

**Teignbridge District Council  
Executive  
Tuesday 8<sup>th</sup> February 2022**

## **Voluntary Sector Funding Review**

### **Appendix 1 - Consultation responses**

#### **Buckland Centre in relation to rent relief**

Newton Abbot Community Interest Company lynn.mcelheron@virginmedia.com 07779 915209  
www.bucklandcentre.co.uk Company registered in England and Wales Number 6732032 Registered  
Address: 9 Devon Square, Newton Abbot, TQ12 2HN

#### **Newton Abbot Community Interest Company - Supporting local communities**

Rebecca Hewitt  
Community Safety and Safeguarding Manager  
Teignbridge District Council

10 November 2021

Dear Becca and Teignbridge Councillors

Newton Abbot Community Interest Company (CIC) would like to make a response to the consultation on the proposed removal of rent relief for community buildings. At present, the CIC leases the Buckland Centre in Gilbert Road, Newton Abbot, from Teignbridge District Council.

Whilst we recognise that the District Council is in a very difficult financial position, the proposal to remove our rent relief will render the Centre financially unviable. This will leave the CIC in a position where we need to consider whether we can continue to subsidise the running of the Centre. It is unrealistic to assume that we would be able to raise a further £3,000 a year to cover the additional rent that would be required if the subsidy is removed. The Buckland Centre has never covered its operational costs and has always been subsidised by other areas of CIC activity. The impact of Covid-19 has exacerbated this position to the point where, in our financial year recently ended, expenditure has exceeded income by £11,500. The CIC runs the Centre to support the local community, not to generate an income.

The Buckland Centre provides a number of vital community services for the Buckland community. Councillors and officers will be aware that this Ward is amongst the top 20% most deprived in England and is one of the most deprived Wards in Teignbridge. Since Covid-19, levels of poverty and debt have risen significantly, which is why we have set-up the Buckland Hub at the Centre, where local people can get access to advice and support from a whole variety of agencies, including amongst others Teignbridge Citizens Advice Bureau, Teign Housing, Teignbridge District Council Housing Service, Learn Devon and One Small Step.

Alongside the Hub, local residents can also access a variety of mental health and wellbeing support groups. If the Buckland Centre is forced to close, then these vital services will be lost to the local community. The evaluation of the Hub will demonstrate the savings that this provision will make to public sector resources in areas such as housing and the NHS. The Hub is helping people to deal with problems before they escalate. We would like to extend an invitation to any of you to visit the Hub at the Buckland Centre to view the work we are doing.

As well as the Hub, the Buckland Centre is home to a varied number of local groups, vital to the wellbeing of local people to provide social interaction and exercise. Without this local facility, many residents would rarely leave their homes, adding a potential extra burden to the care system and NHS.

Newton Abbot Community Interest Company would also like to make Councillors aware of the current condition of the building. Aside from grass and hedge cutting, we have received no support from Teignbridge District Council to maintain the fabric of the building since the lease was reassigned to the CIC in April 2019.

The CIC has had to find significant funds to pay for repairs to the roof and other external fabric. If the rent subsidy is removed, then the CIC would assume that the District Council will assist with repairs to the external fabric of the Centre (including assessing the potential impact of early evidence of structural shifting of the building).

Having looked at the proposed Teignbridge Voluntary Sector Small Grant Scheme, it is not clear whether the criteria will apply for the CIC in running the community centre. The Councillors' Fund will not be available to help with the day to day running costs of the Buckland Centre. It is so disheartening that the Centre could be closed when we have all put so much effort into getting a vibrant and well-used Centre up and running for the benefit of the community.

We would welcome the opportunity to discuss this policy proposal and its potential impact with Councillors and officers and would be happy to meet at your convenience.

Yours sincerely  
Lynn McElheron  
Chair  
Newton Abbot CIC

cc. Cllr Gordon Hook, Cllr Sarah Parker-Khan, Cllr Colin Parker, Cllr Huw Cox, Cllr Linda Petherick  
Cllr Philip Bullivant, Gary Powell, Cllr Martin Wrigley, Cllr Colin Parker, Cllr Chris Jenks.

### Newton Abbot Community Transport - SLA

**From:** John Pike <johndpike@aol.com>

**Sent:** 10 November 2021 20:35

**To:** Cllr Huw Cox <Huw.Cox@Teignbridge.gov.uk>; Cllr Chris Jenks <Chris.Jenks@Teignbridge.gov.uk>; Cllr Chris Clarence <Chris.Clarence@Teignbridge.gov.uk>; Cllr David Cox <David.Cox@Teignbridge.gov.uk>; Cllr Alison Foden <Alison.Foden@Teignbridge.gov.uk>; Cllr Michael Hocking <Michael.Hocking@Teignbridge.gov.uk>; Cllr Liam Mullone <Liam.Mullone@Teignbridge.gov.uk>; Cllr John Nutley <John.Nutley@Teignbridge.gov.uk>; Cllr Jacqui Orme <Jacqui.Orme@Teignbridge.gov.uk>; Cllr Colin Parker <Colin.Parker@Teignbridge.gov.uk>; Cllr Sarah Parker-Khan <Sarah.Parker-Khan@Teignbridge.gov.uk>; Cllr Dave Rollason <Dave.Rollason@Teignbridge.gov.uk>; Cllr Bill Thorne <Bill.Thorne@Teignbridge.gov.uk>

**Cc:** Rebecca Hewitt <Rebecca.hewitt@Teignbridge.gov.uk>; Trish Corns <Trish.Corns@Teignbridge.gov.uk>

**Subject:** Overview & Strategy Committee - Voluntary Sector Review: Newton Abbot Community Transport

## Newton Abbot Community Transport Association

To the Members of the Overview and Strategy Committee No. 1,

10 November 2021

Dear Committee Members,

I am writing as Treasurer of Newton Abbot Community Transport Association (“NACTA”) in response to the recommendation in the Voluntary Sector Review by the Voluntary Sector Task & Finish Group that the Overview and Scrutiny Committee should recommend to the Executive that funding of £7,610 per year currently in place for NACTA be withdrawn completely.

If implemented, this would be a very considerable financial blow to NACTA.

NACTA operates Ring & Ride, Shopmobility, Community Transport and Health car services for the benefit of Teignbridge residents. These services contribute to residents’ health and wellbeing and improve access for those who are isolated or disabled. These services, and in particular the Ring & Ride Service – to which the District Council funding is tied by the Service Level Agreement - are heavily dependent on grant funding from local councils: the District Council grant is approximately 28% of the total, assuming other councils maintain their funding in the future (which is far from assured).

The Trustees of NACTA are extremely surprised and disappointed at the reasons given for the defunding of NACTA. They understand that the financial circumstances of the Council may compel it to save money. But this is not the reason given for stopping the grant of £7,610 per year. This is “to ensure funding [is] more clearly and closely aligned with Council Strategy”, and “to enable a wider cross section of community organisations to potentially benefit”. NACTA has the vehicles, people and organisation that are needed to address disability, isolation, health and wellbeing issues. The Trustees find it hard to accept that what it does for Teignbridge residents is not aligned with Council Strategy, or that there are other voluntary organisations that are, or could be, equipped to better address these issues through the Voluntary Sector Small Grant Scheme.

The Review states that the Council would work with organisations impacted by the proposals, such as NACTA, “to encourage them to utilize the alternative funding streams available”. NACTA would naturally be happy to learn about other funding streams that are available to support its services. NACTA, being a charity, is circumscribed as to what activities it can engage in, but it does generate a surplus from selling daily living aids and is constantly investigating funding opportunities. However it is not aware of any funding

streams that could replace funding for its running costs (as distinct from projects) and meet the sharply increased rental.

The Review indicates that NACTA could apply for a grant of up to £3,000 under the Voluntary Sector Small Grant Scheme, but the Scheme is clearly intended to benefit other organisations which will obviously be given priority, and even if an application were successful it would cover just 39% of the loss.

The Committee must be clear that the proposals would be damaging to NACTA. The Trustees submit that whatever the merits of supporting a wide range of voluntary organisations, the Council should support an organisation like NACTA that not only fulfils the outcomes that the Council is seeking to have fulfilled, but also is positioned to develop further transport services in line with the Council's aspirations – its strategy?

Regards,  
John Pike

Additional papers were submitted



2021.12.06-M-Subm  
ission by NACTA re F  
Schedule-Ring &  
Ride Routes (2021).x

### East Teignbridge Community Transport - EIA

**From:** Valerie Jeffery <valerie@dawlishcommunitytransport.co.uk>

**Sent:** 12 November 2021 12:14

**To:** Cllr Huw Cox <Huw.Cox@Teignbridge.gov.uk>; Cllr Chris Jenks <Chris.Jenks@Teignbridge.gov.uk>; chris.clarance@teignbridge.gov; Cllr David Cox <David.Cox@Teignbridge.gov.uk>; Cllr Alison Foden <Alison.Foden@Teignbridge.gov.uk>; Cllr Michael Hocking <Michael.Hocking@Teignbridge.gov.uk>; Cllr Liam Mullone <Liam.Mullone@Teignbridge.gov.uk>; Cllr John Nutley <John.Nutley@Teignbridge.gov.uk>; Cllr Jacqui Orme <Jacqui.Orme@Teignbridge.gov.uk>; Cllr Colin Parker <Colin.Parker@Teignbridge.gov.uk>; Cllr Sarah Parker-Khan <Sarah.Parker-Khan@Teignbridge.gov.uk>; Cllr Dave Rollason <Dave.Rollason@Teignbridge.gov.uk>; Cllr Bill Thorne <Bill.Thorne@Teignbridge.gov.uk>

**Cc:** Rebecca Hewitt <Rebecca.hewitt@Teignbridge.gov.uk>; Trish Corns <Trish.Corns@Teignbridge.gov.uk>; Gary Powell <Gary.Powell@Teignbridge.gov.uk>; Steve Wotton <Steve.Wotton@Teignbridge.gov.uk>; Amanda Pujol <amanda.pujol@teignbridge.gov.uk>

**Subject:** Overview and Scrutiny Committee - Voluntary Sector Review

Dear all Members of the Overview and Scrutiny Committee 1

#### **Voluntary Sector Review: East Teignbridge Community Transport**

As Chairman of East Teignbridge Community Transport Association, based in Dawlish, I write in regard to the recommendation in the Voluntary Sector Review, by the Voluntary Sector Task & Finish Group, that the Overview and Scrutiny Committee should

recommend to the Executive that our existing funding of £6,750 per financial year be considered for permanent withdrawal.

With transportation alone we provide major contributions in supporting people across East Teignbridge – from small towns to the rural villages and isolated areas, covering **not only Dawlish but Dawlish Warren, Starcross, Kenn, Kenton, Exminster, Teignmouth, Shaldon, Bishopsteignton and Ideford with our Community buses travelling to outreach communities of Combeinteignhead, Stokeinteignhead into Newton Abbot (EX6, EX7, TQ12, Q13 & TQ14).**

**Providing residents of the above localities with a Ring and Ride service x5 days per week, Community Transport services for affiliated small community groups, Health and Wellbeing Car Scheme vehicles with volunteer drivers assisting passengers to all hospitals across the community, and a Shopmobility service for this locality which supports independence, accessibility and lessens isolation for those less mobile. Also servicing the holiday/tourism trade with such provision to enable less able tourists to mobilise.**

Our services depend on financial assistance to operate; to offer all that we do to serve the community. **If Council funding decreases, or ceases completely; be it County, District or Town it will compound an already increasingly tested service to continue.** We have the commitment of a small nucleus of staff and our amazing volunteers who give an overwhelming amount of their own time, but we cannot maintain the Service without financial support.

The pandemic has left little reserves and any further loss could have potentially catastrophic impacts on our sustainability.

Appreciating the current climate and financial burdens, and want to give equal opportunities for funding access; **Community Transport is a fundamental and essential source that forms a basis in support to those less able, infirm, disabled or in need of health and wellbeing assistance – demonstrable benefit to the community, in itself enabling such a wide group of people to benefit. If we can no longer operate our Community Transport element, this could have a detrimental effect also on other providers, including health services, if there is a lack of transport provision.** All vehicles are bespoke; converted and adapted to cater for most abilities, can carry mobility equipment such as mobility scooters and fully wheelchair bound passengers; vehicles that cost between £25k and £78k to purchase, for community provision. We are elite in what we provide.

**Funding is increasingly difficult to source for such a specialised provision; rarely do funders assist with day to day costs; funding opportunities are most often to represent new Projects and Initiatives rather than sustainability of already effective**

**and efficient existing services.** Our focus is to continue doing what we do well, and what the community needs – continuation and consistency.

Applying for any Grants that might be applicable consumes insurmountable hours that remove or very much lessen the benefits of applying. Our existing SLA does not come without statistics and a full report; time given to evidence the SLA benefit in assisting the Charity, to assist the Community. **If time must be spent to apply for a Grant that may be unsuccessful, with the benefit being less than half of that we have received to date, sadly it holds little financial value in applying.**

We ask that the Committee consider the undeniable benefits of Community Transport and the impacts that this previously secured funding could have should it cease; before reporting back to the Executive.

Valerie Jeffery  
Chairman of Trustees  
East Teignbridge Community Transport Association

Additional papers were sent



TDC SLA Review  
Comments Nov 21.p



Annual Report &  
Accounts 2020-2021



1st Quarter Report  
TDC & ETCTA SLA Ap



2nd Quarter Report  
TDC & ETCTA SLA Jul

### Teignbridge CAB – SLA

Citizens Advice Teignbridge  
36-38 Market Walk  
Newton Abbot  
Devon  
TQ12 2RX  
30 November 2021

Amanda Pujol  
Head of Community Services and Improvement  
Teignbridge District Council  
Forde House  
Newton Abbot  
TQ12 4XX

SENT BY EMAIL

Dear Amanda

### **Re: Teignbridge Council Voluntary Sector Funding**

Thank you for your letter of 3<sup>rd</sup> November 2021 and for the opportunity to comment on the impact on Citizens Advice Teignbridge and on the wider community of the proposed changes.

The main proposed changes, as they affect Citizens Advice Teignbridge specifically, are that:

1. We will be offered a 3-year Service Level Agreement (SLA) rather than a series of one-year agreements
2. The grant will reduce from £52,130 for 2021-22 to £48,000 for 2022-23 and 2023-24
3. There will be a Small Grant Scheme with an annual grant opportunity of up to £3,000.

### **3-year SLA**

We very much welcome the opportunity to enter into a 3-year SLA. This will help with our ability to plan our services over the coming 3 years, providing a greater degree of security. It coincides with a negotiation with the Council on agreeing a new 5 lease on our accommodation at Market Walk and is extremely welcome.

### **Reduction in the value of the grant**

We continue to be grateful for the financial support of our service by Teignbridge District Council. It makes a significant contribution to the positive impact we are able to achieve for the residents in Teignbridge who contact us for assistance in dealing with the problems they face and to find a way forward. In addition to this support, the Council has actively promoted closer working between our organisations. We are meeting more regularly since April 2021 to pool ideas and to develop working practices that benefit the residents of Teignbridge. We are working particularly closely in relation to Housing, Benefits and Council Tax. This improved collaboration has been cemented in our partnership delivery of the Household Support Fund and we look forward to further development of our partnership in the future. It provides us with an excellent opportunity to have a positive impact on the lives of people living in Teignbridge.

We have some concerns about the risk to our clients of the proposed reduction in the grant for 2022-23. We understand the financial pressure on the Council to maintain and develop services whilst also limiting expenditure, but Citizens Advice Teignbridge faces a similar challenge. Factors which add to this challenge include the following:

- The Council's grant of £52,130 has not increased for at least 10 years and, consequently, has not kept pace with increases in the cost of living during this period
- We will, from April 2022, face additional costs such as employer liabilities (e.g. minimum wage, national insurance) as well as inflation (particularly in respect of energy prices) with no corresponding increase in the grant
- We face significant capital costs to fund the replacement of our heating/ventilation system in our Market Walk office in order to make it Covid-secure for our volunteers, staff and clients and to minimise its environmental impact
- Over time, static core funding has eroded pay and we find it more difficult to recruit and retain paid staff

This is at a time when the demand for advice is increasing because of the economic and health impacts of the pandemic on our clients. Set against this are the challenges of securing other, replacement, funding from grant-making bodies. Many of these bodies are dealing with an increased level of applications at a time when charitable donations to their funds have been reduced. Where there is a reduction in core funding, we need to spend more of our time on seeking new funding sources but, in common with many charities, our success rate in securing grants is about 50%. We,

like many others, spend too much time on applications which prove to be unsuccessful.

In preparation for setting a budget from April 2022 onwards, we do not know, as yet, what funding will be available from Devon County Council, whether there will be a reduction in its amount and, if there will, how much this will be. We are aware of other project funding that will be reduced and are in the process of financial scenario planning to identify options for reducing our workforce and service in order to stay within our financial means.

We estimate that the average cost of our service per client is about £50 per year. This is extremely good value for money, given that it would cost more than double this amount if we had to rely on paid workers rather than volunteers. Volunteers are the mainstay of the Citizens Advice service. With the support of national Citizens Advice and paid staff within Citizens Advice Teignbridge, our volunteers provide quality advice and support to thousands of clients each year. Based on values of volunteer hours used by the Office for National Statistics the Public Value of volunteering in 2020-21 was worth £458,636. Their work creates financial value since advice saves the Government and society money by stopping problems that are, or will become, costly to fix. It is impossible to put a £ sign on all of the crucial work that we do, but national Citizens Advice has developed a Government approved model which provides an estimate of financial value. Using this model, for every £1 invested in our service in 2020-21, we generated:



But volunteers are not a free resource. We need to invest in volunteer recruitment and retention, and particularly in ongoing training as rules and laws are frequently changing. This is essential in maintaining our Advice Quality Standard.

There is a **high risk** that the proposed reduction in funding will produce a corresponding reduction in the service we will be able to provide; that it will adversely

affect some of the most disadvantaged members of our community. We will, of course, do whatever we can to guard against this risk.

To summarise:

- We welcome the establishment of a 3-year SLA
- the Council's grant has remained static for at least 10 years; this is a cut in grant funding in real terms
- The current funding climate makes 'top up' funding from grant making bodies more difficult and costly to achieve
- Assuming we are able to apply for a small grant, we will be using existing resources to apply for a smaller amount of funding that we may not secure
- We support the idea that fund allocation needs to be equitable, but feel this needs to be in terms of supporting clients, not just organisations
- We see the public funding of our service as an investment in the local community that saves public money in the longer term
- Our reporting process is already achieving the aim of aligning our work closely with Council Strategy and there is ongoing close collaboration between us as partners.
- Ultimately, the proposed reduction in funding will produce a corresponding reduction in the service we will be able to provide, and will adversely affect some of the most disadvantaged members of our community.

I would be happy to discuss the above points in more detail as required.  
We look forward to continuing to work with you for the benefit of the whole Teignbridge community.

Yours sincerely,  
Vincent Willson  
Chief Officer

### Teignbridge CVS – SLA

**...supporting voluntary action, empowering local communities...** Teignbridge CVS is a member of NAVCA (National Association for Voluntary and Community Action) Teignbridge Community and Voluntary Services Registered Charity No 1142744 Company Ltd by Guarantee No 7596402 Registered Office: 36-38 Market Walk, Newton Abbot, Devon TQ12 2RX

36 –38 Market Walk  
Newton Abbot  
Devon  
TQ12 2RX  
chiefexec@teigncvcs.org.uk  
[www.teigncvcs.org.uk](http://www.teigncvcs.org.uk)

Amanda Pujol  
Teignbridge District Council  
Forde House  
Newton Abbot  
TQ12 4XX

Sent: by email  
cc: Rebecca Hewitt

11th November 2021

Dear Amanda

Thank you for meeting with me 3<sup>rd</sup> November 2021 to update CVS on Teignbridge's review of voluntary sector funding and to update with me proposals to reduce CVS funding to £48,000 – a reduction of just less than 16% but to consider a 3 year Service Level Agreement.

In addition you suggested that Teignbridge would be looking to develop a more open funding stream to which communities could apply to support your business objectives.

At the meeting of CVS Trustees 5<sup>th</sup> November 2021 the proposals outlined by the Council were discussed it was agreed that I should write to confirm:

1. Teignbridge CVS recognise and appreciate the investment that has been made by the Council to support CVS activities over many years.
2. The CVS believes that during the Covid-19 period to date there have been closer working relationships across our sector (including CVS) and the Council which is welcomed and a relationship that we would want to build on.
3. We fully accept the financial situation of Councils and recognise that financial reviews have to be made and that will result in cuts; our sector is no different, individual organisations are having to review their financial position and ensure best use of financial resources to meet priority outcomes.
4. We accept the recommendations made in our meeting of 3<sup>rd</sup> November 2021 and put to the full Council 5<sup>th</sup> November 2021 to reduce our funding to £48,000 but would ask:
  - a. That the Council moves forward with recommendations for a 3 year Service Level Agreement
  - b. That the Council recognise that we will not meet the same outputs/outcomes with the reduction in funding discussed and that targets are reviewed ready for April 2022
  - c. That the Council moves forward with allocating savings as a result in cuts to existing SLAs into a wider community grant 'pot' and CVS would of course offer all its support in the design and delivery of that scheme if needed

Yours sincerely  
Susan Wroe  
Chief Officer

**Carn 2 Cove – SLA**

26 Brunswick Street,  
Teignbridge  
TQ14 8AF

3<sup>rd</sup> December 2021

Dear Amanda,

Re: Teignbridge Council Voluntary Sector Funding

Thank you for meeting with me to discuss our Service Level Agreement with Teignbridge Council.

We understand the need for greater transparency in the distribution of funds, and welcome your proposal of a transitional period.

With the support of Teignbridge District Council, we have provided employment for 239 artists, delivered workshops for 513 participants and presented performances to an audience of over 8000 people both in person and online over the last 4 years in Devon.

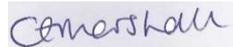
Villages in Action has recently secured further funding from the Arts Council to deliver rural touring and community development activity across Devon and match funding from local authorities is critical in securing these ongoing funds, which enable us to continue our work. [AGRI-]CULTURE marks VIA's transition to an independent rural touring scheme for Devon. Our vision is to grow a sustainable network model that empowers villages to connect in locally- distinctive ways. The full project value is £58,316 over 13 months with activity to run 29th Dec 2021 – 3rd Feb 2023.

Any reduction of our income streams inevitably means we much divert resources into securing additional revenue, and the global health emergency has had a direct impact on our earned income from box office receipts.

The model that rural touring employs delivers high quality events and engagement for rural communities in a distributed and cost effective way. Local audiences ensure a minimal environmental footprint in transportation and travel, as well as providing income for the local hospitality industry and raising local funds for community use. Providing income for local artists and companies is an essential part of the support we deliver.

I very much hope that we can continue to work with Teignbridge District Council in delivering these outcomes.

Yours sincerely

A handwritten signature in blue ink that reads "Claire Marshall". The signature is written in a cursive style and is placed over a light blue rectangular background.

**Claire Marshall, Villages in Action**

