

## APPENDIX A – PARTNERSHIP FUNDING

### 1. NAME OF ORGANISATION AND CHARITY NUMBER IF APPLICABLE:

**South Devon Area of Outstanding Natural Beauty (AONB) Partnership**

### 2. LEAD CONTACT NAME AND CONTACT DETAILS:

Roger English – South Devon AONB Manager  
Follaton House, Plymouth Road, Totnes TQ9 5NE  
Email: [roger.english@southdevonaonb.org.uk](mailto:roger.english@southdevonaonb.org.uk) Tel: 01803 861435

### 3. SERVICES PROVIDED BY YOUR ORGANISATION:

**(A brief summary of all services and bullet points will suffice)**

The South Devon AONB Partnership is principally responsible for a core set of functions set by DEFRA in support of the statutory purpose for AONBs, namely the conservation and enhancement of the natural beauty of the South Devon AONB. These can be summarised as:

- Preparation of the statutory AONB Management Plan<sup>1</sup> for the South Devon AONB on behalf of South Hams District Council, Devon County Council, Torbay Council and Plymouth City Council. An AONB Management Plan includes both a strategy and delivery plan.
- Implementation of the South Devon AONB Management Plan, leading on the delivery of key actions and coordinating the action of a wide range of partners in support of AONB Management Plan priorities.
- Providing advice to the local authorities on the proper exercise of their statutory duties and powers in relation to the AONB generally and its Management Plan.

*(Note that this includes the provision of development management and strategic planning consultation responses in accordance with the AONB Planning Protocol. In consultation with Senior SHDC staff and elected members, the protocol is currently being updated to include realistic thresholds for consultation, target response times and levels of serviceable caseload related to current resourcing levels).*

- Providing advice to partners on their work affecting the South Devon AONB.

#### **Role of the AONB Partnership (taken from the South Devon AONB Terms of Reference)**

##### 1. The AONB Management Plan

- i. To prepare and review the AONB Management Plan on behalf of the local authorities responsible, at intervals of not more than five years. (statutory)
- ii. To co-ordinate the implementation of the AONB Management Plan Delivery Plan, with actions undertaken by a wide range of organisations as well as directly by the AONB Staff Unit. (statutory, Defra policy and grant funding requirement)
- iii. To monitor and publish an annual report on progress in the implementation of AONB Management Plan targets. (Defra Grant Funding requirement)

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<sup>1</sup> [http://www.southdevonaonb.org.uk/uploads/files/mp2018/AONB\\_Management\\_Web5\\_8Mb.pdf](http://www.southdevonaonb.org.uk/uploads/files/mp2018/AONB_Management_Web5_8Mb.pdf)

## 2. Geographical remit

- i. To focus on the South Devon AONB while having regard for the wider hinterland and communities insofar as they interact with the AONB. (statutory)

## 3. Staffing and resources (Defra and Natural England policy requirements, Defra grant funding requirement)

- i. To provide guidance and advice to the AONB Core Funding Group concerning the direction of the AONB Staff Unit and use of resources, recognising that the Core Funding Group carries responsibility for those areas.
- ii. To identify and secure the resources required for AONB management.
- iii. To provide an accountable structure for the investment of government resources in the AONB.

## 4. The purpose of the AONB designation

- i. To develop and promote the vision for the AONB and the objectives for its management. (statutory)
- ii. To identify, protect and conserve the distinctive environmental and cultural features of the AONB. (statutory)
- iii. To raise awareness of the AONB designation with the local community, with visitors and with all who have an influence on it. (Defra policy requirement)
- iv. To identify and address the major issues affecting the AONB through the Management Plan process. (statutory)

## 5. Consultation and liaison (Defra and Natural England policy requirements)

- i. To hold an annual AONB conference or open forum.
- ii. To engage with a wide range of organisations in seeking consensus about AONB management.
- iii. To forge links with other relevant fora, in particular the Local Strategic Partnerships and the community planning process.
- iv. To develop links with local estuary management projects and other local environmental partnerships and initiatives.
- v. To develop and disseminate good practice in AONB management.
- vi. To establish links with other protected landscape areas including the National Parks and the wider AONB movement through the National Association of AONBs, the South West Protected Landscapes Forum, and the Devon AONB Managers' Group.
- vii. To support community initiatives which conserve and enhance the AONB and to encourage the participation of the community in the care and management of the AONB.

## 6. Management structures and governance (Defra and Natural England policy requirements, Defra grant funding requirement)

- i. To maintain a management structure that is effective and relevant to the AONB.
- ii. To review and revise the governance structures for the AONB every three years alongside the review of the AONB Memorandum of Agreement, or sooner if circumstances require.
- iii. To keep under review the membership of the Partnership, introducing change as required.

## 7. Influencing (Defra and Natural England policy requirements)

- i. To promote the AONB and its purposes to a range of bodies and engage them in its management.

- ii. To act as an advocate for the AONB.
  - iii. To advise other bodies about their role in the management of the AONB and in particular promote the statutory duty for all public bodies to have regard for AONB purposes in the conduct of their functions.
  - iv. To influence regional, local and unitary planning policies affecting the AONB through the development plan process.
  - v. To seek effective linkage between the management of the AONB and its adjoining marine areas through integrated coastal zone management.
8. Information and research (Defra and Natural England policy requirements, Defra)
- i. To commission research and studies relevant to the AONB.
  - ii. To monitor the condition of the AONB.
9. Task groups
- i. To establish task groups or technical groups as required.

**4. AMOUNT (£) OF FUNDING RECEIVED FROM SOUTH HAMS DISTRICT COUNCIL IN 2019/20 AND DETAILS ON WHAT IT IS SPENT ON:**

£20,749 allocated to the South Devon AONB Partnership in 2019/20. This represents a 12.2% contribution toward to the core costs of the South Devon AONB Partnership. This contribution to core funding has remained fixed since 2011 and represents a reduction in real terms.

As of this year the Council does not make a contribution to the project budget for the South Devon AONB Partnership, but benefits significantly from project outputs.

For the South Devon AONB Core operating budget:

<b>Cost Centre S9602: AONB Core - Income</b>	<b>2019/20 Budget</b>
Defra	£124,140
Devon County Council	£18,500
<b>South Hams District Council</b>	<b>£20,749</b>
Torbay Council	£3,000
Plymouth City Council	£1,000
Income earned (in year)	£3,857
SeaMoor Lotto	£500
Earned income from 2018/19	£3,775
<b>Total CORE Income</b>	<b>£175,521.00</b>

<b>Cost Centre S9602: AONB Core - Expenditure</b>	<b>Working Budget</b>
Staff Costs	£140,664
Communication Costs	£4,000
Direct Office Costs	£6,889
Professional Fees	£4,525
Hosting recharges	*£11,943
AONB Partnership running costs	£2,500
Annual contribution to redundancy liability reserve	£5,000
<b>Total CORE Expenditure</b>	<b>£175,521</b>

\*Hosting recharges are paid to South Hams District Council and are detailed in the South Hams District Council – South Devon AONB Hosting Agreement 2019-2022

Defra are the substantive core funder of the AONB Partnership and its Staff Unit, however **at least a 25% contribution is required from local authority partners** acting jointly to draw down the Defra funding in accordance with the Defra Grant Funding Agreement. A joint 25% contribution is not currently being achieved and additional earned income is required to make up the shortfall.

#### **5. HOW DO YOUR SERVICE(S) MEET THE NEEDS OF LOCAL PEOPLE?**

- Health and wellbeing surveys have consistently demonstrated the importance of high quality natural environment to quality of life, health and wellbeing, particularly for local residents, but equally relevant for businesses and visitors to the area.
- The high quality natural environment of the designated landscape, its natural capital and the ecosystem services it provides to local people including, biodiversity, water quality, clean air, flood regulation etc. underpins the local economy
- The South Devon AONB Management Plan review process has provided a variety of consultation opportunities to gather issues and priorities. The impassioned feedback from a wide range of local people shapes Policies, Projects and Programmes.
- The AONB Management Plan including its policies, projects and programmes make a substantive local contribution to addressing the declared climate emergency and biodiversity crisis. This has been the case since the formation of the AONB Partnership in 2003 and will continue to be a significant focus of AONB activity in the future.
- National work to quantify the benefits to society including local people have been repeatedly analysed and published including *“So much more than the view”*<sup>2</sup> and the recent *“Glover review of Designated Landscapes in England”*<sup>3</sup>
- Monitoring Engagement with the Natural Environment (MENE) annual survey (Natural England)<sup>4</sup> consistently demonstrates the importance of designated landscapes to the health and well being of local people, local economy and visitors to the area.
- Extensive feedback including from the AONB Annual Forum, letters pages of local and regional newspapers, facebook and twitter posts, annual agricultural shows and community events unequivocally demonstrate the need amongst local people to see the South Devon AONB protected, conserved and enhanced.
- The South Hams farming community and the rural communities that depend upon farming are able to access increased resources and advice through the South Devon AONB Partnership, benefitting from funding programmes, points uplifts and targeting directly linked to the designated landscape of the South Devon AONB

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<sup>2</sup> [https://www.nationalparksengland.org.uk/\\_data/assets/pdf\\_file/0011/767477/So-much-more-pdf-with-web-navigation-bar.pdf](https://www.nationalparksengland.org.uk/_data/assets/pdf_file/0011/767477/So-much-more-pdf-with-web-navigation-bar.pdf)

<sup>3</sup>

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/833726/landscapes-review-final-report.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/833726/landscapes-review-final-report.pdf)

<sup>4</sup> <https://www.gov.uk/government/collections/monitor-of-engagement-with-the-natural-environment-survey-purpose-and-results>

- Local communities will benefit from the new JLP policy set, policies on nationally protected landscapes and AONB planning consultation responses that seek to ensure local housing needs are met with the right homes provided in the right places without unnecessary and damaging loss of land to market housing or elevated land values.

## **6. HOW DO YOUR SERVICE(S) ALIGN TO THE COUNCIL'S CORPORATE STRATEGY?**

**The services provided by the South Devon AONB Partnership and its Staff Unit make a substantive contribution to the Council's Corporate Strategy and align with all six themes.**

The South Devon Area of Outstanding Natural Beauty designation is arguably South Hams' greatest asset. The AONB Partnership Committee and Staff Unit work to secure benefits for South Hams residents, businesses and visitors from the designated landscape itself and its valued brand.

The services provided on behalf of South Hams District Council and its core funding partners align very well with the Corporate Strategy and make a substantial contribution to the strategy themes:

**Environment** – Protecting, conserving and enhancing our built and natural environment

This Corporate Strategy theme runs as a golden thread throughout the work of our Service

- Developing and delivering the AONB Management Plan
- Providing advice to the Council on Plan-Making and Decision-Taking. This includes the provision of development management and local plan consultation responses in accordance with the AONB Planning Protocol. (In consultation with Senior SHDC staff and elected members, the protocol is currently being updated to include realistic thresholds for consultation, target response times and levels of serviceable caseload related to current resourcing levels).
- Providing advice to the Council on Spatial Planning matters including Local Plans, Supplementary Planning Documents, Planning Guidance and Neighbourhood Plans
- Developing and contributing to partnership projects focused on built and natural environment priorities e.g.
  - Biodiversity – Life on the Edge: Devon's Special Species; Saving Devon's Treescapes (a response to Ash Die Back disease); B-Lines and local nature recovery network
  - Landscape – Undergrounding powerlines; What makes South Devon Special; AONB special qualities and landscape monitoring
  - Natural capital and ecosystem services – Catchment Based Approach and estuaries management
  - Heritage – monitoring and care of designated and non-designated heritage assets through CITiZAN, TIDE, development of large scale volunteering programme supported by Natural England focused on the AONB's Scheduled Monuments
  - Farming and land management – tests and trials of the new Environmental Land Management System; Countryside Stewardship Facilitation Fund programme; and the South Devon AONB Farmers Sounding Board

- Coastal change – Slapton Line, South Milton Sands, South and North Hallsands

**Wellbeing** – Supporting positive, safe and healthy lifestyles

For many years work in South Devon AONB has included supporting many forms of outdoor recreation and access alongside promoting an understanding of the special qualities of the AONB to local communities and visitors. All of these are objectives of the AONB Management Plan and priorities for action.

- Connecting Actively to Nature – providing opportunities for inactive over 55s to reconnect with nature whilst improving their mental and physical health
- South Devon Outdoors – collection of small businesses providing outdoor activities heavily reliant on a high quality natural environment
- South Devon Explorer annual programme of events and activities developed and delivered with a wide range of partners

**Communities** – Council and residents working together to create strong and empowered communities

- Supporting neighbourhood planning
- Supporting the development of and assisting with the delivery of community led projects and initiatives

**Enterprise** - Creating places for enterprise to thrive and business to grow

The South Devon AONB designation is arguably South Hams' greatest asset with an internationally recognised brand. The AONB benefits the wider economy by providing attractive places to live, visit and recreate, and by delivering essential ecosystem services on which the wider economy of the South Hams depends.<sup>5</sup> For over 20 years AONB Partnerships have had a role in fostering the economic and social needs of local communities and businesses.

**Homes** - Enabling homes that meet the needs of all

- Providing advice on designated landscape matters to the Council's Development Management service
- Supporting the right building in the right place
- Working through the National Association for AONBs to change and improve the performance of planning policy and legislation, recognising the special cases that exist within designated landscapes (i.e. National Landscapes Service Housing Association)

**Council**- Delivering efficient and effective services

- Services are delivered on behalf of South Hams District Council and its other partners in accordance with statutory AONB Management Plan strategy and delivery plan; Defra Grant Funding Agreement; AONB Partnership Terms of reference; Memorandum of Agreement; Planning Protocol; Code of Conduct for AONB Partnership Members; and Hosting Agreement.
- Services are scrutinised by the South Devon AONB Partnership, with SHDC elected member and advisory officer involvement.

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<sup>5</sup> <https://landscapesforlife.org.uk/application/files/9315/5552/1970/Economic-Contribution-of-Protected-Landscapes-Final-Report-28-3-14.pdf>

- Oversight and accountability of services is provided by the South Devon AONB Core Funding Group, submission of Defra grant claims and preparation of annual report.
- Key Performance Indicators are reported on annually to Defra through the National Association for AONBs.

## **7. HOW DO YOUR SERVICE(S) MEET STATUTORY DUTY?**

### **Directly**

Our Service's main statutory duties relate to **Part IV of the Countryside and Rights of Way Act 2000 - Areas of Outstanding Natural Beauty**, (CRoW Act) in particular:

- s89 and s90 - development and publication of a Statutory AONB Management Plan for the South Devon AONB at intervals not exceeding five years on behalf of the four local authorities over which the designation partially extends.
- An AONB Management Plan consists of a Strategy and Delivery Plan in addition to supporting annexes. Delivery of action in the form of projects, initiatives and campaigns to address priorities identified in the strategy is an essential part of designated landscape management.
- s84 & s85 – Duty to have regard to the conservation and enhancement of the natural beauty of the South Devon AONB and power to take all reasonable action to address issues identified in the AONB Management Plan.
- Providing specialist advice to officers and members of public bodies on the “duty of regard” and the exercise of the permissive power.

**Significant contribution (in the context of conserving and enhancing the natural beauty of the South Devon AONB) toward**

### **s40 and s41 Natural Environment and Rural Communities Act 2006 (NERC Act)**

- Providing specialist advice to officers and members of public bodies on the duty to conserve biodiversity (“biodiversity duty”)

**Town and Country Planning Acts** - Development Plan preparation

- Providing specialist advice to officers and members of local authorities, particularly in relation to complying with the s85 CROW Act duty of regard and the AONB Management Plan<sup>6</sup>.

### **Marine and Coastal Access Act 2009**

- Providing specialist advice to officers of the Marine Management Organisation, Natural England and Local Planning Authorities to inform the preparation of Marine Plans and the implementation of the New England Coast Path

**Localism Act** – Neighbourhood Plan preparation

- Providing specialist South Devon AONB, designated landscape and Heritage Coast advice to Neighbourhood Plan Groups and Local Authorities

### **National Planning Policy Framework paragraphs 172 and 173**

- Providing specialist South Devon AONB, designated landscape and South Devon Heritage Coast advice

**Emerging areas of work**

<sup>6</sup> <https://www.gov.uk/guidance/natural-environment#landscape>

The recently published final report of the England Designated Landscapes Review (Glover Review)<sup>7</sup> included 27 proposals. Of particular relevance here are:

*Proposal 23: Stronger purposes in law for our national landscapes*

Three new legal purposes have been proposed to replace the current single purpose for AONBs, namely the duty to conserve and enhance the natural beauty of the Area of Outstanding Natural Beauty. The three proposed new purposes are:

1. Recover, conserve and enhance natural beauty, biodiversity and natural capital, and cultural heritage.
2. Actively connect all parts of society with these special places to support understanding, enjoyment and the nation's health and wellbeing.
3. Foster the economic and community vitality of their area in support of the first two purposes.

*Proposal 24: AONBs strengthened with new purposes, powers and resources, renamed as National Landscapes*

### **The Environment Bill**

Creates Office of Environmental Protection (OEP) with scrutiny, advice and enforcement functions. Leading to greater oversight of public bodies in relation to environmental law. OEP powers to investigate and report on public complaints alleging a public body's failure to comply with environmental law (includes the AONB duties and powers and the biodiversity duties).

Strengthens and widens NERC Act s40 "biodiversity duty" to conserve and enhance, creates a "biodiversity objective" with a duty on local authorities to further that objective. Public authorities must review all functions and consider what actions it can take to further that objective (to be completed within 1 year of date of clause coming into effect).

Duty on local authorities to prepare 'biodiversity report' on its progress to be published within 3 years, then at least every 5 years. (AONB Management Plan already meets *some* of this work and there will need to be close working to ensure the AONB s85 duty is also met when exercising these biodiversity duties)

Makes Government's 25 year Environment Plan statutory, as the first 'Environmental Improvement Plan'. The AONB family are already signed up and committed nationally to deliver several parts of the 25 Environment Plan. E.g. The AONB Family and Defra have developed a set of performance metrics linked to the AONB purpose(s) and the 25 Year Environment Plan and the NAAONB Colchester Declaration on Nature<sup>8</sup>.

Part 6 of the Bill makes biodiversity gain a condition of planning permission. Requires developers to submit for approval a "biodiversity gain plan" with a gain objective of 10%.

### **The Agriculture Bill**

Part 1 gives the Secretary of State powers to give financial assistance for public access to and enjoyment of the countryside, farmland or woodland and better understanding of the environment; and managing land or water in a way that maintains, restores or enhances cultural heritage or natural heritage; and mitigating or adapting to climate change. All highly relevant to the South Devon AONB.

Maintains support for rural development.

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[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/833726/landscapes-review-final-report.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/833726/landscapes-review-final-report.pdf)

<sup>8</sup> [https://landscapesforlife.org.uk/application/files/7815/6326/2583/The\\_Colchester\\_Declaration.pdf](https://landscapesforlife.org.uk/application/files/7815/6326/2583/The_Colchester_Declaration.pdf)



Creates a new Environmental Land Management system (ELMS) to pay for public goods like environmental protection and replace Direct Payments. AONBs nationally have been working to explore options with Defra around an AONB offer for place-based agri-environment delivery post-Brexit<sup>9</sup>. Glover Review recommends that AONB Management Plans should form the basis on which future farming payments should be made through EMLS.

**The direction of travel set out by government is towards significantly stronger environmental law and duties placed upon local authorities, particularly relating to AONBs and biodiversity, coupled with increased levels of public scrutiny and a target driven approach. This indicates the need to maintain and provide specialist South Devon AONB specific expertise, advice and guidance to ensure that South Hams and its fellow AONB local authorities fully benefit from the new opportunities.**

#### **8. WHAT OTHER INCOME/FUNDING DO YOU RECEIVE AND HOW DO YOU SPEND IT?**

In addition to the AONB Core Income detailed above, a wide range of income is also secured from other sources to support the delivery of actions in the AONB Management Plan Delivery Plan that are led by the South Devon AONB Unit. Though this amount varies considerably from year to year, the operating budget for 2018/19 was £138,925 and based on current contracts, forecasts and commitments is £210,101 for 2019/20. A further contribution of £10,200 is made by South Hams District Council to the South Devon Estuaries Partnership for which the South Devon AONB Unit provides hosting and secretariat functions with the South Devon Estuaries Officer embedded in the AONB Team.

Periodically, large to very large funding programmes are developed and led directly by the South Devon AONB Unit on behalf of the Partnership. One such developing programme is the biodiversity and community focused project “Living on the edge: South Devon’s Special Species” likely to be circa £2,000,000 centred upon a bid to the National Lottery.

Note that as of the 2019/20 financial year South Hams District Council does not contribute financially toward this project budget, but the Council its residents, businesses and visitors benefit from the activity. This additional activity makes an important contribution to corporate strategy themes: Environment; Wellbeing; Communities and Enterprise.

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<sup>9</sup> [https://landscapesforlife.org.uk/application/files/8915/5981/4043/80th\\_RAG.pdf](https://landscapesforlife.org.uk/application/files/8915/5981/4043/80th_RAG.pdf)

**1. NAME OF ORGANISATION AND CHARITY NUMBER IF APPLICABLE:**

**South Hams Citizens Advice Bureau (SH-CA) 1091133**

**2. LEAD CONTACT NAME AND CONTACT DETAILS:**

Janie Moor                      01803 861241                      janiemoor@southhamscab.org.uk

**3. SERVICES PROVIDED BY YOUR ORGANISATION:**

**(A brief summary of all services and bullet points will suffice)**

SH-CA has been providing free, independent, impartial and confidential information and advice to the people of South Hams since 1979. We give people the knowledge and confidence they need to find their way forward – whoever they are, whatever the problem. We value diversity, champion equality and challenge discrimination and harassment.

Our services can be accessed online, by email, telephone and face to face:

- This year we secured funding to open on Fridays and so currently our face to face services are offered five days a week at Follaton House 10am-1pm and 2-4pm. This 5<sup>th</sup> day extension costs only £5,580 for the year as many of our costs are fixed.
- Advice is available 24-7 - updated in real time by national Citizens Advice - and accessible through our local website: [southhamscab.org.uk](http://southhamscab.org.uk) where email contact can also be made
- We work collaboratively with other local Citizens Advice across Devon to provide a telephone service, where calls are answered by the next available assessor, regardless of location, Mon-Fri 9am – 4pm.
- To aid access for those who would find these channels inaccessible (the elderly, those with mobility issues, poor broadband or digital skills, no personal transport, hearing impairments, poor mental health, caring responsibilities etc) we offer face to face services once a week in each of the market towns – Dartmouth, Kingsbridge, Ivybridge and Totnes.

Described above is our Core service which is delivered by a team of trained volunteers and supported by a small team of paid staff. Where we attract additional funding we run dedicated advice projects with paid advisers. Our areas of expertise are debt, benefits, health care and energy advice. Access to these services is made in one of two ways, either through referral from our core service or members of the public and professionals can contact specialists directly.

**4. AMOUNT (£) OF FUNDING RECEIVED FROM SOUTH HAMS DISTRICT COUNCIL IN 2019/20 AND DETAILS OF WHAT IT IS SPENT ON:**

We are currently in receipt of two grant payments from SHDC. £41,867 contribution to our core services and a further £10,000 to support the provision of outreaches in Kingsbridge, Ivybridge and Dartmouth. As well as recipients of SHDC funding we are also tenants of SHDC, where we paid £26k in rent and services in the last year.

In total this year we anticipate our Core income will be **£91,257**. Other funders include Devon County Council, town and parish councils, plus circa £7,000 through fundraising and donations.



- i) we are a local charity and contribute significantly to the local community, and
- ii) our service supports common clients in need alongside SHDC.

We would request either: a long term lease & service charges based on current levels with an annual RPI review, or a commensurate increase in our grant that would help us sustain our charity. We are open to exploring ways in which we could develop efficiencies that would enable us to better serve those most in need, for example through closer partnership working with the Council or looking at new ways in which we could take the service to those most in need.

#### **5. HOW DO YOUR SERVICE(S) MEET THE NEEDS OF LOCAL PEOPLE?**

Last year we helped almost 6,000 local residents, with 11,759 issues. 45% have a long term illness or disability, 60% are living on less than £1,000/month, 40% are families with dependent children, on fifth are aged 65 and above.

Last year we recorded financial gains of £2mn for the people we helped through the reduction and management of debt and supporting with appeals and the application for welfare benefits and grants. Further help is given through provision of foodbank vouchers. 768 people reported non-financial gains such as 'improved capacity to manage' and 'reduced risk of homelessness'.

#### **6. HOW DO YOUR SERVICE(S) ALIGN TO THE COUNCIL'S CORPORATE STRATEGY?**

Our service supports five of the Council's Corporate Themes:

- **Delivering efficient and effective services**

By making use of a highly trained team of some 60 volunteers our cost per client helped is £15.98. Our service directly reduces demand for information and advice to the SHDC frontline customer services team.

- **Homes**

Last year we dealt with 943 housing issues including 61 instances of threatened or actual homelessness

- **Enterprise**

Core funding acts as a base from which we can attract additional funding. In 2018/19 we brought in £152k of project funding, and raised £10K through fundraising. This supported the employment of five local people in part time roles.

- **Communities**

Volunteers contributed 13,000 hours during 2018/19. Volunteers report increased sense of wellbeing and connection to their local community. They also gain IT and other skills. Two volunteers joined the paid staff team during 2018/19.

- **Well being**

At a national level, 77% of the people we help say they would not have been able to solve their problem without our support. Knowing how to take action isn't always obvious. More than 2 in 3 people say they had difficulty knowing who to contact or how systems work. Our service gives people the knowledge and confidence to find a way forward.

#### **7. HOW DO YOUR SERVICE(S) MEET STATUTORY DUTY?**

We support the Council's statutory duty with regard to:

- Housing and Homelessness – helping with applications to Devon Home Choice, supporting clients to challenge housing decisions, help with discretionary housing payments, working closely with Housing Officers to ensure clients' needs are met in a timely manner;

- Government finances – we prioritise the collection of Council Tax when clients are facing debt. We work with Council Officers to avoid bailiff and court action with regard to CT arrears, we help with access to exceptional hardship payments. We support applications for Housing Benefit/Universal Credit and Disabled Facilities Grants and other funds to support the most vulnerable;
- Planning - providing information on how to access planning advice;
- Consumer information - we advise on consumer issues and actively campaign to promote Scams awareness;
- Environmental health – we work closely with EHOs to help reduce the number of cold homes, tackle fuel poverty and to help make local homes more energy efficient

#### **8. WHAT OTHER INCOME/FUNDING DO YOU RECEIVE AND HOW DO YOU SPEND IT?**

Our projected income for the current year is £300k, however this includes a major cross-Devon fuel poverty project managed by South Hams CA, where we distribute income to other CA offices.

Our normal funding is between £200- £220k per annum.

New project income to be achieved in 2018/19:

<b>Project area</b>	<b>Value 2019/20</b>
Healthcare	36,377
Energy Advice (excluding partner payments)	41,662
Service Development	15,283
Benefits Advice	25,121
Misc (including A4A)	5,083
Debt	-
Caring Town Partnership	7,000
	<b>130,526</b>

From this income we will pay direct project costs (salary, rent, travel, IT, office costs) and make a contribution to our core services so that we break even at the end of the year.

**1. NAME OF ORGANISATION AND CHARITY NUMBER IF APPLICABLE:**

**South Hams Community and Voluntary Services**

Charity registration no. 1124273

Company registration no. 062158893

**2. LEAD CONTACT NAME AND CONTACT DETAILS:**

Jill Davies, Chief Officer, [Jill@southhamscvs.org.uk](mailto:Jill@southhamscvs.org.uk) +44 07709941172

**3. SERVICES PROVIDED BY YOUR ORGANISATION:**

**(A brief summary of all services and bullet points will suffice)**

South Hams Community and Voluntary Services (SHCVS) is a local support organisation, developing social action and working with the voluntary, community and social enterprise sector (VCSE) in South Hams. We help organisations to function effectively, manage risks, develop skills, access funding and have a voice at local level.

South Hams CVS provides the following services:

**3.1. CORE CVS SERVICES****3.1.1 Development****Start up support**

SHCVS support individuals in the establishment of new charities, community interest companies, social enterprises or voluntary organisations. Having the support of SHCVS, right from the start, helps a new group provide the best possible outcomes for its beneficiaries and manage its legal and financial responsibilities properly.

**Ongoing support and development**

South Hams has a significant section of VCSE who are small and 'micro'. These smaller groups provide the resilience needed to ensure our communities thrive. Support needs for smaller groups leans towards a more personalised approach and South Hams CVS' one to one support provides this. SHCVS help organisations develop new initiatives as well as providing services to help them when they run into trouble or need extra help, including:

- **Governance advice** – support to trustees and committees on governance related subjects through one to one, training workshops and tailored support
- **Funding advice** - one to one support in looking for and applying for funding, monthly funding e-bulletins. We also provide networking and learning opportunities.
- **Volunteering support** –
  - support to individuals – online and face to face, including the ability to join a bank of volunteers
  - support to organisations - including developing and promoting their volunteering opportunities as well as enhancing their support to volunteers so people have a good experience of social action
- **Resources** – hire of presentation equipment eg projectors and display boards are popular for local community events

**South Hams CVS Learning Programme** South Hams CVS provide a diverse range of learning opportunities to help groups improve their knowledge skills and awareness to function as effectively as possible. This is valuable to support day to day activities as well as trustee roles and responsibilities in line with charity legislation. The subjects covered are guided by requests from groups and project themes

**3.1.2 Encouraging Collaboration & Partnerships**

South Hams CVS bring organisations together to network, to learn together & from each other, 'see the bigger picture', and have a voice; reducing duplication and sharing good practice  
These networks include

- South Hams Voluntary sector Forum
- South Devon Advice Forum

- Caring Alliances ( Kingsbridge area and Ivybridge area) - SHCVS Is also a member of other locally led networks eg Dartmouth Together and Caring Town Totnes)
  - South Hams Social Prescribers network
- SHCVS facilitates them, bringing together local VCSE partners and statutory providers. This is a powerful means of enabling networking and sharing of best practice. The Caring alliances work to Integrated Care Plans developed with local authority members to take forward plans and proposals for the relevant area.

### 3.2. PROJECT DELIVERY

This is varied depending on our capacity to bid for projects. Projects are aligned to our strategic aims (see 6.) Some key areas in 2019-20 are:

**Youth Volunteering** – working with Ivybridge & Kingsbridge Community Colleges

**Community Health & Social Care representation (CHSCT)** – providing a ‘bridge’ for health workers to refer patients to local voluntary and community sector support.

**Social Prescribing (SP)** – An SP pilot, run by SHCVS in partnership with Ivybridge TC and health partners is showing positive outcomes for local residents. South Hams Primary Care Network(PCN) is in conversations with SHCVS to provide their SP service.

**Green Partnerships** – including Year of Green Action Project and Connecting Actively to Nature

**Community Connections** – supporting communications networks and initiatives

### 4. AMOUNT (£) OF FUNDING RECEIVED FROM SOUTH HAMS DISTRICT COUNCIL IN 2019/20 AND DETAILS ON WHAT IT IS SPENT ON:

South Hams CVS received £10,000 for 2019/20

The funding is being spent on delivering the core CVS services to the communities in South Hams including:

- Staff (1.2 FTE), volunteer and office costs allowing us to
  - Deliver our Core services (SEE 3.1)
  - maintain our intelligence about community groups in the South Hams and keep up to date with the issues and challenges facing them
  - develop our strategic direction in line with South Hams’ residents’ & communities’ needs
  - set clear budgets; review and investigate new funding & income streams, partnerships and cost saving collaborations
- continuing our membership of national organisations who, using our local intelligence, inform and lobby government and funders so policy and funding supports local charities and community groups
- professional fees to fulfil our legal obligations

### 5. HOW DO YOUR SERVICE(S) MEET THE NEEDS OF LOCAL PEOPLE?

South Hams CVS supplies a vital service to communities in South Hams and works hard towards building safer stronger communities, a sense of belonging and an appreciation of the value and diversity of people in the community.

By helping individuals to help others, by forming groups and developing volunteering, we help provide opportunity for greater community cohesion and an extra sense of purpose and value in people’s lives. For the most vulnerable, having access to community support and opportunities for taking part in groups and activities can make the difference between feeling desperate and alone to being part of a positive community, getting the right support at the right time and lessening crisis and crime.

We help local people to

- have access to activities that support positive healthy lifestyles such as volunteering and physical activity
- develop new ideas for their communities and to develop new ideas, enterprises & projects

- build local resilience through using the assets of their communities to improve people's well-being, leading to different ways of doing things
- access local community support services, by developing services where need is identified
- get volunteering, helping them develop employability & other skills, feel valued & achieve a sense of purpose
- benefit from more joined up support as a result of our forums, alliances and networks
- improve their wellbeing, helping reduce health inequalities and social isolation

Through the Caring Alliance Integrated Care Plans (see 3.1.2) and driving delivery thereof with partner agencies, the CVS is in a pivotal position to help with the design and implementation of proposals which directly benefit local people.

Our projects support people and communities in a number of ways, in particular Social prescribing which works for a wide range of people and is person centred, concentrating on 'What Matters to the person. SHCVS is undertaking a number of functions 'behind the scenes' in support of the new PCN social prescribing function, including

- Raising awareness across public, patients and providers, both statutory and voluntary, including partners such as libraries, churches and clubs and activity groups
- Supporting community groups and VCSE organisations to receive referrals and expand capacity sustainably
- Working collectively with all local partners to ensure community groups are supported to fill identified gaps
- Ensuring the link workers and connectors have very close working arrangements with the local VCSE and build on existing relationships and connections

#### **CASE STUDY 1 South Hams CVS working with FUSION & leisure providers**

South Hams CVS works closely with leisure providers and meets regularly with Fusion staff.

This has led to SHCVS supporting users of the leisure centres to apply for funding for their groups to increase their usage of the facilities and improved links with local social prescribers and community connectors.

This has included:

- £10k from Sport England – Kingsbridge Dementia Friendly Community(KDFC) Bulk of funding going to Fusion to coordinate a programme of physical activity aimed at people with dementia resident in Kingsbridge, Salcombe and surrounding villages. SHCVS supported by writing bid and introducing Fusion to KDFC.
- £10k from Sport England – Youth Genesis. Funding was shared between YG and Fusion and provided for the reintroduction of Friday Youth Nights across 12 months at Dartmouth Leisure Centre. Youth workers attended alongside Fusion staff. SHCVS supported by writing bid with Youth Genesis
- SHCVS have employed a social prescriber who has worked very closely with Fusion in Ivybridge, reinvigorating the exercise on prescription and signposting and handholding lonely and isolated people into activities provided by them. SHCVS is currently involved in setting up the social prescriber programmes for the South Hams & Mewstone Primary Care Networks (PCNs), covering Kingsbridge, Dartmouth, Salcombe, Chillington, Modbury, Yealmpton & Wembury surgeries. Once in place SHCVS link workers and community connectors will work with Fusion and others to increase engagement with people who are lonely and isolated in these areas.

SHCVS have also

- provided general funding advice to Fusion and other providers
- Undertaken several funding searches and made applications to other funders for Fusion and other providers



- Facilitated Funding Skillshares and Health & Wellbeing network meetings, which Fusion staff have attended
- Partnered with Active Devon to deliver new health walks under the Every Step Counts and Connecting Actively with Nature programmes
- Supported other local activity groups to be successful in raising money, recently, for their local projects including
  - Kingsbridge Park Community Tennis (£10,500)
  - Movement for Life (£10k)
  - Kingsbridge & District Mens Shed (£9,600)

**CASE STUDY 2 South Hams CVS working with Housing providers**

South Hams CVS has a long history in working with LiveWest housing and others, providing and sourcing funding for tenants projects, delivering training for residents associations and promoting partnership and collaboration. Recently,

- South Hams CVS alerted Livewest to the Pocket Park awards scheme and helped secure a bid for Champernowne Park in Modbury, who have been awarded £13,528 from the ‘Ministry of Housing and Communities’ and refurbished the park. (SHCVS are also involved with Totnes gardens, securing £16330 from this fund and are doing the evaluations)
- SHCVS has helped source funding and written bids for TQ6 (Townstal Community Partnership) to establish outreach sessions for vulnerable people in Townstal to come and talk to housing providers, Livewest & the Guinness Trust and get the help they need face to face. These are weekly sessions and other advice providers also attend
- SHCVS’ involvement in the Connecting Sherford group is expected to prompt further work which will support local housing association residents, as will its continuing core community work across the South Hams

Quote from Charlotte Holdsworth, LiveWest Community Connector – *“SHCVS has been essential in providing comprehensive guidance and support in a number of projects that LiveWest is involved in across the South Hams. This includes the restoration of Champernowne Play Park in Modbury, where the CVS has attended meetings. Additionally, whilst the park has been built, the CVS will be key in supporting the community group to complete a comprehensive evaluation for grant funders. The reliance on SHCVS does not stop there, with the TCP in Dartmouth, (located in an area where LiveWest has in excess of 300 properties) the CVS has been able to provide advice and be the lead on important initiatives that the partnership would be unable to pursue if it was not for the CVS. I, as the LiveWest Community Connector, am very much involved in that partnership representing my organisation and supporting our residents. I continue to learn from the work of the CVS in many ways, such as best practice and also depend upon the expert knowledge that the CVS brings to the table.”*

**6. HOW DO YOUR SERVICE(S) ALIGN TO THE COUNCIL’S CORPORATE STRATEGY?**

Similarly to SHDC, the core purpose of the CVS is to make a positive impact on the lives of local people through the promotion and development of valued and accessible services. We aim to work with partners and communities for mutual benefit, providing good service at all times be that to individuals receiving a face to face social prescribing service or to affiliated community and voluntary groups where we provide advice & information, training and networking opportunities. The strategic aims of SHCVS are described below and are aligned to the Council’s corporate strategy:

SHCDVS aim:	Output	SHDC strategy theme
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Sustaining Social action	Provision of support for existing and new activities, in particular group set up, funding & governance advice	Communities Wellbeing
Lifelong Volunteering	Promoting volunteering to all ages, in particular seeking new markets to target and encouraging innovative volunteering opportunities	Communities Wellbeing
Community Connections	Encouraging and supporting community development and links between organisations facilitating networking	Communities Wellbeing
Access to healthy activities supporting mental and physical health	Enhancing accessibility to services	Wellbeing
Green Action	Creating awareness of environmental issues and how groups may be affected and sharing ideas for how they may respond to a changing environment	Environment

South Hams CVS' core services particularly contribute to the Council's strategic objectives in the areas of Wellbeing & Communities. South Hams CVS has a history of establishing and working with organisations supporting the well being of South Hams residents and our charitable purpose is to 'promote any charitable purposes for the benefit of the community...'

Of the VCSE groups in the South Hams, and supported by SHCVS, the majority are working in areas of:

- Health and Wellbeing including patient support schemes, specialist groups, exercise and leisure providers
- Community support eg Foodbanks, CA, Family & Carer support, Housing Associations

Other VCSE include a range of charities and community groups including those supporting Environmental action and Neighbourhood Plans. In terms of Economy, South Hams CVS

- provides access to opportunities for local residents to develop skills and enable them to better contribute to the local economy
- shares community intelligence and input with new and existing partnerships bringing new activity and investment into South Hams
- provide continued support to village halls, play areas, community transport, sports and recreation, environmental & heritage projects helping create thriving communities, attractive to new businesses and employees

- bring new funding into South Hams through our own projects and by supporting local organisations in identifying and applying for funding
- supports South Hams' VCSE who employ an estimated 9% of South Hams population and are an integral part of efforts to deliver on wider inclusive growth ambitions

By convening, collating and representing the richly diverse views of the local voluntary sector, the CVS is able to give the multitude of micro charities and voluntary organisations in our community a voice in local matters and help local authorities, health organisations and other statutory partners communicate effectively with their local communities in support of their strategic aims and objectives.

#### 7. HOW DO YOUR SERVICE(S) MEET STATUTORY DUTY?

SHCVS services are not subject to statutory duty. SHCVS is a company limited by guarantee. The charity is registered and is governed by its Articles of Association and meets all legal obligations. SHCVS' charitable objects are 'to promote any charitable purposes for the benefit of the community principally but not exclusively in the government district of South Hams and, in particular, the advancement of education, the protection of health and relief of poverty, distress and sickness, and in furtherance of the said purposes.....

We ensure that all services provided are compatible with, and in accordance with the identifying protected characteristics, set out in the Equality Act 2010 and our Safeguarding Policy includes policy relating to Preventing extremism and radicalisation.

SHCVS can support our partners in delivering their Statutory duties, in particular working closely with VCSE, through South Hams CVS, enabling engagement, mapping and providing local intelligence and supporting community development.

#### 8. WHAT OTHER INCOME/FUNDING DO YOU RECEIVE AND HOW DO YOU SPEND IT?

For 2019-20, we receive income from the following resources:

SOURCE	APPLICATION
<b>GENERATED INCOME</b>	
Donations	Core Service Delivery
Local Supporters Membership	Core Service Delivery
Other Generated Income	Core Service Delivery
<b>PROJECTS</b>	10% management fee applied against projects, where possible, towards CORE service delivery
Devon Voluntary Action/Westbank	Community Health & Social Care Teams
Devon Community Foundation	Iwill - Youth Volunteering -Ivybridge
Adult Health & Social Care	Social Prescribing, VCSE Health & Wellbeing projects including delivery of a small grants programme
SHDC Community Benefit Fund	Projects
Devon Voluntary Action/Active Devon	DLNP Connecting Actively with Nature project

**Our SHDC grant is very important to us to keep our core service foundation, enabling us to have the capacity to apply to other funders and also show the support from our local authority towards our common aims of supporting quality of life for South Hams residents and communities. Thank you for your funding in 2019-20.**

#### 1. NAME OF ORGANISATION AND CHARITY NUMBER IF APPLICABLE:

**Ivybridge & District Community Transport Association**

**Registered Charity Number 1123577**

**2. LEAD CONTACT NAME AND CONTACT DETAILS:**

Alex Thom

IDCTA Unit 15 'The Watermark', Erme Court, Leonards Road, Ivybridge, Devon PL21 0SZ

**3. SERVICES PROVIDED BY YOUR ORGANISATION:**

**(A brief summary of all services and bullet points will suffice)**

We are a not for profit charity providing transport services to enable residents to maintain their independence and dignity. We help to support people remaining able to continue living in their own homes whilst alleviating isolation & loneliness.

**We provide**

**Dial – a –ride, wheelchair accessible (door to door) (Section 19) minibuses to the areas of :** Bickleigh P.C., Brixton P.C., Cornwood P.C., Dartington P.C., Ermington P.C., Harford P.C., Ivybridge P.C., Newton & Noss P.C., Shaugh Prior P.C., South Brent P.C., Sparkwell P.C., Ugborough P.C., Wembury P.C. & Yealmpton P.C.

We provide a timetabled service which provides eligible residents within each parish covered an opportunity to go on at least a half day trip at least once a week to a local town or shopping centre. This service is charged at a fixed price per passenger. This service is run under the guidance of Devon County Council Community Transport Co-ordination Service.

Eligible residents are those who are 'Inhabitants of the area who are in need of such service because of age, sickness or disability (mental or physical), social exclusion, or poverty, or because of a lack of availability of adequate and appropriate public passenger services.

**We provide a volunteer car service to enable those with no transport of their own to access primarily medical and healthcare appointments but also some social and wellbeing events.**

**We provide this service to**

Bickleigh P.C., Brixton P.C., Cornwood P.C., Diptford P.C., Ermington P.C., Harford P.C., Ivybridge P.C., Modbury P.C., Newton & Noss P.C., Shaugh Prior P.C., South Brent P.C., Sparkwell P.C., Ugborough P.C., Wembury P.C. & Yealmpton P.C.

**We also provide (Section 22) scheduled minibuses for access to the local towns to**

Blackawton P.C., & Dittisham P.C. through the West Dart Community Bus

**4. AMOUNT (£) OF FUNDING RECEIVED FROM SOUTH HAMS DISTRICT COUNCIL IN 2019/20 AND DETAILS ON WHAT IT IS SPENT ON: £4,710.00**

This money is spent on vehicle running costs and administrative costs of the Ivybridge & District Community Transport Dial a Ride minibuses services.

Our Total Scheme expenditure last year came to £127,911 of which SHDC contributed 3.68%, Devon County Council contributed 15.94% and Town & Parish Councils contributed 4.39%.

**Total Running Costs (not including depreciation) £116,207**

**5. HOW DO YOUR SERVICE(S) MEET THE NEEDS OF LOCAL PEOPLE?**

Our services enable the elderly, infirm, disabled, disadvantaged, socially and rurally isolated to remain independent, able to remain in their own homes, strengthening community bonds and reducing isolation and loneliness. By increasing mobility and reducing isolation and loneliness we improve dignity, health and wellbeing.

We achieve this by enabling those with restricted mobility or lack of access to transport to be able to access essential services such as health care, shops, banks and other services as well as undertake their regular weekly shopping. We also create a supportive community with day trips enabling the availability of social interaction through pop up lunch clubs, access to social groups such as Age Concern and independent access for the disabled to some other activities such as art courses at Seale Hayne.

We provided much needed public transport in rural parishes where there is little or in some cases no other public transport available as well as providing a friendly and support network.

#### **6. HOW DO YOUR SERVICE(S) ALIGN TO THE COUNCIL'S CORPORATE STRATEGY?**

As a not for profit Charity we provide a very cost efficient transport service for those other whys excluded for a very modest cost to Councils. In 2013/14 (the last time such an analysis was undertaken by Devon County Council) we were the second most cost efficient of all the 16 DCC funded Dial a ride services in Devon at the time by cost per passenger and third by cost per mile so delivering **efficient and effective services**.

We help those with limited mobility and those without access to other public transport to remain in their homes when they might otherwise be forced to move to supported accommodation, reducing the demand for supported accommodation by those who would rather remain in their own homes for longer, allowing those who need it most to access supported housing we thereby contribute to **Enabling Homes that meet the needs of all**.

We help local businesses thrive by transporting people to those shopping centres. In November 2018 we undertook a passenger spend survey for Devon County Council & it was estimated from the extrapolation of those surveys that passengers spent £4,600 as a result of the transport service Mostly in South Hams shopping areas and cafes thus enhancing **South Hams enterprises to thrive and business to grow**.

Our services create a community of their own and allow people to access the greater community thus very much **creating strong and empowered communities**.

Community public transport by transporting groups together provide relatively low emissions per capita transport and reduce the number of vehicles on the road (were family & friends to be called on to transport our passengers individually). Thereby causing **less damage than otherwise to our natural environment**. We would of course be able to provide considerably more environmentally friendly transport were funds available to provide alternative fuel vehicles.

Our Services particularly help contribute to **positive safe and healthy lifestyles for those most in need** by enhancing independence, enabling access to healthy shopping alternatives thereby improving diet, reducing loneliness and isolation and allowing access to social and wellbeing activities. We find that our services often enable the only outing and social interaction some passengers access in the week. Our weekly outings also encourage some movement and exercise to by excursions to the coast or moors.

#### **7. HOW DO YOUR SERVICE(S) MEET STATUTORY DUTY?**

Unfortunately, there is no statutory duty for local authorities to provide Community Transport but however the contribution we make to ensuring people can remain in their own homes for longer and maintain their independence is significant, making them less reliant on other Council resources.

#### **8. WHAT OTHER INCOME/FUNDING DO YOU RECEIVE AND HOW DO YOU SPEND IT?**

##### **Income**

Grants - Devon CC	£20,390
<b>Grants –SHDC</b>	<b>£4,710</b>
Grants - Other Councils	£5,617
Grants & Donations	£10,314
Fundraising	£1,055
Devon County Council Contracts	£42,184
Fares	£24,376
Fuel Duty reclaimed	£128
Deposit Interest	£1,503
VAT Recovered	£3,265
<b>Total Income</b>	<b>£115,542</b>

##### **Expenditure**

Scheme Costs (Fuel, vehicle maintenance, vehicle insurance and lease charges)	£30,488
Wages, tax & Nat Insurance	£71,361
Office rent & Services	£3,461
Consultancy & Advertising	£4,923
Accountants & Payroll & Computer Services fees	£2,036
Telephones	£677
Insurances	£521
Stationary & Postage	£446
Sundry expenses	£639
Travel expenses	£1,158
Vol Car Driver expenses	£497
<b>Depreciation</b>	<b>£11,704</b>
<b>Total Expenditure</b>	<b>£127,911</b>

**1. NAME OF ORGANISATION AND CHARITY NUMBER IF APPLICABLE:**

**Newton Abbot Community Transport Association Reg Charity 1124719**

**2. LEAD CONTACT NAME AND CONTACT DETAILS:**

Kay Yendall, [manager@newtonabbotcta.org](mailto:manager@newtonabbotcta.org)

**3. SERVICES PROVIDED BY YOUR ORGANISATION:**

Newton Abbot Community Transport Association has been providing accessible, affordable transport and services for our local community, supporting increased mobility, social contact and independence since 1991.

We provide a range of transport options

- Wheelchair accessible vehicles from six to sixteen passenger seats
- Ring & Ride door to door transport to local shops and services
- Volunteer driven minibuses for community groups, clubs and schools
- Shopmobility scooter, wheelchair and walker hire
- Aids to daily living sales and advice – DCC/NHS approved
- Local scheduled bus services – routes 361, 672 and 888

**Background**

There was local outcry when the original Totnes Ring & Ride Service folded. We stepped in because nobody locally wanted to pick it up. The previous service folded because it outstretched itself financially, by buying a mini bus and employing a commercial operator to run routes which were not cost effective. The previous service offered door to door service, taking passengers wherever they wanted to go i.e. a taxi service but at ring and ride fares – it was therefore unsustainable. When we took on the service we had to manage customer expectations and carefully plan routes to make sure that they were not running at a loss.

**Fares**

We honoured the fares charged by the previous Ring & Ride which had to fold because it wasn't sustainable.

Dartmouth to Totnes return is £5.90

Totnes and surrounding villages to Newton Abbot return is £5.80

Fares go up by between 10p-20p per annum.

**Services in the South Hams**

Every Monday Dartmouth to Totnes return

Every Thursday Totnes and surrounds to Newton Abbot return

**Average usage**

Dartmouth Service - 7 passengers per week (collecting from Dartmouth, Stoke Fleming and Strete)

Newton Service – 5 passengers per week (collecting from Totnes and outlying areas)

No shows are common due to the precarious health of passengers.

We operate a 15 seat mini bus but can't always carry 15 passengers as it depends how many passengers have wheel chairs, trolleys, walking frames, etc. Wheelchairs passenger can take up between 2-4 seats. It would be good to have more passengers – whilst more promotion would be good there is no guarantee there would be take-up. The times might be viewed as limiting, some object to paying for a service and prefer to use their free bus pass instead.

Elderly frail passengers gain a sense of independence in using the service, they attend without the need of a carer because drivers are so attentive. For example drivers knock on passengers doors and escort to the bus. Loading a wheelchair user can take up to 12 minutes per passenger - i.e. the service takes time, as a result taxi firms aren't interested as it's not profitable. Most passengers use a service fortnightly either to Totnes or Newton Abbot. All trips are pre-booked and take the quickest route to a destination.

**4. AMOUNT (£) OF FUNDING RECEIVED FROM SOUTH HAMS DISTRICT COUNCIL IN 2019/20 AND DETAILS ON WHAT IT IS SPENT ON:**

NACTA was grateful to receive a grant of £7,370, which goes towards the core costs of providing a Ring & Ride door to door transport service for less mobile, older, disabled, rurally isolated people living in Totnes, Dartmouth and surrounding villages and hamlets of the South Hams. Without the Council's funding the current service would not be able to continue.

We would really appreciate the support of Councillors to help promote the service. Further promotion of routes is planned. Posters in both printed and electronic form can be made available to Councillors to help publicise the service in their area.



#### **5. HOW DO YOUR SERVICE(S) MEET THE NEEDS OF LOCAL PEOPLE?**

Local people who have difficulty walking, or have no local bus service, rely upon the assistance Ring & Ride can give them, helping them to access shops and services. Our specially trained drivers offer help on and off the minibuses and assist with shopping bags, trolleys, walkers and pushchairs. The passengers get to know each other and look out for one another – Ring & Ride is not just a shopping trip, but helps with passengers' health and well-being. Take up of the Dartmouth to Totnes and South Hams to Newton Abbot routes (although low compared with the busiest ring and rides routes) provide a life line. Passengers are vulnerable and isolated residents who often can't afford taxi fares. Taxis rarely provide the wheel chair access required.

#### **6. HOW DO YOUR SERVICE(S) ALIGN TO THE COUNCIL'S CORPORATE STRATEGY?**

NACTA also makes a positive impact on the lives of local people by providing valued and easy to use services. Ring & Ride helps to keep people active, involved and independent, reducing passengers' isolation and tackling loneliness. We adjust our routes to suit the needs of the passengers, whilst operating efficiently and within our charity aims. Our fares and fees are kept as low as possible and funds reinvested in the charity. We therefore support the Council's Community, Enterprise, Environment and Wellbeing themes.

#### **7. HOW DO YOUR SERVICE(S) MEET STATUTORY DUTY?**

NACTA's Ring & Ride, at a relatively low cost to statutory bodies such as South Hams District Council, helps keep residents of some of the most rural areas of the South Hams involved in their community. The grant from South Hams District Council ensures that we are able to continue to provide such an important and valued service and our passengers can rely upon its continuation. Without funding from South Hams District Council the service would not be able to continue.

#### **8. WHAT OTHER INCOME/FUNDING DO YOU RECEIVE AND HOW DO YOU SPEND IT?**

We receive grant funding towards Totnes & Dartmouth Ring & Ride from Devon County Council, however we constantly strive to cover costs to ensure that all of our services remain sustainable. We participate in local fundraising and sponsored events and run raffles and draws with 100% donated prizes. We sell second-hand books and equipment to raise funds. We lobby local councils and apply to grant making trusts for support for particular projects. See full details here, as published on the Charities Commission website. We spent £43,371 running the Totnes and Dartmouth Ring & Ride service in 2018:

[https://apps.charitycommission.gov.uk/Accounts/Ends19/0001124719\\_AC\\_20190331\\_E\\_C.pdf](https://apps.charitycommission.gov.uk/Accounts/Ends19/0001124719_AC_20190331_E_C.pdf)

NEWTON ABBOT COMMUNITY  
TRANSPORT ASSOCIATION

DETAILED STATEMENT OF FINANCIAL ACTIVITIES  
for the Year Ended 31 March 2019

	2019 £	2018 £
<b>INCOME AND ENDOWMENTS</b>		
<b>Donations and legacies</b>		
Town and Parish Councils	2,700	3,100
Devon County Council- Totnes and Dartmouth Ring & Ride	14,601	14,030
Devon County Council- Newton Abbot Ring & Ride	15,002	15,000
Teignbridge District Council - voluntary	7,610	7,610
South Hams District Council- Totnes and Dartmouth Ring & Ride	7,370	7,370
Sundry donations & fundraising	8,233	10,983
Grant for the purchase of new vehicle	-	13,045
Grants	10,236	1,321
	<hr/>	<hr/>
	65,752	72,459
<b>Investment income</b>		
Bank interest receivable	191	75
<b>Charitable activities</b>		
Transport revenue - general services	41,263	41,572
Excursions	3,663	6,043
Ring & Ride fares	11,389	11,430
ShopMobility hires	15,736	14,968
Community equipment prescriptions	52,493	59,989
Devon County Council School & Community Bus Contracts	71,916	76,204
	<hr/>	<hr/>
	196,460	210,206
<b>Other income</b>		
Bus Service Operators Grant	4,640	6,827
Disability aid sales	8,419	6,870
General sales	32	4
Insurance claim	-	1,017
	<hr/>	<hr/>
	13,091	14,718
<b>Total incoming resources</b>	<hr/>	<hr/>
	275,494	297,458
<b>EXPENDITURE</b>		
<b>Charitable activities</b>		
Wages	43,422	38,776
Rent and rates	2,340	1,263
Insurance	525	790
Light and heat	1,799	2,157
Telephone and IT support	1,345	4,872
General office expenses	5,534	5,714
Volunteers' travel expenses	2,338	2,864
Repairs and maintenance of scooters	1,427	1,634
Carried forward	58,730	58,070

**1. NAME OF ORGANISATION AND CHARITY NUMBER IF APPLICABLE:**

South West Youth Games – now Planet Earth Games

**2. LEAD CONTACT NAME AND CONTACT DETAILS:**

Jon Parkinson / Assets – Leisure & Recreation

**3. SERVICES PROVIDED BY YOUR ORGANISATION:**

**(A brief summary of all services and bullet points will suffice)**

The Planet Earth Games is a new event launched in 2019, which took place in July at Exeter. This new format widens the event to the environment and engages young people in best environmental practice, as well as being active and taking part in sport.

It replaces the previous South West (Devon) Youth Games over many years which brought local authority area teams to take part in multi-sport youth competition and festival.

Fusion, through its community outreach work, delivers the management and promotion of the Games for South Hams and directs young people through clubs to take part in the Games.

**4. AMOUNT (£) OF FUNDING RECEIVED FROM SOUTH HAMS DISTRICT COUNCIL IN 2019/20 AND DETAILS ON WHAT IT IS SPENT ON:**

£2,000 on promotion and club development to promote the Games across South Hams and signpost young people and local clubs to enter the Games directly.

As the Games is having a stronger environmental focus and greater business support and sponsorship, the Games will reduce its need for local authority financial support.

Future funding support for the Games can be directed to the SeaMoor Lottery scheme.

**No further direct Council grant funding is required.**

**5. HOW DO YOUR SERVICE(S) MEET THE NEEDS OF LOCAL PEOPLE?**

The Youth Games event enables young people and their voluntary coaches and leaders to engage in active and healthy lifestyles. Also it provides links with local clubs and groups to allow the young people to carry on being active, creating a positive life habit.

**6. HOW DO YOUR SERVICE(S) ALIGN TO THE COUNCIL'S CORPORATE STRATEGY?**

Positive links to Environment, Wellbeing and Communities.

**7. HOW DO YOUR SERVICE(S) MEET STATUTORY DUTY?**

N/A

**8. WHAT OTHER INCOME/FUNDING DO YOU RECEIVE AND HOW DO YOU SPEND IT?**

N/A

**1. NAME OF ORGANISATION AND CHARITY NUMBER IF APPLICABLE:****The South Hams Museums Group:**

Britannia Museum, RNC Dartmouth. (not a registered charity)

Dartmouth Museum. Charity no. 306635

Kingsbridge Cookworthy Museum. Charity no. 20631R

Salcombe Maritime Museum. Charity no. 268909

Totnes Museum. Charity no. 296684

Totnes Costume Museum Charity no. 277327

**2. LEAD CONTACT NAME AND CONTACT DETAILS:**

Roger Barrett, Curator and Vice-Chairman, Salcombe Maritime Museum

[rogbarrett@btinternet.com](mailto:rogbarrett@btinternet.com). Tel. 01548 854108, mob. 07717 662 667

**BACKGROUND TO PARTNERSHIP FUNDING BID**

Every year, Arts Council, England (ACE) distributes considerable sums of money to the regions for the use of Accredited Museums in that area and, in our case, through the South West Museums Development (SWMD). To qualify for SWMD funding it is necessary for the 6 Accredited Museums in the SHDC area to show that they have the financial support of SHDC.

In 2016 an agreement was reached with SHDC whereby £4,000 was budgeted for each of the next 3 years (a total of £12,000) allowing all 6 museums to seek and obtain grant funding from SWMD. As a result of this agreement SWMD were able to deliver services in the South Hams with a value of £65,736 (see section 4 below)

SHDC support was withdrawn in the 2019 budget round and thus the 6 museums are now unable to obtain SWMD grants and receive only limited 'arms-length' support from specialist advisers.

Amount of funding requested from SHDC's Partnership Fund = £4,000 per annum.

**3. SERVICES PROVIDED BY YOUR ORGANISATIONS:**

- Museum, Heritage and Cultural services in five towns
- Educational services including outreach to schools and community organisations
- Provision of all-weather tourist facilities supporting the local economy and the viability of town centres
- Provision of opportunities for volunteering
- Preservation and celebration of our cultural heritage for future generations

**4. AMOUNT (£) OF FUNDING RECEIVED FROM SOUTH HAMS DISTRICT COUNCIL IN 2019/20 OR PREVIOUS YEARS AND DETAILS ON WHAT IT IS/WAS SPENT ON:**

No SHDC funding for 2019/20 but, in the three years 2016-2019, SHDC provided £12,000 (£4,000 per annum). As a result, South West Museum Development were able to deliver services in the South Hams with a value of £65,736:

1. £27,636 in Local Museum Development Officer provision for South Hams
2. £6328 in specialist consultancy advice and support to museums (e.g. conservation officer)
3. £4,472 awarded in Small Grant Big Improvement
4. £910 in delegate places for volunteers working in South Hams museums
5. £26,390 investment from externally funded projects including: Lottery funded Rural Proofing Resilience project, Digital Marketing, and the MUSE: Makers in Museums project.

## **5. HOW DO YOUR SERVICE(S) MEET THE NEEDS OF LOCAL PEOPLE?**

By:

- providing cultural and heritage services which are of educational benefit and which enhance a sense of belonging and local pride
- providing opportunities for volunteering and community engagement
- digital engagement for many '3rd age' volunteers
- supporting the local economy by attracting visitors to our town centres
- celebrating and preserving our cultural heritage for the benefit of future generations

## **6. HOW DO YOUR SERVICE(S) ALIGN TO THE COUNCIL'S CORPORATE STRATEGY?**

### **1. COUNCIL Delivering Efficient and Effective Services:**

By securing value for money: the seed funding provided by SHDC will potentially generate a fivefold return on investment by unlocking Arts Council funds

### **2. ENTERPRISE: Creating places for enterprise to thrive and business to grow.**

Museums make a substantial contribution to the local economy. As all-weather tourist attractions they enhance the viability of town centres to the benefit of local enterprises. In 2017-18 there were almost 30,000 visits to local volunteer run<sup>1</sup> museums contributing an estimated £537,500 to the local tourism economy<sup>2</sup>. The economic value of volunteer hours contributed to museums in 2017/18 exceeds £176,500. The full time equivalent of volunteer time given in 2017/18 equates to 16 FTE posts<sup>3</sup>

NOTES:

1. Excludes the three NT properties in South Hams which are Accredited museums.
2. The economic impact calculators applied here are based on national research and calculators developed by DC Research. This methodology is recognised as the current industry standard approach for museums. They are a conservative estimate as they take into account local and day visitors and not overnight or international visitors.
3. The economic impact calculators for volunteering are developed by the National Heritage Lottery Fund and are based on £50 per day of volunteering.

### **3. COMMUNITIES Creating strong and empowered communities.**

Museum and heritage services make a positive contribution to enhancing community well-being and engagement and, by providing a tangible link with the past, help to engender civic pride and a sense of belonging. The Council, by providing a small amount of seed funding to sustain local museum provision will be meeting one of the Guiding Principles in its Corporate Strategy: 'To work with partners and communities to mutual benefit'.

### **4. WELL-BEING: Supporting positive, safe and healthy lifestyles.**

The benefits of volunteering are well-known. They include:

- Improving mental health and well-being
- Reducing social isolation
- Giving people the opportunity to feel more connected, to have contact with people from different backgrounds, to 'make a difference', and to 'give something back'
- Improving the employment prospects of young volunteers

## **7. HOW DO YOUR SERVICE(S) MEET STATUTORY DUTY?**

There is no statutory duty to provide museum services.

## **8. WHAT OTHER INCOME/FUNDING DO YOU RECEIVE AND HOW DO YOU SPEND IT?**

The following information is for each of the 6 museums for year ending 2018 or 2018/19. The combined income and expenditure of the 6 museums was as follows:

**Total income £108,913**

**Total expenditure: £119,049**

Most income is derived from visitor entry fees (or donations where 'free entry' is operated), shop sales, member's subscriptions and other donations. Expenditure is typically on rent, services, insurance, special displays and projects, collection care and conservation. Only three museums employ staff, the full-time equivalent of which is 2.5.

### **Britannia Museum RNC, Dartmouth** (Not a registered charity)

No. of Visitors: 10,350

No. of Volunteer Hours: 10,500

No. of Volunteers: 33

No. of Staff: One Half Time (0.5) FTE

Total income: £3046

Total expenditure: £699 (premises provided rent free with no lighting, heating or repair bills)

Receipt of any Grants: £500 from SGBI Scheme from SW Museum Development Programme.

### **Kingsbridge Cookworthy Museum** Charity No. 20631R

No. of visitors: 2,487

No. of Volunteer hours: est. 7,500 hours

No. of volunteers: 65

No. of staff: 1 full time + 0.5 FTE

Total income: £41,039

Total expenditure: £48,065 (includes £5776 projects expense)

Receipt of any Grants: £2,000 p.a. from Kingsbridge Town Council £2000.

£500 from SGBI in 2018,

### **Dartmouth Museum** Charity No. 306635

No. of visitors: 8,000

No. of Volunteer Hours: 4,536

No. of Volunteers: 60

No. of staff: None

Total income: £32,000

Total expenditure: £ 30,000

Receipt of any grants: £500 from SGBI in 2016, £1000 from Devon CC 'Invest in Devon' in 2017

### **Salcombe Maritime Museum** Charity No. 268909

No. of visitors: 2018: 1,612, 2019: 4,287 (increase due to introduction of Free Entry scheme)

No. of Volunteer Hours: 1,570

No. of Volunteers: 26

No. of Staff: None

Total income (2018) £10,184

Total expenditure (2018) £11,312

Receipt of any Grants: £3,000 p.a. from our landlords, Salcombe Town Council, to partially offset £5000 commercial rent (only asked for in deficit years). £500 from SGBI in 2016 and in 2018

**Totnes Museum** Charity No. 296684

No. of visitors: 16,472

No. of Volunteer Hours: 6,500

No. of Volunteers: 24

No. of Staff: 6 seasonal part time

Total income: £13,346

Total expenditure: £17,664

Receipt of any Grants: 2018-19; £2,000 from Women's Centenary Grant for Women's Suffrage Exhibition and £3,000 from the Royal Society for Places of Science Project

**Totnes Fashion and Textiles Museum** Charity No. 277327

No. of visitors: 1,503

No. of Volunteer Hours: 2,096

No. of Volunteers: 33

No. of Staff: None

Total income: £9,298

Total expenditure: £11,309

Receipt of any Grants: 2017; £300 from Sidney Page Adams Trust (Totnes Council)