Mid Devon Mobility

Connecting Communities

Annual Report 2018-2019

Registered Charity Number: 1099477

Company Ltd by Guarantee: 4738406

We are a local charity whose services are aimed at increasing the independence, mobility and peace of mind of older and disabled people; helping to combat the problems of loneliness and isolation.

Find us on Facebook

MidDevonMobility

@MidDevonMobility

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Crediton Office: Council Offices, Market Street, Crediton, Devon, EX17 2BN

Tiverton: 01884 242099
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Welcome to our Annual Impact Report

Dear Reader
At Mid Devon Mobility, social impact is the beginning and the end of what we do, it's the reason we exist. We believe that as a local charity it is vital that we understand our impact and measure it rigorously. This report gives us the opportunity to share what is normally the invisible part of our impact on a day to day basis with everyone who reads it, to show the difference our charity has made to our communities over the past 12 months.

Our team of amazing Staff and Volunteers deserve all the recognition of our success, our dedicated team work continuously and meticulously to make a real difference to people's lives in our community and often inspire others to do the same.

We live in a world where loneliness and social isolation effects the lives of older and disabled people, where people in our communities are left behind in poverty and unemployment, the list goes on, with vulnerable and marginalised people unable to lead the lives they want.

It is our services that make a difference to peoples' lives and to ensure we continue to do this we must always adapt and change with the current climate, making sure we consult with the people that are in most need. I can proudly say that our charity is exemplary at adapting to ensure that these needs are met making a positive change within our communities.

Best regards
Ro Darlington
Chair

Our Mission Statement - *"Increasing the independence, mobility and peace of mind of older, disabled and isolated people in our communities"*

Tiverton & District Community Transport (TDCTA) rebranded and changed its name in August 2019,to Mid Devon Mobility.

We are a registered charity, run by a Voluntary Management Committee, funded through donations and grants including grants from Mid Devon District Council, Tiverton, Cullompton and Crediton Town Council and Devon County Council.

Our Aims:

- To improve social inclusion for the inhabitants of Tiverton, Crediton and its neighbouring parishes through the provision of accessible services.
- To provide, promote and co-ordinate suitable transport for individuals, charitable organisations and groups in order to increase independence, mobility, social inclusion and to improve access to local services and facilities.
- To ensure equal access opportunities to our services for all eligible residents in the Mid Devon area.

Our Objectives

- To provide options for people to access medical and other essential facilities and services, clubs and organisations providing support.
- To provide suitable accessible services to each of the parishes in the Mid Devon area.
- Achieve maximum customer satisfaction and involvement.
- To work in partnership with statutory authorities, e.g. Devon County Council, Mid Devon District Council and health authorities, providing transport solutions.

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Our vision

To help support individuals in the whole of the Mid Devon area to have unhindered access to a variety of accessible transport options, enabling them to enjoy a full and active life while continuing to live in their local community.

We achieve the objectives and aims of the organisation through the provision of suitable accessible solutions: Our three main services are:

Ring and Ride – Operating five days a week, Monday to Friday using fifteen seated accessible minibuses with paid drivers. It offers a door to door service from designated areas on certain days allowing residents the opportunity to access shops and other public facilities. There are currently two Ring and Ride schemes in Mid Devon. All passengers pay a fare.

Community Car Scheme – This service utilises volunteers using their own vehicles, collecting eligible passengers from their home and taking them to their required destinations for health appointments and social inclusion activities. Requests are also made from local organisations for their client group with specific transport needs to attend day care services and other social functions. This service is available **seven** days a week. All passengers are charged a fee based on their mileage.

Wheelchair Accessible Vehicle - This service is designed to complement both the Ring and Ride service and the Voluntary Car Scheme. These vehicles have the capacity to carry 1-15 passengers (depending on vehicle type) or two wheelchair passengers and seated passengers in differing combinations. Currently we have five paid drivers. All passengers are charged a fee based on the mileage they travel.

In addition to our core functions we provide these subsidiary services:-

Shop & Leisure Mobility – is a scheme which enables people with limited mobility to access the town centre facilities.

Community Minibus Hire – Our large and small accessible minibuses are available to hire to local community/voluntary groups and individuals to organise journeys and days out. All hires include the services of a professional driver.

Information and Assistance – on transport issues for both the general public and other local groups and organisations.

School Transport – taking children to local schools on behalf of the education department.

Transport to Day Care - providing a transport provision service for Age UK, Age Concern and The Rowell Centre.

Day Trip Club – outings are arranged every Thursday and Saturday, taking passengers to various tourist attractions helping to alleviate loneliness and social exclusion.

Hospital Transport Provision – providing professional drivers using accessible vehicles transporting hospital patients to and from community hospitals.

Supply of drivers for Local Authority special needs day centre.

NHS Prescription Service – supplying a variety of ability and mobility aids to daily living through the prescription service.

Community Hub Facility - offering a variety of social activities.

Recycle to Mobilise Project - recycling mobility aids to prevent reusable mobility items from going to landfill.

To complement our existing services we also, provide a door to door friendly accessible transport service for individuals and work in partnership with local community groups and statutory authorities.

Our Impact in 2018/2019

The Ring & Ride service, enabled **6814** Passengers to get out & about, travelling **29,707** miles on **592** Journeys

"Based on a national minimum wage, our volunteers donated the equivalent of **£140,850**"

18 Staff & Volunteer training courses completed.

29,918 Journeys completed

"**3688** People attended our Community Hub"

29,982 Calls Received

We transported **12,958 Passengers** using our Community Car Scheme

Completed 11,669 Journeys

Covering 146,252 Miles

17,156 Volunteer Hours donated

283 New members this year

3701 Newsletters distributed

312 E-Newsletters

Shopmobility has assisted **901** Passengers, using **1974** mobility vehicles during **1306** daily hires.

368 people have completed our safety scooter training this year.

We transported **9,854 Passengers** using our Wheelchair Accessible Vehicles

Completed **2568** Journeys

Covering **23,652** Miles

“Using a Scooter helps me keep my independence, without this wonderful service I’d have to rely on someone to push me around in a wheelchair and would be extremely limited.”

Started fundraising for our Trishaw project

Our Community Hub

This year our volunteers donated **381** hours to lead or help our Community Hub sessions.

“This wonderful service in the community is absolutely essential and cannot be praised highly enough. They have certainly transformed our lives and we appreciate it more than words can say.” Quote from Mrs Andersen

“Our Recycle to Mobilise Project has prevented **228** mobility items heading to landfill!”

Our services covered a staggering

322,127

miles this year.

“That’s nearly 13 times around the world!”

Contracted Transport

18,488 Passengers

2,105 Journeys

Day Care Transport

6,958 Passengers

2,447 Journeys

61,639

Passengers

That’s a total of 56 tennis courts filled with seated passengers!

“The support from our volunteers allows us to have more one to one contact with our beneficiaries.”

72 Mobility Prescrip-tions

12 Delivered

6 Fitted

Our Passenger Clubs have enabled **2092** People enjoy a social outing, by providing **149** Journeys, covering 8,251Miles

£1,020 donated using our Minibus Money Boxes

“We have eaten in excess of 385 slices of cake at our Coffee Mornings & Community Lunches!”

A brief history

In 1989 a Voluntary Car Scheme was established by the Tiverton and District Volunteer Centre, from which the Tiverton and District Community Transport Association (TDCTA) grew.

In 1990 Devon County Council approached us with the idea of using a small accessible vehicle for a Ring and Ride service. By 1994 we were firmly established in the role of community transport provider for the area and started to increase our services by introducing a small accessible minibus to transport small groups of individuals needing wheelchair transport.

We soon out grew our premises and began to realise that our locations was not only inappropriate for our growing organisation's needs, but also inaccessible to the majority of our users. Always keen to improve the services we embarked on locating a new office and obtained a grant from the Big Lottery. Tiverton was determined the most appropriate location for a headquarters, due to the enhancement of the town centre and greater accessibility, including a central pedestrianised high street with direct access from the multi storey car park, in which a purpose built centre was built in 2002.

In February 2014 the area we cover greatly expanded; we now cover the whole of the Mid Devon area, all 353 square miles. Providing transport solutions to 3 market towns and 63 parishes. TDCTA's growth over the years has been effective and provides many transport choices whilst improving people's quality of life and reducing isolation whilst providing accessible transport for variety of services for those in greatest need across Mid Devon.

Legal and administrative information

Charity No. 1099477

Company Limited by Guarantee No. 4738406

Trustees 2018-2019 page 9

Appointment of Trustees: The Trustees are elected annually at the AGM

Address Multi Storey Car Park, Phoenix Lane, Tiverton, EX16 6NB, Market Square, Crediton, EX17 2BN

Tiverton :01884 242099 Crediton :01363 773303

Website www.tdcta.org.uk

E Mail Addresses:

ceo@middevonmobility.org.uk,

accounts@middevonmobility.org.uk,

sarah@middevonmobility.org.uk

Info@middevonmobility.org.uk

Bank: Nat West Bank, 11 Fore Street Tiverton, EX16 6LW

Independent examiners Apsleys Chartered Accountants, 21 Bampton Street, Tiverton, Devon, EX16 6AA

Mid Devon Mobility
Connecting Communities

Our Committee

Chair
Ro Darlington

Vice Chair
Maggie Sheppard

Treasurer
Lynne Dean

Trustee
Stephen Walker
Ashfords,

Trustee
Ian Robertson

Trustee
Derek Goff
Volunteer Driver

Trustee
John Rogers
Volunteer Driver

Trustee
Vacancy

Crediton Town Council
Vacancy

DCC Transport Co ordination
Karen Rose

Mid Devon District Council
Colin Slade

Tiverton Town Council
John Vanderwolfe

Our Staff Team

Faye Ashton
Chief Executive Officer

Hayley Hillman
Business Development Manager

Mel Middleton
Transport Coordinator

Jackie Wolfe
Volunteer Coordinator

Sarah Holmes
Transport Coordinator & Administrator

Barry Thomas
Minibus Driver

Marc Williams
Minibus Driver

Daryn Kingdom
Minibus Driver

Paul Fallon
Minibus Driver

Elspeth Smith
Minibus Driver

Gordon Barton
Minibus Driver

Peter Brewer
Minibus Driver

Martin Ashton
Minibus Driver

Jack Robson
Minibus Driver

Our Social Mission

Our social mission is to enhance peoples lives, provide opportunities and bring people and communities together helping to alleviate isolation and loniness. Our social mission shapes everything we do from our strategic approach to our day to day concerns. Transport makes a real difference! We believe in the power of transport to take down the barriers to access for the most vulnerable in our society. This is no overstatement transport is the means by which the most marginalised can access jobs, education, healthcare and even the simple freedom of getting out and about. Sadly this truth is often overlooked and something many take for granted, yet it is essential to our quality of everyday life.

Loneliness and social isolation are now recognised as significant issues with a profoundly neqative impact on physical and mental health. A lack of transport can exacerbate this with 36% of people who have limited access to transport in Mid Devon saying that they often feel lonely. Helping people to get out and about makes a difference. Amongst older people just getting out of the house everyday has been shown to significantly reduce the risk of an early death. According to reaserch from Age Uk, loneliness is just as lethal as smoking 15 cigarettes per day. Lonely people are 50% more likely to die prematurely than those with healthy social relationships.

Our Ring and Ride and Day Trip Club services not only provide an essential connection to a supermarket but equally importantly , the chance to socialise and catch up with each other, often our members form strong bonds and become friends that stay in touch on a regular basis, not only using our services but via telephone too.

Our Annual Comparisons

Mid Devon Mobility
Connecting Communities

Annual Comparisons	2017/18	2018/19	Increase	%
Total Journeys	27,569	29,918	**2,349**	8.52%
Total Passengers	58,991	61,639	**2,648**	4.48%
Ring & Ride Passengers	4251	6814	**2,563**	60.2%
Community Hub Attendances	2496	3688	**1,192**	47.7%
Recycled Items	117	228	**111**	94.8%
Wheelchair Accessible Vehicle Passengers	8279	9854	**1,575**	19%
Shop & Leisure Mobility Vehicles Used	1691	1974	**283**	16.7%
Community Car Journeys	10,700	11,669	**969**	9.05%
Community Car Passengers	11,245	12,958	**1,713**	15.2%

Our Scale of Operation

15 Seater Minibuses

Wheelchair Accessible Cars

Community Cars

Employees

Volunteers

Shop & Leisure Mobility Vehicles

Mobility Scooters

Wheelchairs

Rollators

Powered Wheelchairs

Our Community Hub hosts over 200 activities each year, encouraging people to learn new skills whilst making new friends and enjoying a good cuppa!

Our Current Services

- Ring & Ride Crediton
- Ring & Ride Tiverton
- Ring & Ride Cullompton
- Day Trip Club
- Community Car Tiverton
- Community Hub
- Accessible Vehicle
- Shop & Leisure Mobility
- Community Car Crediton
- Day Care Transport
- Recycle to Mobilise
- Private Hire
- Shopping Buddies
- Telephone Befriending
- Education Contracts
- Befriending Service
- Hospital Transport
- Scooter Training
- Prescription Aids
- Photocopy-ing Service

The area we cover.

The services we provide are ever increasing and becoming more important to people due partly to our geographical position but also to the ageing population and economic climate. Mid Devon consists of 353 square miles of rolling hills, divided by the valleys of the Culm, the Exe and the Creedy. It is located between the National Parks of Exmoor to the north and Dartmoor to the southwest. The District has a total population of some 69,774 (2001Census), somewhat less than half living in the three principal towns (Tiverton, Cullompton and Crediton), while the balance are spread through 63 rural parishes, stretching for 35 miles west from the Devon / Somerset border to the very centre of Devon.

The 3 main urban concentrations for services, facilities and employment within Mid Devon are the market towns of Crediton, Cullompton and Tiverton. Access to these urban areas is becoming paramount for people living in rural settings due to the loss of many local village services. There are a plethora of rural villages in Mid Devon without their own Post Office or shop let alone doctor surgery, petrol station or banking facilities.

The number of parishes with access to a daily bus service, food shop and Post Offices in Mid Devon all decreased in recent years.

The population of older people in the Mid Devon area is ever increasing and will continue to do so according to Mid Devon District Council. By 2033 at least 89% of the population will be over 65.

Frail, elderly, disabled and rurally detached people benefit from our services by enabling them to make the most of their local environment, our schemes ensure that these people are able to engage in social activities, encouraging more people to get out and about and taking part in healthy activities and visit many places they've not visited before. With the population rapidly growing it is important to mention that without many of these services these people would not only be left with no transport, they would also be incredibly isolated, as we are on many occasions the only people they see from week to week, leading to a huge impact on their mental health, leaving them isolated and vulnerable.

These are the bordering areas we also cover with a variety of schemes

Witheridge, Rackenford, Spreyford, Tedburn St Mary, Brampford Speke & Chumleigh

Summary from the Chief Executive Officer

Our charity has grown rapidly over the past 29 years starting with just a few community cars. Throughout this time the amount of staff and volunteers has increased immensely to ensure smooth operation of our services.

This year has been filled with a variety of challenges, frustrations, rewards and overall satisfactions. In September after much hard work we successfully received a grant from Reaching Communities (The National Lottery) enabling us to purchase two new accessible minibuses over the coming year and help us develop and expand our Ring & Ride services.

Working alongside Mcqueenie Mulholland we rebranded in August 2018 with an exciting new vibrant logo and a more appropriate name.

Continuing to focus on increasing our income from various avenues, has been a slow, steady but positive process, helping us to become a better developed charity, striving towards a sustainable future with an aim to become a flagship organisation.

Since the early 90s we have been recognised as one of the key partners in transportation solutions, offering a variety of community led services, employing fourteen members of staff and being lucky enough to have over 80 volunteers helping us to make a difference.

Throughout this year we completed 29,918 journeys, helping in excess of 61,639 passengers, many of them would have otherwise been unable to access shops and services in the Mid Devon area covering a staggering 322,127 miles.

The services we provide have increased and the demand is becoming increasingly important to people, due partly to our geographical position but also due to the ageing population and economic climate of the Mid Devon area our increase is shown on page 11.

I am very grateful to all our staff and volunteers, as each and every one of them do a tremendous job representing the organisation in such a professional and courteous manner. They are all very committed, show a great deal of dedication and contribute above and beyond their duty and when things get tough they always remain calm and support each other, for this I whole heartedly thank you all.

Our Volunteers have very kindly dedicated a staggering 17,156 hours to help run our schemes. Based on a national minimum wage this amount of hours equates to over £140,850 donated in time. Without our amazing volunteers we would simply not be able to achieve anywhere near the amount of journeys we currently undertake. Our volunteers are truly the back bone of our organisation and for this I sincerely thank you all.

The role of the voluntary and community sector is increasingly being recognised for the part it can play in partnership working. It's only by working together that we can achieve statutory and voluntary transport provision that is closely reflective of our community needs.

Without this amazingly understated charity a large percentage of residents living in Mid Devon wouldn't be able to retain their independence, our services help people to combat depression, loneliness and isolation and overall encourage and give residents the opportunity to be active and play a part in their community, I am immensely proud to head such a fabulous charity and extremely grateful to have an amazing team of staff and volunteers and I whole heartedly thank you all.

Faye Ashton
Chief Executive Officer

Financial Report

Income	18/19	17/18
Individual fares and private hire	108.,319	111,024
Fundraising	31,516	18,155
Devon County Council and other contracts	89,204	87,435
Local Authority grants	52,175	53,727
Other grants and donations	53,121	26,625
Interest receivable	76	17
Total incoming resources	***334,411***	***296,983***
Expenditure		
Transport costs	256,897	265,587
Fundraising	2,190	1,181
Governance costs	61,768	61,756
Profit / (Loss) on disposal of fixed assets	0	0
Total Funds	***320,855***	***328,524***
Net expenditure for the year		
before transfers	13,556	(31,541)
Net movement in funds	13,556	(31,541)
Total funds brought forward	137,527	169,068
Total funds carried forward	***151,083***	***137,527***

Financial Report—The Financial position over the course of the year has been relatively stable. Many of our services by their very nature exceed their grant received from Local Authority. The stability was made possible by an increase in fares and membership received along with continuous and successful fund-raising efforts. We remain grateful to Devon County Council and Mid Devon Council for their continued support despite their financial pressures and to the National Lottery and others who have made grants and donations. The additional funds received have enables us to continue our Community Hub and Recycle Project, whilst continuing to fundraise to replace older vehicles and ensuring our longer term sustainability.

At all times the amount of cash in the bank ensured that we had no problems with cash flow and provided a secure trading basis. The Committee would like to express thanks to Faye Ashton and the staff for their good financial management and fundraising efforts without which our future would be less secure.

Economic Return

Our services continue to support tourism and has a major benefit across the region, every year we hold a spend survey to help us show the economic benefit generated by Mid Devon Mobility. This year we had **1292** responses (users) spent more than **£59,958** in one month directly in the local area. With a total of **1997** users this would equate to an average of **£46.41** per service user totalling an estimated spend of **£92,680** in November. This annual occurrence helps us prove our worth within our local community.

These figures highlight just how important community transport is in Devon and how it helps to support the local economy. Community Transport ensures that people are not cut off by connecting them with their nearest town, access local shops and other vital services. Our organisation really does make a massive difference to the thousands of people who use our services.

Independent Examiners

Apsleys

Chartered Accountants

21 Bampton Street, Tiverton

Gift Aid is a UK tax incentive that enables tax-effective giving by individuals to charities. Throughout the year we have been applying on a quarterly basis using our charity's **Gift Aid Profile** with HMRC and the total funds we have received is

£1,269.32

- Generated Income
- Fundraising and Other Grants
- Local Authority Grants
- Interest

- Transport Costs
- Governance Costs
- Fundraising Costs

Acknowledgements

We are pleased to acknowledge the generous financial support received during 2018/2019 from the following:

Bampton Parish Council
Bickleigh Parish Council
Big Lottery Reaching Communities
Borden Gate Parish Council
Bradninch Parish Council
Brampford Speke Parish Council
Chawleigh Parish Council
Cheriton Bishop Parish Council
Cheriton Fitzpaine Paish Council
Clayhidon Parish Council
Coldridge Parish Council
Crediton Town Council
Cullompton Town Council
Devon County Council
DCC Locality Budget
Dr & Mrs A Darlington C Trust
Francis Windham Foundation
Hemyock Parish Council
Hittisleigh Parish Council
The Kelly Trust
L & R Gilley Charitable Trust
Lapford Parish Council
Mid Devon District Council
Morchard Bishop Parish Council
Newton St Cyres Parish Council
The Norman Family Trust
Sandford Parish Council
Sampford Peverell Parish Council
Shobrooke Parish Council
Tedburn St Mary Parish Council
Thorverton Parish Council
Tiverton Municipal Charities
Tiverton Town Council
Uffculme Parish Council
Uplowman Parish Council
Witheridge Parish Council
Willand Parish Council
Woodroffe Benton

Our hard working and dedicated volunteers.

Barry Ashton, Martin Ashton, Adela Booth, Leslie Boundy, Fred Cann, John Crang, Ros Channon, Christine Cosway, Nigel Coppin, Kate Cotter, Ro Darlington, George Davey, Michael Davis, Alun Dawson, Lynne Dean, Beryl Down, Lawrance Dymond, Dawn Eldridge, Kayleigh Fairbrother, Gary Gaunt, David George, Allan Gittings, Derek Goff, Ken Grant, Jackie Gerring, Jim Grose, Ken Guest, Tom Hart, Ian Hemsworth, Phillip Hill, Jill Holden, Christine Hosegood, Tracey Hurrell, Steve Jones, Lil Jordon, John Jordon, Jane Kingdom, Stephen Lovering, Ann Luxton, Barbara Mears, Clare Mesa, Simon Mepsted, Phillip Mitchell, Mary Moore, Martin Mould, Pippa Pettifer, John Phillips, Dennis Pickett, Valerie Pocock, Malcolm Richardson, Ian Roberston, John Rogers, Ray Sanders, Sandy Sambles, Wendy Searle, Maggie Sheppard, Diane Silcock, Brian Smith, Roger Stevens, Ian Strange, Edward Sweet, Denzil Tancock, Colin Tew, Sarah Turner, Colin Van Rooyen, Stephen Walker and last but not least Paul Wakeman

Special thanks go to Burnett Sheds & Fencing, McQueenie Mcholland and GM Coachwork

Thank you for your continued support throughout 2018-2019