

Teignbridge District Council

Overview and Scrutiny I

Circulated to members

Part I

Voluntary Sector Funding Annual Review

Purpose of Report

To update members of Overview and Scrutiny I on the funding the Council provides to the voluntary and community sector and the outcomes this provides for residents in the District.

To inform O&S members where short-term funding will end to voluntary sector organisations as of 31 March 2024 and the impact this may have, to inform budget recommendations for 2024/25.

Recommendation(s)

That the Overview and Scrutiny 1 Committee:

Note the current funding arrangements and impact of the voluntary and community sector funding and consider whether there are any areas they wish to review and/or make any recommendations in relation to VCS (Voluntary and Community Sector) funding for 2024/25.

Financial Implications

The financial implications are identified in section 4 below. There are some activities which have been funded externally for 2023/24 and for which no future funding exists (see 1.5 and 2.2).

Martin Flitcroft
Head of Corporate Services
Email: martin.flitcroft@teignbridge.gov.uk

Legal Implications

There are no specific legal implications arising out of this report, save that any expenditure must be both affordable and sustainable and that best value is obtained from any such expenditure.

Paul Woodhead
Head of Legal Services and Monitoring Officer
paul.woodhead@teignbridge.gov.uk

Risk Assessment

If members propose to reduce or remove funding it is recommended an impact assessment is completed to understand the impact on residents and the priorities within the Council Strategy. This would enable a full understanding of risk to be considered before any funding decision are made. It is also recommended that members consult with the public in relation to any proposals as part of the public consultation on the 24/25 budget. Any budget proposals will require an Equalities Impact Assessment to understand the impact on protected groups.

Environmental/ Climate Change Implications

The services identified within the report align with the underpinning themes of net zero including community resilience, health, and wellbeing. For further climate and environmental comments, please refer to paragraph four of Section 4.

William Elliott
Climate Change Officer
william.elliott@teignbridge.gov.uk

Report Author

Amanda Pujol

Head of Communities & Service Improvement

Executive Member

Councillor Linda Goodman Bradbury

Appendices/Background Papers

1. [Voluntary Sector funding Executive report.pdf \(teignbridge.gov.uk\)](#)
2. [Final report lottery 15 Feb22.pdf \(teignbridge.gov.uk\)](#)

1. Background

1.1 An O&S task and finish group previously reviewed the voluntary sector funding in 2021 and the recommendations were taken to Executive on the 8th of February 22. At that meeting, the Executive did not implement many of the recommendations made by the task and finish group and resolved that: -

- A. The Policy statement be adopted;
- B. That the Council retained equivalent funding as 2021/22 for the next year for those organisations with current Service LAs (local authorities), the Citizens Advice Bureaux (CAB), Teignbridge Community and Voluntary Services (CVS), East Teignbridge Community Transport and Newton Abbot Community Transport
- C. To retain the supportive rent subsidy scheme for the next financial year subject to a satisfactory application;
- D. To increase the Councillors Community Fund for each councillor by £200 a year to £1200 from April, for the 2022/23 financial year.

- E. A task and finish group is convened to carry out a full review of the Business Rates Discretionary Relief policy and take recommendations to a future O&S meeting specifically relating to charity shops. This has been completed
 - F. Teignbridge voluntary sector funding programme be reported to Overview and Scrutiny on an annual basis. The current report reviews 22/23 and the first two quarters of 23/24
 - G. Work with Town and Parish Councils to understand how they are supporting the voluntary sector. This work has yet to be undertaken.
 - H. To work with any organisations impacted by the proposal to encourage them to utilise the alternative funding streams available
- 1.2 In addition to the Service Level agreements (SLAs) with CAB, CVS and the two transport associations, the Council 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.
- 1.3 This report also does not consider the rent subsidy policy which can assist the VCS in reducing their rental liability if they rent a Council asset. This is subject to a separate O&S review.
- 1.4 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.

1.5 There are three other funded projects which provide funding to the voluntary and community sector to assist residents that are included in this report:

- The Teignbridge Lottery for Communities
- CVS voluntary sector connector roles and the Energy Advice contract with Exeter Community Energy. Both have been funded for 1 year only from funds received to combat the cost of living (Economic Vulnerability Fund & the Household Support Fund) There is no ongoing funding identified for these projects in 24/25.

2 Funding to the Voluntary & Community Sector

2.1 Executive resolved that the policy statement proposed by O&S was adopted. The policy states that:

The Teignbridge Voluntary Sector funding programme recognises the positive impact of the voluntary sector in supporting the Council to achieve its strategic objectives.

The funding programme will

- 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 Council's 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

2.2 The breakdown of funding for the voluntary and community sector for 2023/24 is as follows:

Organisation	Duration	Type of agreement	Funding source	Amount
Teignbridge CVS	1 year	SLA	Council Revenue funding	£56,990
CAB	1 year	SLA	Council Revenue Funding	£52,130
Newton Abbot Transport Association	1 year	SLA	Council Revenue Funding	£7,610
East Teignbridge Community Transport	1 year	SLA	Council Revenue Funding	£6,750
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	£36,381 for individual charities who have signed up to the lottery £13,000 small grants fund which is returned to Council from sale of tickets and

				organisations can apply*
Community Connectors	1 yr. (no further funding available)	Contract with CVS	Economic Vulnerability Fund & Household Support Fund	£62,178
Councillors' community fund	1yr	Council policy	Council Revenue Funding	£47,000
Exeter Community Energy	1 yr.	Contract with Exeter Community Energy	Household Support Fund	£30,000

**£13,000 raised from lottery and £20,000(Cost of Living Support) topped up the fund in 22/23 only from one off funding provided of £31,086 from Economic Vulnerability Fund and £31,086 from Household Support Fund*

2.3 It should be noted in relation to service level agreements with CVS, CAB, and the transport associations that there is no clear rationale of how these grant figures have been calculated. They are based on historic amounts and there is no annual uplift to account for inflationary costs.

2.4 It should also be noted that funding to the voluntary and community sector is discretionary funding and has been identified as an area for the Council to consider in relation to the Councils Medium Term Financial plan and the strategic alignment of funding under the Modern 25 transformation programme.

3 Outcomes and Achievements from funding in 22/23 and Quarters 1 and 2 23/24

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:

1. Help people find a way forward, whatever problems they face.
2. 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.

3.1.1 The specific issues that CAB have assisted residents with can be found in Appendix I. Members will see that the greatest needs for CAB assistance are issues with benefits, housing and universal credit. Looking towards the end of the last quarter, there was a significant rise in residents requiring advice with debt, benefits and food banks/charitable support. CAB assist residents in accessing other financial support they're entitled to increase their income, and the amount of financial support residents have accessed through CAB can also be found in **Appendix I**.

3.2 Teignbridge CVS

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 2022/23 and Quarter 1 and 2 of 2023/24 can be found in **Appendix II**.

- 3.2.1 CVS have assisted the Council in 2022/23 in collaborating with the voluntary sector to understand the impact of the cost of living on residents and enabled us to distribute some of the cost of living funds we received from government to those most in need by linking with local voluntary sector groups who were in contact with some of our most vulnerable residents. This work has recently been recognised in a national document highlighting good practice in addressing the cost of living crisis: [Cost Of Living Crisis Report — VCSEP | Voluntary & Community Sector Emergencies Partnership - Bringing a Coordinated Response to Emergencies | UK](#)

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.
- 3.3.2 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 Teignbridge Lottery for Communities was launched on 28th 2022 following the Executive decision to support the creation of the lottery on 15 February 2022

3.5.2 To register for the lottery an organisation must be

- A registered charity, with a board of trustees;
- A constituted group with a volunteer management committee with a minimum of three unrelated members that meets on a regular basis (at least three times per year) or;
- 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

3.5.3 Since being launched 86 organisations have registered to become beneficiaries of the lottery and £37,214 (Cause Revenue) has been raised so far for these good causes

3.5.4 The lottery has grown over its first year of operation doubling in size from 40 "Good Causes" to 86. There are 907 players who have bought 1,724 tickets so far.

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**

We have awarded £33k to organisations that are part of the Teignbridge Lottery to help ease the burden of the Cost of Living to their target audience. A list of successful projects can be found in **Appendix V**

3.6 **Councillors Community Fund**

3.6.1 In 22/23 £1200 was allocated per Councillor this was reduced to £1000 per Councillor in 23/24. In 22/23 £50,364 was spent out of a total budget of £56,400 with a total of 13 Councillors funds being unspent. In the first two quarters of 23/24 £13,189 has been spent. In 22/23 29% of awards were between £50-£100 and 41% were between £101 - £200 was 41%, there were 167 applications in total in this year. 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 £32 per application. The type of organisations awarded range from charities/parish-town councils/village halls/village community groups/mental health groups/singing groups/community education groups/youth groups/carnivals/food banks/residents association.

3.7 Community Connector Programme

3.7.1 The Council has worked specifically with CVS, using one off funding of £60k, to provide a more holistic service to residents by funding 2 community connectors based in the Council until 31st of March 2022. We recognised that residents approaching the Council for help often have more needs than the statutory advice and assistance the Council can provide. Hence, rather than only address the issues the Council can help with, there was a need to work with residents to actively link them with services provided in their communities who can help and assist with other issues.

3.7.2 The project has 4 key aims:

- To help the council identify, through appreciative enquiry and a solution focussed approach, those residents who contact the council, with unspecific needs. Where these needs can be met by statutory intervention the project workers can provide additional one to one support for residents. For those who are not eligible for statutory services the project workers can signpost or engage community and voluntary sector organisations who can provide an appropriate solution.
- To gather intelligence to identify residents' common needs, recognise gaps in existing services across Teignbridge and work with the CVS Community Matters Team to develop solutions to meet those needs where services do not already exist.
- To develop sustainable referral pathways to community-based support services and embed this into the district council and wider community.
- To support the district council's Digital Inclusion Agenda by promoting opportunities for residents to digitally engage with the council, communities of place and interest, community and voluntary groups and support providers. To identify any barriers which prevent residents from engaging digitally or in other

ways and to explore solutions across communities and, where appropriate, support implementation of those solutions

3.7.3 Since the project began 19 referrals have been made from various departments within the Council. An anonymised case study from one referral can be found in **Appendix VI**. It is anticipated that referrals will grow significantly in the next few months as officers within the Council become more aware of the service and the support that can be provided.

3.8 Community Energy Advice

3.8.1 The Council are working with Exeter Community Energy (ECoE), using £30K through the household support fund to support fuel poor households in Teignbridge with advice and support to access other funding streams to improve the energy efficiency of homes in Teignbridge.

3.8.2 This advice and support include drop in advice and support clinics/community talks, telephone energy advice assessments, supporting householders with complex energy advice and benefit and debt management alongside training front line workers on referrals and basic energy advice. Low-cost measures are also provided including heated throws, replacement white goods and other low-cost energy efficiency measures.

3.8.3 This funding is blended with other energy advice programmes such as the Local Energy Advice Partnership (LEAP) who can provide support with home visits and install free measures alongside referral to other schemes such as broken boiler scheme, fuel voucher schemes, white goods replacement schemes, Home Upgrade grant and Lendology to ensure that householders receive appropriate support to improve energy efficiency.

3.8.2 in the first 6 months ECoE have completed 25 community events/clinics, completed 84 assessments, dealt with 58 complex cases and assisted 43

householders with debt and benefit support and provided training to 20 front line workers. This support will continue to support fuel poor householders through to March 2024

4. Implications, Risk Management and Climate Change Impact

Financial

The financial costs are highlighted above. The Councillors Community fund was £1,200 in 2022/23 and subsequently reduced to £1,000 per Councillor for 2023/24. All costs referenced above are a cost to the revenue budget. Any reduction in budget will assist in reducing the revenue budget deficit.

There is no future budget in 2024/25 for the one off schemes mentioned above which utilised one off funding monies (those in 2.2 where no mention of Council revenue funding).

Legal

Risks

If members propose to reduce or remove funding it is recommended an impact assessment is completed to understand the impact on residents and the priorities within the Council Strategy. This would enable a full understanding of risk to be considered before any funding decision are made. It is also recommended that members consult with the public in relation to any proposals as part of the public consultation on the 24/25 budget. Any budget proposals will require an Equalities Impact Assessment to undertake the impact on protected groups.

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.

10. 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. Funding to the voluntary and community sector has been increased through the launch of the Teignbridge Lottery and use of some short term funding provided by government. Members are asked to consider whether they wish to continue to fund some of the projects that are ending and what level of financial support the Council can offer to the voluntary and community sector in 2024/25.

APPENDIX I

Summary of CAB outcomes -2022/2023

Figure 1 – Q1, Q2, Q3 and Q4 2022-23 issues by Teignbridge Ten super-project

	Q1 2022-23		Q2 2022-23		Q3 2022-23		Q4 2022-23	
	Clients	Issues	Clients	Issues	Clients	Issues	Clients	Issues
Roof Over Our Heads								
Housing	160	337	175	315	173	342	232	451
Investing in Prosperity								
Charitable Support and Food Banks*	90	115	81	110	106	151	126	178
Employment	67	127	82	141	64	106	95	150
Financial services and capability	84	146	149	260	101	175	122	209
Tax	26	32	34	37	26	29	38	51
Education	12	16	21	27	13	16	16	19
Consumer goods and services	72	113	114	173	113	197	123	211
Benefits	497	1279	573	1562	552	1520	684	1793
Universal Credit	219	705	219	721	223	944	248	860
Debt	134	397	126	370	146	458	248	698
Health at Heart								
Health and community care	97	181	84	131	80	123	145	83
Utilities and communications	163	343	218	545	201	518	300	671
Moving up a Gear								
Travel and transport	26	31	36	50	47	58	30	39
Great Places to Live and Work								
Relationships and family	94	167	109	199	100	178	115	203
Legal issues	75	120	83	123	65	102	99	169
Stronger Communities								
Immigration and asylum	14	21	15	25	20	28	28	51

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Figure 5 – Financial gains per quarter

	Clients with an outcome	Number of outcomes	Average outcome per client	Total
Q4 2022-23	302	418	£2,473	£746,899
Q3 2022-23	236	367	£2,152	£789,957
Q2 2022-23	225	341	£2,844	£639,864
Q1 2022-23	181	255	£2,694	£487,642

SUMMARY OF OUTCOMES -QUARTERS 1 & 2 2023/2024

Figure 2 –Q1 2023-24

2023-24	Quarter 1 2023-24	Quarter 2 2023-24	Quarter 3 2023-24	Quarter 4 2023-24
Clients	1432	1508		
Issues	4826	5243		

Figure 5 - Financial gains per quarter

	Clients with an outcome	Number of outcomes	Average outcome per client	Total
Q2 2023-24	217	347	£2,986	£1,036,152
Q1 2023-24	220	331	£4,776	£1,050,720

Appendix II- OUTPUTS FOR CVS 2022/23

CVS 2022- 2023					
Outputs	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Total Yr. end
Number of Interventions to support groups to be Legal and Safe					
Governance: No of groups supported with governance advice	4	9	5	2	20
HR (Human Resources)		3	3	5	11
Business planning	12	11	3	3	29
IT	3	2	0	0	5
Policy and Safe Practice	5	7	11	9	32
Number of new groups supported to develop	4	5	9	2	20
Number of new Project ideas supported to get started	18	5	13	7	43
No of new groups working towards Quality mark	2		1		3
Significant Signposting Activity - linking ideas/projects/agencies	19	0			19
Learning and skills development:					
Number of Learning Sessions Offered	2	0	6	6	14
Number of learning participants	23	0	48	53	124
Funding Advice and Income Generation					
Number of groups supported	33	28	33	23	117
£ Value of grant income sourced	£81,594	183,719	122,331	184,295	£571,939
Across how many communities' providers	25	22	26	25	98
Number of funding e-bulletins disseminated	2	3	2	3	10
Networking, Connecting, Collaboration					
Number of network opportunities	20	7	9	10	46
Number of engagement activities supported	8	3	6	18	35

Number of VCSE (Voluntary, Community and Social Enterprise) representative /advocacy activities	32	8	24	15	79
Number of new Partnerships supported	5	9	6	2	17
Number of collaborative activities supported	35	5	11	8	24
Communications - Ensuring the Sector remains up to date					
Safe, Legal, Resources (including Funding)	4	3	2	6	11
Volunteering	3	1	1	0	2
Opportunities			4	3	7
On behalf of statutory sector as a part of engagement	3	4	12	9	25
Other	2	5	4	2	11
Trends reported	Report				
Community Food Providers	Report below				

Trends

- The Voluntary Sector is facing the same difficulties regarding recruitment as every other sector – both paid staff and volunteers.
- Statutory services are finding it increasingly challenging to provide services, with long waiting lists for social care and several unsourced care packages
- The NHS policy is to ‘discharge first, assess when home’ to try and reduce the pressure on hospital beds
- The knock-on impact of this is that many charities within our sector are having to take on more complex service provision and some of the more preventative work may be at risk.

What is CVS doing to support a solution?

We have developed and launched our new Community Matters programme – a programme that will see staff working out in local communities to support residents/families/friends/neighbours to be a part of the solution, to meet these gaps as they did during the Covid-19 crisis. We want to fill the gap that has appeared in preventative solutions as larger groups move to complex support and we want to encourage people to give their time without having to formally volunteer – a support service that sees a very local solution

We have sourced £30,000 to provide funding to communities (geographical and themed) that might support the development of peer networks locally; relying less on services from all sectors we aim to see people share their experiences and take a lead in managing their issues in peer groups

We have sourced funding to employ a community development worker who will focus solely on recruiting to the self-employed Personal Assistant (care) market – forming local co-operatives where appropriate – as a part of the micro-solution.

We are researching with public sector health and social care providers where their gaps are – geographically and thematically – with a view to developing local solutions outside of the public sector where appropriate.

Community Food Providers: In March 2022, the CVS hosted a Food SkillShare and Celebration. Organised by our Community Development Worker, Anja Kroening-Maynard, who coordinates our Cost-of-Living Network and supports community organisations that run projects that alleviate food poverty. We invited community members from food projects across the district. One of the issues which was raised was the difficulty community fridges and food banks had securing fresh vegetables rather than tinned and dry goods – fresh food being higher in nutritional value.

3.23 In first 2 quarters of 23/24 CVS have delivered this:

Number of Interventions to support groups to be Legal and Safe	Q1	Q2	Total
Governance: No of groups supported with governance advice	10	7	17
HR	2	3	5
Business planning	9	6	15
IT	0	1	1
Policy and Safe Practice	2	15	17
Number of new groups supported to develop	7	6	13
Number of new Project ideas supported to get started	9	15	24
No of new groups working towards Quality mark	1	0	1

Number of groups supported to promote their groups or activity on Teignbridge Together as a new listing	2		
Learning and skills development:			
Number of Learning Sessions Offered	4	3	7
Number of learning participants	30		30
Funding Advice and Income Generation			
Number of groups supported	13	12	25
£ Value of grant income sourced	£72,879	76,425	£149,304
Across how many community providers	9	9	18
Number of funding e-bulletins disseminated	2	3	5
Networking, Connecting, Collaboration			
Number of network opportunities	7	6	13
Number of engagement activities supported	9	10	19
Number of VCSE representative /advocacy activities	14	13	27
Number of new Partnerships supported		3	3
Number of collaborative activities supported	4	9	13
Promoting Volunteering			
Number of Volunteering newsletters/dedicated circulars	1		1
Number of Volunteering activities (e.g., events)	2		2
Number of Volunteering Promotional activities including campaigns	3	2	5
Number of groups supported to promote their new volunteering opportunities on Teignbridge Together	Introduced to 2 new networks	5	7
Safe, Legal, Resources (including Funding)		7	7

Lottery	A trickle of new groups to the Lottery each month.		30
Number of Interventions to support groups to be Legal and Safe			
Governance: No of groups supported with governance advice	10	7	17
HR	2	3	5
Business planning	9	6	15
IT	0	1	1
Other Case Studies and written reports are available on request.			

Household Support Fund

- Continued delivery to support Household Support Fund distribution with a target group:
 - Disability, frail, chaotic lifestyle, significant health conditions/bed blocking
- Referrals from agencies only including VCSE, Primary Care, Social Prescribers, CMHTeams, Teign Housing, Social Care and Hospital Discharge Teams
- Distribution of £45,000 to September 2023 and £55,000 allocated for October 23 – March 24
- Engaging 4 VCSE providers as delivery agents

Homes for Ukraine Programme

- Continued delivery of core programme providing wrap around support for new families arriving from Ukraine and on programme Guests and Hosts
- Rematching and supporting Guests to find independent accommodation.
- Supporting Language, volunteering, and employment opportunities
- Supporting, through a wider network, social networking
- (see IELTS feedback in case studies)

Community Connectors

- Have completed 4 months of introductions, fact finding and induction and starting to take referrals
- Report to follow

Supporting those most impacted by the Cost of Living

- Case study available on request

APPENDIX III

Summary of Newton Abbott Transport Association (NACTA) outputs 2022/23 and Quarter 1 and 2 of 2023/24

Newton Abbot Community Transport 2022-2023					
Key Statistics	Qtr1	Qtr. 2	Qtr3	Qtr4	Yr. Total
Ring & Ride					
Quarterly passenger figures	491	507	448	435	1881
Wheelchair Trips	15	18	24	16	73
Reason	Various Health appointments + Wheelchair trips				

3.8.1 In first 2 quarters of 23/24 NACTA have delivered this:

Newton Abbot Community Transport 2023-2024			
Key Statistics	Qtr1	Qtr. 2	Yr. Total
Ring & Ride			
Quarterly passenger figures	391	478	869
Bookings	All booked		

Reason	Various Health appointments +17 Wheelchair trips		
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Newton Abbot Community Transport area of operation:

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

APPENDIX IV

Summary of East Teignbridge Ring & Ride (ETRR) outputs 2022/23 and Quarter 1 and 2 of 2023/24

ETCTA 2022-2023	Dawlish				
Key Statistics	Qtr. 1	Qtr2	Qtr3	Qtr4	Yr. Total
Ring & Ride					
Quarterly passenger figures	310	273	454	376	1413
Wheelchair Trips	15	14	17	17	63
Reason	Various Health appointments + Wheelchair trips				

3.8.2 In first 2 quarters of 23/24 ETRR have delivered this:

ETCTA 2023-2024	Dawlish			
Key Statistics	Qtr. 1	Qtr2	Qtr3	Yr. Total
Ring & Ride				
Quarterly passenger figures	420	394		814
Trips	56			
Reason	Various Health appointments + 19 Wheelchair			

	r/Scooter trips		
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The Demographic is in the main residents 55yrs plus, and some young residents that have short term mobility problems.

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

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

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

APPENDIX V

Lottery Small Grants Awards

Teignbridge CAB	Social media campaign	£2,488
Teign Valley Larder	Hot ready meal food bank	£2,500
West Bank Exminster	Cosy space	£2,500
Kerswella	Lunch clubs	£2,000
Assist Teignbridge	Benefits and welfare advice	£2,500
Alice Cross	Heat cafe extension	£2,400
Bungalow Youth Project Buckfastleigh	Warm space and hot food	£2,500
KingsCare League of Friends	Purchase lap tops for advice workers	£1,662
HITS Food Bank	Christmas hampers	£2,500
ROOTS	Roots services	£1,450
Teignmouth Community Aid - Community Larder	Food packs	£2,500
Adventure Therapy	Mental health adventure activity	£500
TAAG	Carers sessions - food and craft	£2,500
East Teign Comm Transport(Dawlish)	discounted community transport	£2,500
Horsemanship for Health	Community garden	£2,500

APPENDIX VI

Teignbridge CVS Community Connectors Case Study Template

Introduction

Client Details / Context (eg gender, age, reason for engagement with TDC, family/carer status

Referral Route

Male 45-55. PSH officer was approached during an inspection of a property, with needs expressed.

Previously homeless, moved into the area from South Hams without deposit so monies outstanding. Lack of basic items such as bedding, curtains and kitchen equipment. Property is under investigation and there are allegedly antisocial/criminal activities taking place overnight. However, client is settled with no desire to relocate, yet worried about losing accommodation due to deposit debt, having since kept up to date with rental payments. Anecdotally there are substance misuse issues and the client has expressed grief relating to the loss of several family members during the pandemic.

Concerns and Referring Presentation

Concerns raised on referral

- Lack of basic household items
- Inability to pay off deposit debt
- Potentially requires ongoing support
- Prescription services and foodbank based in Totnes, may require assistance in order to switch

Service Delivery and Management

In detail how Community Connectors engaged what details were identified during discussion that led to what services were provided TCVS CCs, how those were provided, who else was engaged by TCVS CCs to support, any positive or negative conditions in setting up the interventions, for how long, any associated costs etc.

Due to the ongoing investigations at the property, initially a home visit was not advisable due to potential risk. Phone contact was established, with the client answering one in every three phone calls regardless of timings. Client presented as intoxicated, slurred speech and difficulty maintaining thread of conversation. He was, however, able to articulate his needs and share details in order to complete further referrals.

Immediate referrals made:

- Foodbank for starter pack/bedding
- CVS Household Support Fund for microwave and blackout curtains

Further referrals made:

- DHP (tenancy agreement was left with Torquay Job Centre, now shredded; landlady is currently hospitalised - ongoing)
- HomeMaker SW specialised homeless prevention support, in order to provide ongoing care

Future referrals:

- HOPE programme, to support with grief, if client feels able once immediate needs have been met.
- Kerswella Care may be able to offer some community based support once the GP switch is in place.
- Washing machine requested by client; awaiting outcome of property investigation as this will be very difficult for the client to move if required to relocate

Outcome**The difference the intervention by TCVS CCs made**

Bedding, curtains and microwave arriving in next few days – these were the priorities identified by the client.

Having made contact with client, the Community Connector has been able to coordinate the contact and input with the client an engage other agencies as appropriate. Being a designated point of contact for the client has simplified things for them.