

**Teignbridge District Council**  
**Overview and Scrutiny**  
**Circulated to Members**  
**Part I**

**Voluntary Sector Funding Annual Review**

## Purpose of Report

To inform the committee of the current funding provision made by the Council to the voluntary and community sector and to seek support for a two 2 year funding settlement subject to the Council receiving a multi-year settlement from government

## Recommendation(s)

That the Overview and Scrutiny Committee:

- Supports a two year (26/27 & 27/28) SLA funding provision to support the voluntary sector within the District. Such support being subject to a suitable multi year settlement being provided by government.

## Financial Implications

See section 2 and 4.1 for financial implications.

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## Legal Implications

There are no specific legal implications arising from this report

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## Environmental/Climate Change Implications

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## 1. Background

**1.1** The Council maintains Service Level Agreements (SLAs) with the Citizens Advice Bureau (CAB), the Council for Voluntary Service (CVS), and the two transport associations, in accordance with the Councils Voluntary Sector funding programme.

Any funding provided needs to:

- Ensure that spend in the voluntary sector aligns with the Council's strategic objectives.
- Ensure that all spend is transparent and published annually on the Councils website.
- Maximise the value of the Council's spending by being clear about required outcomes.
- Only be provided where it is demonstrated that a defined and positive impact will be delivered to the community or identified section of it.
- Evidence actual outcomes.

The Council also has specific contracts with individual voluntary and community organisations to provide services to the community. For example, there is a separate contract between Housing Advice and CVS to provide support to Ukrainian Households. These contracts have separate contract management arrangements in place hence we have omitted them from this update.

**1.2** The report includes an update on the Councillors community fund as this funding is awarded by local Councillors to voluntary and community groups in their constituency. The Teignbridge Councillors' Community Fund can be used for any purpose which, in the view of the Ward Councillor, will improve the community and enhance the quality of life for local residents. This fund can only support one-off projects and cannot be used to replace any withdrawn public sector

funding or provide/imply any ongoing financial support. Applications for funding can only be received from not-for-profit groups/organisations and not individuals. The process was amended to ensure we capture where projects are specifically targeting groups with protected characteristics and to ensure, where applicable, organisations have a safeguarding policy.

## 2. Funding to the Voluntary & Community Sector

### 2.1 The breakdown of funding for the voluntary and community sector for 2025/26 is as follows:

Organisation	Duration	Type of agreement	Funding source	Funding 2025/26
Teignbridge CVS	1 year	SLA	Council Revenue Funding	£59,840
CAB	1 year	SLA	Council Revenue Funding	£54,740
Newton Abbot Transport Association	1 year	SLA	Council Revenue Funding	£7,990
East Teignbridge Community Transport	1 year	SLA	Council Revenue Funding	£7,090
				Funding 2024/25
Teignbridge Lottery for communities	Ongoing	Contract with Gatherwell, who run lottery on behalf of the Councils	Funds raised by lottery are distributed to individual charities and community groups with a small amount being returned to the Council	£46,540 for individual charities who have signed up to the lottery.  £30,000 small grants fund which is returned to Council from sale of tickets and organisations can apply*

Councillors' community fund	1 year	Council policy	Council Revenue Funding	£47,000
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### 3. Outcomes and Achievements from funding in 2024/25

#### 3.1 Citizens Advice Bureau

3.1.1 The service level agreement covers the investment by Teignbridge District Council in respect of core outcomes for the benefit of Teignbridge Citizens advice clients. This includes providing free, independent, confidential, and impartial advice to everyone on their rights and responsibilities.

The aims are to:

- Help people find a way forward, whatever problems they face.
- Campaign for change on the issues affecting people's lives.

To adhere to the national Citizens Advice 'Advice Framework' to deliver advice and information with the aim of:

- Empowering clients who are capable of self-help to access the resources they need.
- Getting the client's query resolved quickly by providing them with answers where possible on their first visit/call.
- Transferring the client where appropriate to a more specialist internal adviser/service and/or partner service e.g., generalist advisors, debt caseworkers, consumer advice
- Improving the client journey by ensuring that clients who require further support will not have to repeat information if/when they need to access the service again.

3.1.2 CAB gave advice to 4,607 residents in 24/25 and resolved 25,505 issues. The service enabled residents to access £4.6million of income and had £1.1 million debts written off. The service continues to face the challenges of increased demands from residents and is reliant on the active participation of its volunteers. There are 63 active volunteers in Teignbridge providing 18,550 hours of advice to residents. The value of this volunteering is £631,011. Queries from residents with debt issues are up 5%, housing issues 9% and welfare benefits and tax credits 2%. The service is in a financially challenging situation with a deficit of £76,632 last year. Measures taken to cut costs have included closing the Newton Abbot office on a Friday afternoon and reducing

staff hours. The funding from Teignbridge represents about 8% of the overall total for 2024-25 and about 32% of core funding, with the rest coming from other statutory funders (Town and Parish Councils, Devon County Council) and a variety of other funders (e.g. The Access to Justice Foundation, The Trussell Trust for project activities). The one year funding settlement agreement by the Council is particularly challenging in terms of budget planning and therefore the service has asked if we can consider a 3 year financial settlement in 2026.

## **3.2 Teignbridge CVS**

3.2.1 Teignbridge CVS support voluntary action throughout the District and empower local communities. This includes providing training and support to voluntary sector groups, opportunities for collaboration and joint working and assistance with funding. A summary of their outputs in 2024/25 can be found in **Appendix II**.

3.2.2 In addition to the outcomes in Appendix II CVS have also undertaken a number of specific projects to benefit residents in Teignbridge and support the community and voluntary sector in the district. These include:

- Using community networks to disseminate advice and guidance to residents. This has included taking “The Sofa” to various areas in Teignbridge and listening to residents’ concerns and offering advice and signposting for 138 people across Newton Abbot, Dawlish, Teignmouth, Ashburton and Bovey Tracey. By far the biggest concern was benefits and cost of living with many people concerned about the changes in winter fuel allowance. CVS have also trialled pharmacies to distribute 600 Don’t Miss Out leaflets with prescriptions to encourage residents to apply for benefits such as pension credit. They are looking to expand this network to private sector businesses, initially with businesses such as café’s, pubs, hairdressers and convenience shops.
- CVS have been working over the last 9 months with Torbay Communities to bring together VCSE organisations across South Devon who are delivering services related to falls and frailty. Through this work they have approximately £72,000 over a period of 14 months to recruit a Healthy Ageing Project Coordinator to work in partnership with Active Devon, Learning with Experts and Newton Abbot CIC to develop a programme of online and in person support for older people living in, initially parts of Newton Abbot and the Moorlands areas of Teignbridge.
- Developing the Clearways project to support those who are self-neglecting; this includes those who are hoarding, with an offer to clear the property and provide coaching to change behaviours. Eight coaches have been recruited and trained to work with households and the project currently has funding for 18 months.

- Supports the development of better linked, informed and more sustainable food support in the district by facilitating a joint network meeting and WhatsApp groups to aid the redistribution of food, representing local food organisations at district and county level including at the Devon Food Partnership, managing the food alliance volunteer drivers aiding food redistribution and updating the South Devon Food Alliance website.

### **3.3 Newton Abbot Community Transport Association (NACTA)**

- 3.3.1 NACTA are funded to provide accessible affordable transport and services for our community, supporting increased mobility, social contact, and independence. They provide a “Ring & Ride” service to transport residents from rural areas, hence supporting the local towns economic activity.

The outcomes and outputs from Newton Abbot Transport Association can be found in **Appendix III**.

### **3.4 East Teignbridge Community Transport Association Ring and Ride (ETRR)**

- 3.4.1 East Teignbridge Community Transport Association are funded to provide a “Ring & Ride” service to transport residents from rural areas, hence supporting the local towns economic activity.
- 3.4.2 The outcomes and outputs from East Teignbridge Ring and Ride can be found in **Appendix IV**.
- 3.4.3 Both East Teignbridge and Newton Abbot Transport Association are moving to electric vehicles, supporting the Council’s climate change ambitions.

### **3.5 Teignbridge Lottery for Communities**

- 3.5.1 The Teignbridge Lottery for Communities was launched on 28th February 2022, following the Executive decision to support its creation on 15th February 2022.

To register for the lottery an organisation must meet the following criteria:

- Be a registered charity with a board of trustees, or
- Be a constituted group with a volunteer management committee consisting of at least three unrelated members that meets regularly (at least three times per year), or
- Be a registered Community Interest Company (CIC) or Charitable Incorporated Organisation.

A registered Community Interest Company (CIC) or Charitable Incorporated organisation and the organisation must:

- Provide services or activities that directly benefit people within Teignbridge.
- Be independently established for charitable, benevolent, or philanthropic purposes.
- Have a constitution or set of rules setting out its aims and objective.
- Operate a bank or building society account in its own name requiring at least two unrelated signatories.
- Place no undue restrictions on membership.

3.5.2 The lottery raised £46,540 this year for good causes.

3.5.3 The lottery has grown over its years of operation doubling in size from 40 "Good Causes" to 86 to 102 this year. The number of players has dropped from 907 players to 739 regular players with a total of 1803 tickets sold.

3.5.4 Players have won a number of cash prizes over the last 12 months. Total paid out was £9,375 with one player winning £1,500 and another winning £2,000. There are also regular £25 winners and some £250 winners.

3.5.5 The cost to the Council of running the lottery is approximately £1,359 in license costs and officer time (approx. 25 hrs).

3.5.6 Update of small grants programme. 15 local organisations and charities have been awarded grants through our Teignbridge Lottery for Communities small grants award. 10p from every £1 Teignbridge Lottery ticket sold going into a small grants fund to benefit local community projects, a total of over £30K has been raised. Applications were invited from those organisations registered with the Lottery to apply for a grant of up to £2,500 to support the mental health and wellbeing in communities across Teignbridge. A full list of the grants awarded can be found in **Appendix V**.

### **3.6 Councillors Community Fund**

3.6.1 In 2024/25 £1000 was allocated per Councillor. £41,490 was spent out of a total budget of £47,000 with a total of 14 Councillors funds being unspent, 2 of which were not spent at all. There were 159 applications in total for 2024/25. The Councillor Community Fund is resource intensive involving the Democratic Services and Finance Teams with sign off from a manager. The average cost to the Council is approximately £36 per application and costing approximately £5,724 in officer time to process. The minimum amount of grant per application is now £150.00 for 2025/26 going forward. The type of organisations awarded range from charities/village halls/village community

groups/mental health groups/singing groups/community education  
groups/youth groups/carnivals/food banks/residents association.

## 4. Implications, Risk Management and Climate Change Impact

### 4.1 Finance

Current funding is identified in section 2 above. Inflationary costs were applied in 2025/26 to assist with external expenditure pressures for voluntary groups. All funding streams need to be considered in view of the need to deliver savings and the Modern 25 agenda for future years. The annual budget process will determine suggested spend budgets for approval at Full Council. Any suggestions for future funding after one year will still need to be ratified annually to consider changes to funding reforms for the Council.

### 4.2 Legal

There are no significant legal implications of this report

### 4.3 Environmental/Climate Change Impact

The paper discusses a range of community services, and as such, the environmental implications will vary from one service to the next. The services highlighted in the report align with the underpinning themes of net zero including community resilience, health, and wellbeing, either through providing access to impartial advice and support, shared mobility, online and digital services, and funding opportunities. Members may wish to consider the environmental implications of applications for the Councillors Community Fund on a case-by-case basis.

## 5. Conclusion

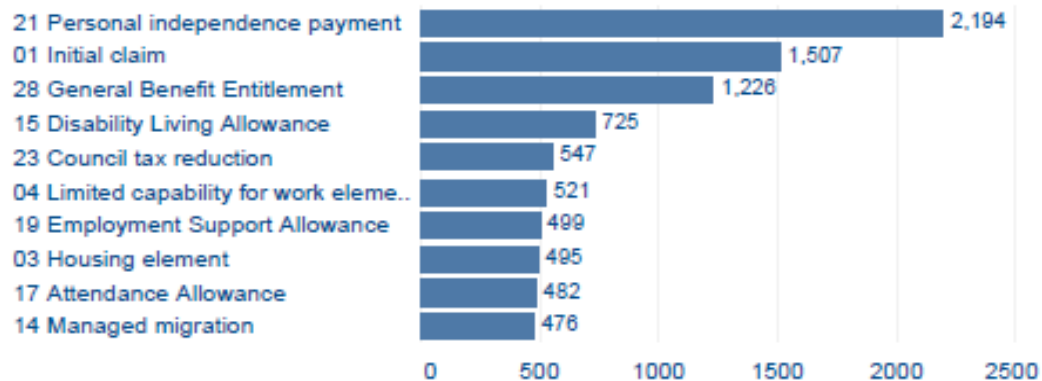
This report summarises the direct funding provided by Teignbridge to voluntary sector organisations and the services provided to residents as a result of this funding.



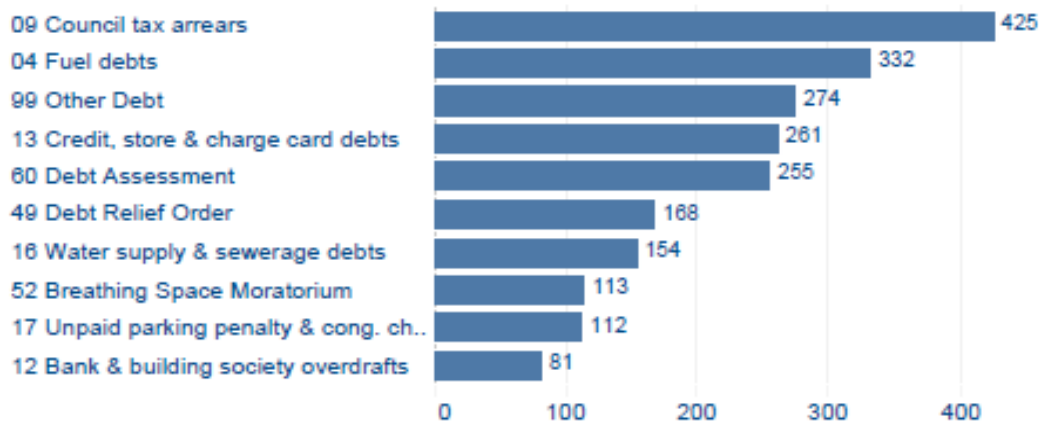
## Appendix I - Summary of CAB outcomes - 2024/25

	Apr 2023 to Mar 2024		Apr 2024 to Mar 25	
	Clients	Issues	Clients	Issues
<b>Roof Over Our Heads</b>				
Housing	727	1371	797	1514
<b>Investing in Prosperity</b>				
Charitable Support and Food Banks	433	605	406	617
Employment	358	599	362	594
Financial services and capability	499	834	605	1010
Tax	120	146	155	187
Education	46	60	48	62
Consumer goods and services	487	833	556	1119
Benefits	2723	6977	2651	7566
Universal Credit	966	3632	1112	4528
Debt	770	2290	814	2977
<b>Health at Heart</b>				
Health and community care	276	406	209	404
Utilities and communications	736	2667	640	3133
<b>Moving up a Gear</b>				
Travel and transport	228	276	223	286
<b>Great Places to Live and Work</b>				
Relationships and family	527	947	575	1133
Legal issues	415	656	446	776
<b>Stronger Communities</b>				
Immigration and asylum	79	129	105	218

## Top benefit issues



## Top debt issues



## Financial gains April 2022 to March 2025

	Clients with an outcome	Number of outcomes	Average outcome per client	Total
<b>2024-25</b>	<b>759</b>	<b>1362</b>	<b>£5,397</b>	<b>£4,096,640</b>
2023-24	888	1684	£4,915	£4,364,645
2022-23	825	1435	£3,532	£2,941,137

## Appendix II - Outputs for CVS 2024/25

CVS 2024 - 2025		
	Total Year end 2023/24	Total Year end 2024/25
<b>Number of Interventions to support groups to be Legal and Safe</b>		
<b>Governance:</b> No of groups supported with governance advice	23	21
HR	10	12
Business planning	20	36
IT	1	8
Policy and Safe Practice	25	12
Number of new groups supported to develop skills	27	28
Number of new Project ideas supported to get started	45	128
No of new groups working towards Quality mark	6	10
Significant Signposting Activity – linking ideas/projects/agencies		60
Number of groups supported to promote their groups or activity on Teignbridge Together as a new listing	16	
<b>Learning and Skills Development</b>		
Number of Learning Sessions Offered	22	9
Number of learning participants	129	164
<b>Funding Advice and Income Generation</b>		
Number of groups supported	65	96
Known Investment		
<b>£ Value of grant income sourced</b>	£481,337	£636,866
Across how many community providers	46	50

Number of funding e-bulletins disseminated	11	8
<b>Networking, Connecting, Collaboration</b>		
Number of network opportunities	41	53
Number of engagement activities supported	34	52
Number of VCSE representative /advocacy activities	40	39
Number of new Partnerships supported	3	24
Number of collaborative activities supported	25	142
<b>Outputs</b>	<b>Total Year end 2023/24</b>	<b>Total Year end 2024/25</b>
<b>Promoting Volunteering</b>		
Collaboration Supported		4
Learning sessions		1
Networking opportunities		2
<b>Communications - Ensuring the Sector remains up to date</b>		
Safe, Legal, Resources		9
Volunteering		44
Opportunities/Funding		5
On behalf of statutory sector as part of engagement		8
Other		11

## Appendix III - Summary of Newton Abbot Transport Association (NACTA) outputs 2024/25

Newton Abbot Community Transport 2024/25						
Key Statistics	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year Total 24/25	Year Total 23/24
<b>Ring &amp; Ride</b>						
Quarterly passenger figures	346	338	364	371	1419	1625
Bookings	All booked					
Reason	Various health appointments, +17 Wheelchair user trips	17 Wheelchair user trips	27 Wheelchair user trips	52 Wheelchair user trips		

### Newton Abbot Community Transport area of operation:

Newton Abbot	TQ12 4HS	Chudleigh	TQ13 0HL
Abbotskerswell	TQ12 5YF	Denbury	TQ12 6DS
Ashburton	TQ13 7QQ	Ipplepen	TQ12 5QQ
Bovey Tracey	TQ13 9JA	Kingskerswell	TQ12 5DJ
Broadhempston	TQ9 6BJ	Kingsteignton	TQ12 3LP
Buckfast	TQ11 OEE	Ogwell	TQ12 6AJ
Buckfastleigh	TQ11 0DD		

## Appendix IV - Summary of East Teignbridge Ring & Ride (ETRR) outputs 2024/25

ETCTA 2024-2025	Dawlish					
Key Statistics	Qtr 1	Qtr2	Qtr3	Qtr4	Yr Total 24/25	Yr Total 23/24
Ring & Ride						
Quarterly passenger figures	417	490	450	420	1777	1641
Trips	49	55	50	51	205	211
Reason	Various Health appointments + 16 Wheelchair/ Scooter trips		22 Wheelchair and Mobility scooter users	16 Wheelchair and Mobility scooter users		

### East Teignbridge Community Transport – (Dawlish), area of operation

Our area of coverage includes EX6, EX7, TQ12, TQ13, TQ14 predominately –

Ashcombe	EX7 0QD	Powderham	EX6 8JQ
Bishopsteignton	TQ14 9QZ	Teignmouth	TQ14 9DF
Dawlish	EX7 9AP	Shaldon	TQ14 0DZ
Kenton	EX6 8JA	Mamhead	EX6 8HP
Kenn	EX6 7TW	Ideford	TQ13 0BB
Starcross	EX6 8PY	Exminster	EX6 8DF

## Appendix V - Lottery Small Grants Awards

Kerswell Care, Bickington Goodwill Company, Newton Abbot Community Transport and the Tedburn St Mary Village Hall will be using the grant funding to provide community events and coach trips to help reduce isolation and improve people's mental health.

In Newton Abbot, the Teignbridge Community Project will use the grant to help fund their skills centre which is jam packed full of exciting new crafts and hobbies communities can get involved with.

Based in Dawlish, the small grants fund means that Roots Community Enhancement will be able to expand their services in coastal areas and train more volunteers in suicide intervention.

Southwest Ambulance Charity will be purchasing a Raizer Lifting Chair which will aid staff and volunteers to lift a fallen person quickly and safely, reducing the need to call an ambulance.

Providing additional support, activities and awareness campaigns for adults and children with additional needs will be the focus of grant funding for A.I.M.S, FND Friends and South Devon Aspergers Groups.

Physical activity and spending time outside is vital to improving mental health and wellbeing, and two community swimming pools have received grants. Kingsteignton will use their funding to provide free swimming for underrepresented and disadvantaged groups and Bovey Tracey Swimming Pool will help staff gain a disabled swimming qualification.

Teignbridge's division of Girl Guiding will be funding their annual camp allowing young guides to step away from their day-to-day routines and experience outdoor activities.

For Horsemanship for Health, Community Advice and Support Service, Westbank Community and Healthcare and Assist Teignbridge having the funding will help them enhance the existing support, skills, and services they offer communities.