospital Transport Service

In November 2021 Urram took on the running of the West Lochaber Hospital Transport Service. Previously it had been operating as a pilot and the funding ran out in the April of 2021. Following negotiations with NHS Highland and a generous funding package from the Peregrine Ardnamurchan Charitable Trust, Urram was able to resume the service and purchase the existing leased vehicle.

01

Befriending and Social groups

Urram were aware that befriending was an area that could help residents of our areas combat social isolation and loneliness. Funding was sought from the Lottery and a partnership was embarked on with Highland Hospice.

We became aware of the need for additional group befriending opportunities and have established various tea and chat groups, lunch clubs, and yoga classes throughout the area.



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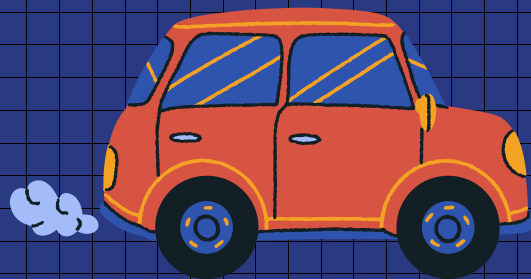


Dail Mhor  
Redevelopment

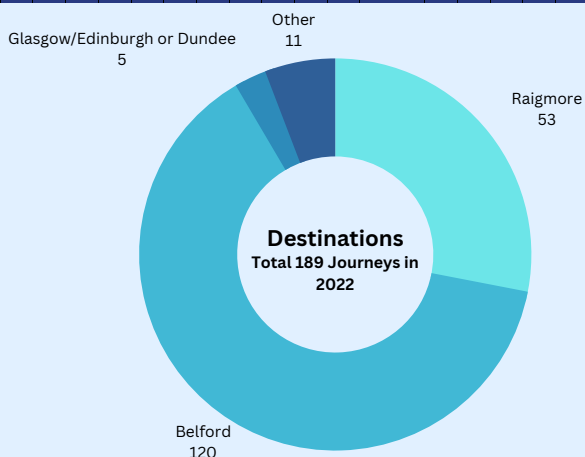
Dail Mhor respite home and potential redevelopment site is a key area of our work. Consultants finished their feasibility study early 2023. Dail Mhor has been closed temporarily since Christmas 2022 due to staffing issues.

03

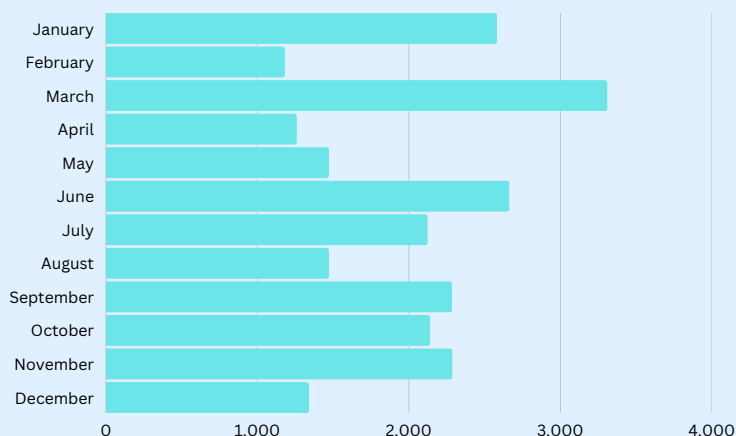
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## Hospital Transport Service expanding to Urram Transport



13 Volunteers completed 189 journeys in 2022 covering a massive 24,086 miles.



Miles by month 2022

Its time to retire the Berlingo from the being the main Hospital Transport vehicle. Successful funding to the Plugged in Communities Fund means we have replaced it with a Hyundai Ioniq 5, due for delivery in August 2023. We are delighted to be reducing our carbon footprint in this way.

We have developed a partnership with Sunart Community Company and with support from the Community Regeneration Fund we are expanding our fleet with another car based in Strontian. The community car club we are setting up will support Urram Hospital transport as well.

Oh what a laugh I have had transporting today, my sides are still aching - one of the perks of this 'job'!

I've met so many people that I didnt know who live in the community

The service is supported by NHS per mile payment and contributions from clients along with additional funding from the Peregrine Ardnamurchan Charitable Trust, Mowi, and The Robertson trust.

Funding from the National Lottery has enabled us to expand where we can offer transport to. No longer restricted to hospital appointments, Urram Transport can take you to other appointments and to social and activity groups - as always subject to the availability of our fabulous volunteers.

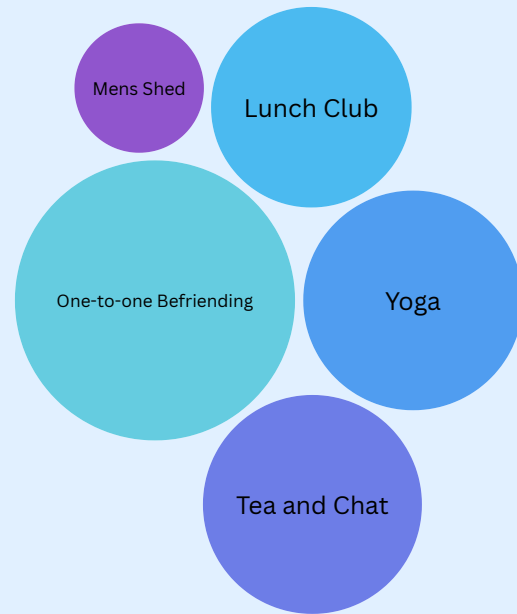
Funding

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## Befriending and social groups



I enjoy visiting my befriender - it gives me an excuse to get out of the house every week and we always find something different to talk about. Our 2-hour visit passes in no time!



Volunteers are really the ones who make all the social groups happen. We can arrange, support, organise and find some funding but we can't be in every location at every event! It's been great to support the community lunch in Strontian as well as organising one in Lochaline.

Tea and Chat groups in Acharacle and Ardgour meet fortnightly and we partner with Ewen's Room to run the 'Open Doors' session in Strontian.

Yoga has taken off in Treslaig with 12 regular attendees.

Is there something you would like to try? A six week block of an activity in a location near you? then please talk to us - we would love to hear your ideas.

Partnership with Highland Hospice supports our one to one befriending service. We are delighted to be supporting 6 befriending relationships. Befrienders meet with their client on a regular basis, have conversations and build connections. If it is wished, then short outings and excursions can be undertaken too. Our partnership with Highland Hospice supports this aspect of our work.

If you would like more information or know someone who might benefit from such a relationship then please don't hesitate to get in touch with us.

Is there a group you would like to go to but struggle to get there? We can help with these transport difficulties if we have volunteers available.

Social groups

Befriending

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## Dail Mhor Redevelopment

