

Outside Body	Number of Representative(s)	Report Received	(Name of Member)
Barnstaple and District Chamber of Commerce	1	To be tabled.	Hunt
Barnstaple Town Centre Management	1 + Vacancy	No.	Topps and VACANCY
Barnstaple Youth House Association	1	No.	Orange
Braunton Marsh Internal Drainage Board	3	Yes.	Chesters, Crabb and Wilkinson
The Bridge Trust	2	No.	Biederman and Prowse
Chulmleigh Town Hall Committee	1	No.	Davies
Citizen's Advice Bureau (Torridge, North Devon, Mid Devon and Bude)	1	To be tabled.	Walker
Combe Martin Business Association	1	No meetings held this year.	Gubb
Campaign for the Protection of Rural England (CPRE)	1	Yes.	Luggar
Devon and Cornwall Police Crime Panel	1	No.	Biederman
Devon Districts Forum	2 (1 Member and 1 Officer)	Yes.	Worden (and Head of Paid Service)
Devon Rail Forum (formerly Devon and Exeter Rail Project Working Party)	1	Yes.	Mack

Outside Body	Number of Representative(s)	Report Received	(Name of Member)
Devon Waste Reduction and Recycling Committee	1	Yes.	Pearson
District Council's Network Assembly	1	Yes.	Worden (Substitute, Prowse)
Exmoor National Park Authority	2	Yes.	Patrinos and Ley
Go North Devon	1	Yes.	York
Ifracombe and District Tourism Association	1	Response received. Does not believe this outside body requires an NDC Representative anymore.	Fowler
Local Government Association (General Assembly)	1	No.	Bushell
Local Government Association Coastal Special Interest Group	2	Yes.	Leaver and Wilkinson
North Devon Against Domestic Abuse	1	No.	Orange
Northern Devon Areas of Outstanding Natural Beauty	1	Yes.	Wilkinson
North Devon Athenaeum	1	Not been invited to any meetings.	York
North Devon Biosphere	1	Response received but no report provided.	D. Spear
Northern Devon Growth Board	1	No.	Prowse

Outside Body	Number of Representative(s)	Report Received	(Name of Member)
North Devon Highways and Transport Orders Committee	3	Response received but no report provided.	Cann, Knight and D. Spear
North Devon Locality Committee	2	Response received but no report provided.	
North Devon +	2	Yes.	Prowse and Worden
North Devon Voluntary Services	1	To be tabled.	Hunt
One Barnstaple	1	Yes.	York
One Ilfracombe	1	Yes.	Fowler
Safer North Devon Community Safety Partnership Board	1	Yes.	Leaver
South West Provincial Council for Local Authority Services	1	No.	Yabsley
Trustees of Pilton Charities	1	Yes.	Mr Cameron.
Woolacombe and Morteheo Tourism Association	1	Yes.	Wilkinson

OUTSIDE BODY: BRAUNTON MARSH INTERNAL DRAINAGE BOARD

REPORT BY: Councillor Malcolm Wilkinson

1 ACTIVITY

This year I have attended 3 of the 4 virtual meetings.

2 PURPOSE

Braunton Marsh is a collection of separate pastures that has been used in this way since the enclosure of the Marsh in 1811.

It is managed by Braunton Marsh Drainage Board and is one of the few remaining marshes to be operated by an independent Drainage Board.

3 ACHIEVEMENT

On-going management

4 THE FUTURE

Once again, there are threats of erosion. Horsey Island, which is in the ownership of Devon Wildlife Trust, is in particular danger.

5 OTHER

I am a representative of the District Council on this board. It is chaired by Councillor Jasmine Chesters and clerked by Sue Squire who both keep me well informed of developments

OUTSIDE BODY: CAMPAIGN FOR THE PROTECTION OF RURAL ENGLAND

REPORT BY: Councillor David Luggar

Devon CPRE continues to focus on the charity's founding objective, to oppose inappropriate development in rural areas. Devon CPRE has led the way by commissioning two expert reports in the past three years demonstrating that, even according to its own data, the government has overstated the housing requirement for Devon, and for the nation as a whole, by some 80% in its current targets.

In North Devon, since the Burwood decision on the housing land supply, the charity has been focused on working to assist the LPA in maintaining the integrity of its policies and resisting opportunistic development; including obtaining wide publicity for the fact that North Devon, in common with almost all Devon LPAs, has significantly over-delivered against housing need over the past five years.

Devon CPRE employs expert planning and communications consultants to support members, including many councillors, in planning issues. Devon CPRE is the 7th largest CPRE branch in the country, and one of the fastest-growing. Its annual Schools Art Competition and Best Devon Churchyard Award continue to grow in popularity

If you care about Devon's countryside and you are not already a member of Devon CPRE, please consider joining us and adding your voice to the thousands of others. You can make a difference to Devon's countryside by becoming a member. <http://www.cpredevon.org.uk/membership/>

OUTSIDE BODY: DISTRICT COUNCIL ASSEMBLY

REPORT BY: Councillor DAVID WORDEN

1 ACTIVITY

- 1.1 The District Council Assembly normally meets in the Spring and Autumn. Last year the Spring Assembly was cancelled because of Covid but two meetings were held in the Autumn. Another meeting is due next week and again I plan to attend. I also attend the monthly District Council Network meetings and I don't remember missing any of them.

2 PURPOSE

- 2.1 The District Council Assembly and the District Council Network enables the Leaders and Chief Executive Officers to lobby government ministers and receive information about what the government is planning.
- 2.2 An example of what it does is seen from the agenda for next week (at the time of writing) - There will be an item of DCN business, followed by discussions with **Liz Peace CBE**, Adviser on Property, Politics and the Built Environment, and former Chief Executive, British Property Federation, and an update and discussion on the Restart Grants and wider support to business, with **Tony Bray**, Deputy Director, Cities and Growth Unit, Department for Business, Energy and Industrial Strategy.

3 ACHIEVEMENTS

- 3.1 Lobbying has taken place of Government on issues like Local Government finance and expenditure in the pandemic, allowing virtual meetings to continue after May, Local Government elections etc.

4 THE FUTURE

- 4.1 It isn't always successful in its campaigns but provides a voice for District Councils and the opportunity to question Government ministers.
- 4.2 It would not be a good thing to withdraw from this organisation as it provides an opportunity to receive important information and make our views known to Government.

OUTSIDE BODY: DEVON DISTRICTS FORUM

REPORT BY: Councillor DAVID WORDEN

ACTIVITY

The Devon District Forum meets quarterly and I believe that I have attended all that have been held since the last AGM.

PURPOSE

The Devon District Forum gives the Leaders of the eight District Councils in Devon the opportunity of meeting and discussing issues of mutual concern.

North Devon's involvement enables us to discuss issues which are part of our priority areas such as the environment, financial security etc

ACHIEVEMENTS

The Forum has enabled the Devon Districts to lobby both Devon County and the Government on various issues. It also enables us to work together collaboratively to our mutual benefit as part of what has become known as Team Devon.

THE FUTURE

This is a useful forum as it enables the Districts to share good practice and look for solutions to problems. It has been particularly useful during the pandemic to share experiences etc.

It is a very useful forum for us to continue attending.

OTHER

This year it is particularly useful as I chair the meetings and North Devon has the responsibility for setting the agendas.

**Outside Body:
Report By:**

**Devon Rail Forum
Councillor Mack**

Activity

Devon Rail Forum has met twice in the last year, in July 2020 and March 2021. I missed July's meeting, but I attended in March.

Purpose

An informal body to examine and discuss current developments and future plans and aspirations relating to all aspects of railways in Devon. Improving rail service can help protect the environment as we get modal shift away from private cars. Greater rail connectivity helps plan for North Devon's

Future.

Achievements

No accomplishments can be directly attributed to the forum as it is a place to discuss achievements and issues with other organisations.

The future

It is a useful opportunity to hear from and question rail operators and transport authorities.

Only 1 Councillor invited per District.

Outside Body: **Exmoor National Park**

Report By: **Councillor Ley**

Exmoor National Park, have continued with meetings virtually, similar to NDC. As an authority in its own right, their Agenda items have continued as before with the same emphasis, on Conserving, Enhancement and Economic wellbeing of its residents.

Change could be imminent, dependant on whether the Glover report into how National Parks operate, is implemented. Plus whether or not proposed Government grants aimed at wildlife recovery and carbon footprint reduction, become a reality.

**Outside Body:
Report By:**

**LGA Coastal Issues Special Interest Group
Councillor Malcolm Wilkinson**

Activity

The group meets 4 times a year. This year, because of Covid Restrictions, the meetings have all been virtual. I have been able to attend all 4 meetings and 3 sub-committee meetings concerned with Bathing Water Quality. At my suggestion the group is now considering a hybrid approach for future meetings with 2 being virtual and 2 being face to face. This will result in financial savings for all councils, reduce carbon emissions from travel and encourage attendance.

There are over currently 70 member authorities in the group representing the coastline around England. Recently Torridge District Council joined the group and is represented by Claire Hodson, the deputy leader.

PURPOSE

This group's principal aim is to establish improved governance, management and community wellbeing to ensure that the UK has the best managed coast in Europe, and to identify appropriate and sustainable funding strategies to support this aim. It also works towards achieving the recognition that England's coast deserves in policy and decision making and promoting the important role of local government. As per Government and North Devon Council priorities there is now a real importance levied on the effects of climate change and the management of our coastline in this changing environment.

Achievements

Although all meetings have been virtual, a considerable amount of work has been undertaken this year. As previously mentioned, I have been an active part of the Bathing Water Quality sub-group and have been able to work alongside the excellent Combe Martin Action Group, relaying information and contacts gleaned from meeting with the Environment Agency. This year has also seen the formation of 2 local committees. The Northern Devon Coastal & Taw/Torridge Estuary Working Group is a joint sub committee working with Torridge DC to try and address the very real problem of coastal erosion and it's effect upon our shorelines and estuaries. This links with the conservation work being undertaken at Horsey Island. The other North Devon Council/North Devon Homes sub-committee concentrates on the regeneration/protection of rural coastal communities. I was also delighted that NDC has now signed up to the Coastal Concordat. I thank Andrew Austen and his team for all of their hard work on this submission.

THE FUTURE

There are several initiatives that will I will be working on over the coming year:

NATIONAL SURFING RESERVE

Last month I organised and chaired a meeting to consider the designation of North Devon as the first National Surfing Reserve. It was attended by Mark Kentell and Dominie Dunbrook from NDC alongside Kevin Cook and Adam from the British Surf Museum. The potential benefits to North Devon are enormous, particularly in the fields of conservation and tourism.

SHORELINE MANAGEMENT PLAN

Our SMP has been lodged and I have requested an update on progress.

THE CELEBRATION OF THE ENGLISH COAST

This national initiative was understandably put on hold for 2021 but there are plans afoot to “celebrate” next year. Watch this space!

OTHERS

I have found that working with members and officers from other authorities has enabled me to gain a far greater insight into the problems experienced by our coastline and has also enabled me to have a better understanding of how to develop strategies to overcome them.

Several of the other committees that I sit on dovetail together coastal issues: The Woolacombe Tourism Association, The Braunton Marsh Drainage Board, Morteheo & Woolacombe CLT and the Ilfracombe Harbour Board, where we are looking forward to the exciting delivery of the Water Sports Centre. Our coastline is one of our greatest assets and we must do everything possible to retain and enhance its character as well as put in place effective and positive policies to combat the effects of climate change. I therefore urge continuation of the membership of this outside body

OUTSIDE BODY: **NORTHERN DEVON AREAS OF OUTSTANDING
NATURAL BEAUTY**

REPORT BY: **Councillor Malcolm Wilkinson**

ACTIVITY

This year I have attended 4 virtual meetings. Many different organisations from Northern Devon are represented on this committee.

PURPOSE

The intention of the organisation is to protect and enhance our beautiful area of Northern Devon, paying particular attention to conservation, enhancement and the threat of climate change,

ACHIEVEMENT

2020 saw a big increase in opportunist planning applications within the AONB area and Dave Edgcombe and his planning committee have been really busy formulating their responses as a consultee.

The burial of overhead cables in Woolacombe, Morteheo and Croyde has also been hugely successful. There is now a local initiative in Morteheo to continue the operation. Once again, Dave Edgecombe must be complimented on securing a total nearly £1.5m to achieve this.

THE FUTURE

I am still frustrated at the failure to remedy the beach access problem at Rockham Bay. I am delighted that DCC are now undertaking a survey of the problem but am still concerned that there doesn't seem to be the finances in place to replace the stairs.

OTHER

I am a representative of the District Council on this committee and am delighted with both the continuing

OUTSIDE BODY: NORTH DEVON +

REPORT BY: Councillor DAVID WORDEN

ACTIVITY

The North Devon + board usually meets once a month and occasionally more often. I don't recall missing any of the meetings but I might have missed one.

PURPOSE

Its purpose is to aid the economy of Northern Devon.

Helping the business community of North Devon and Torridge is an important role of the Council.

ACHIEVEMENTS

The pandemic has impacted the work of North Devon + during the last year but good progress is being made concerning researching the need for a DMO for tourism. North Devon + has also helped throughout the pandemic with the delivery of the grant applications for businesses.

THE FUTURE

North Devon + could prove to be extremely important in helping the recovery and long term development of tourism in Northern Devon and other aspects of economic recovery for our area.

It is important in my opinion that the Council continues to have a representative on the North Devon + board.

OUTSIDE BODY: ONE ILFRACOMBE

REPORT BY: Councillor GEOFF FOWLER

1. Activity

1.1 The Board of Directors usually meet quarterly but due to Covid has been reduced this year.

2. Purpose

2.1 Promote and enhance all social aspects of our community locally and to work with like minded communities in and around North Devon.

2.2 One Ilfracombe works closely with NDC and One Northern Devon in helping to achieve in the above.

3 Achievements

3.1 Although some activities have been curtailed this year due to the pandemic a lot of focus has been on health. Hospital car services, prescriptions, mental health, social prescribing and isolation, debt/benefit problems and working closely with local doctors. Also One Ilf' staff have continued their support with all the new "Ones" that have sprung up in and around North Devon.

4 The Future

4.1 The ethos of this type of organisation will be very much part of the future for our communities.

4.2 It is important NDC stay very much a part of the One Ilfracombe Board of Directors.

Outside Body: Safer North Devon community safety partnership board
Report By: Councillor Leaver

Activity

The Board met twice in 2021, and I attended both meetings. The Chair of the Partnership also brought a report to a meeting of an external Overview and Scrutiny meeting North Devon Council and Torrridge Council in November 2020, which I also attended.

Purpose

The North Devon & Torrridge Community Safety Partnership is a statutory body set up under sections 5-7 of the Crime and Disorder Act 1998. It is made up of representatives from several agencies involved with crime, disorder and community safety. There is a joint CSP board between North Devon and Torrridge which meets on a quarterly basis. The current Chair of the board is Superintendent Toby Davies of Devon and Cornwall Police. Meetings are attended by the following agencies:

- Torrridge District Council
- North Devon District Council
- Devon and Cornwall Police
- Devon and Somerset Fire and Rescue
- Police and Crime Commissioner representative
- DCC Public health
- Together (drug and alcohol support services)
- Leesar (domestic and sexual violence support services)
- Probation services
- TTVS/NDVS (voluntary services)
- North Devon Healthcare Trust
- Elected members from TDC, ND and DCC

The current priorities of the CSP are:

Priority one: protecting the vulnerable

The broadest of our priorities focuses on crimes that often affect the most vulnerable in our society, for example: child sexual exploitation, modern slavery or radicalisation. With each we are fundamentally concerned with the impact on our communities.

Priority two: sexual violence and domestic abuse

A multi-agency approach to sexual violence and domestic abuse allows the victim to be at the heart of the service. DSVAs are commissioned locally and operate important provisions such as support and advice services, court located independent domestic violence advisors (IDVA's) and places of safety.

Priority three: substance misuse

Utilising a partnership approach to identify, support and tackle alcohol and drug related issues within our communities. We work with specialist drug and alcohol services (both commissioned and voluntary) which in turn work with both service users and their families in a range of ways to reduce harm and support recovery.

Priority four: emerging threats

To allow the CSP to respond quickly and effectively to new concerns, we review emerging issues in our communities and where necessary, will set up a specialist group from within our partners to work on a specific problem. Any of our partners can bring matters to the board for consideration and action.

2.2 Our CSP is represented on the Safer Devon Partnership Executive Management Group through our Chair. Some statutory functions of the CSP are delivered at regional level, such as the production of a Crime and Disorder Strategic Assessment, regional reoffending strategy development, and the management of Domestic Homicide Reviews. At a local level, the role of the board consists of setting and monitoring local priorities, overseeing the allocation of CSP funding by both authorities and maintaining an overview of issues affecting community safety in both districts.

Achievements

3.1 The Community Safety Partnership has been very active since our last report to the Scrutiny and we have faced many local challenges over a range of issues. Obviously 2020 has been dominated by COVID-19 which has given rise to additional challenges which has been met through the valuable contributions of the partnership. The following gives an outline of activities carried out:

3.2 Up until March 2020 we were still delivering regular bespoke “bite sized training programmes” which were delivered covering a range of topics of interest and were well attended by both front-line partnership staff and by members. Topics covered to date include Cyber Safety & Scams, exploitation - modern slavery, 2019/20 update on County Lines, Prevent / Radicalisation, and suicide intervention. We are now developing a virtual platform so we can continue to deliver a 2021 programme of sessions. Invites for this training are publicised in the members briefing and attendance by members is very much welcomed.

3.3 A suicide intervention tool kit has now been fully developed and is available to all front-line staff. All awareness raising and training for officers and managers has now been rolled out.

3.4 Even though we continue to be affected by national restrictions as a result of our fight against COVID-19 Organised Crime Groups still find ways to adapt to these fast-changing restrictions and County Lines has still been a significant issue in both areas. We continue to promote the sharing of vital intelligence with our policing colleagues through the Devon & Cornwall Police’s Partner Agency Information Sharing Form. In this regard North Devon & Torridge Community Safety Partnership continues to be the top partnership

for all intelligence submissions to the Police's Force Intelligence Unit which evidences how well we promote community safety as a partnership. The Partnership have also funded the purchase of overt CCTV cameras that are now being used to protect the most vulnerable within our community from "County Lines" & "Cuckooing"

3.5 The Partnership's involvement at the North Devon Crime and Disorder Sub Committee – the last meeting was held on 31st October 2019 and the Minutes of that meeting can be found here

<https://democracy.northdevon.gov.uk/ieListDocuments.aspx?CId=138&MId=1181> Topics covered included homelessness, alcohol misuse, sexual violence & domestic abuse, and road safety.

3.6 Programmes funded by the CSP – Street Marshals Scheme (up until March 2020 as all night clubs closed due to COVID-19 Regulations), CCTV Cameras re County Lines disruption and detection, mediation services, crime prevention engagement tools, Call blockers – scams, delivery of a Trauma Informed Conference to partners, and support programmes to support victims of sexual violence and domestic abuse.

3.7 CSP representation on the Devon Suicide Prevention Strategic Group

3.8 CSP representation on the Devon Anti-Slavery Partnership (DASP) and the Migrant Workers Action Group (MigWag). Involvement in partnership action against local businesses implicated in modern slavery practices across both districts.

3.9 CSP representation on both the Devon and Torbay Prevent Partnership and the Prevent and Education group.

3.10 Safeguarding those in our community by Promoting Devon & Somerset Fire and Rescue's Home Fire Safety Visit Programme.

3.11 Road safety has always been recognised as an 'emerging threat' in Torridge and North Devon and we are pleased that our partnership is now represented at the "Northern Devon Road Safety Forum" and regular meetings are held to discuss local issues. In addition, the CSP and OPCC are now fully supporting Devon & Cornwall Police's 'Operation Snap' in Northern Devon – this is allowing the public to upload dash cam footage of road traffic offences so that the police can take positive enforcement action.

3.12 In January 2020 our CSP delivered an amazing "Trauma Informed Conference" to over 150 delegates from a variety of agencies including, police, education, fire, NHS - Mental Health Teams, district council front line staff and members. The conference had 3 key speakers and they covered a range of trauma related aspects including:

3.13 Looking at what Trauma is and how people are affected by it (e.g. psychological impact, brain development etc). How people are affected

physically by sustained exposure to trauma and how that may affect them and their presentation.

3.14 We then covered HOPE. HEAL. RECOVER. Tackling Trauma Together. This looks at our response and how our actions can help/hinder a person, the hurdles we can experience and what we can do to help those people affected.

3.15 After looking at what Trauma is and how we can help a practical look at a charity that has invested in Trauma informed care and how that changes how they work, the areas in which they are working in and the successes they have had.

3.16 During the summer of 2020 North Devon & Torridge Community Safety Partnership was successful in securing a bid with the OPCC to deliver a “Safer Summer Scheme” In Torridge, the scheme funded high visibility patrols in Bideford, Westward Ho!, Croyde and Woolacombe by SIA approved staff who actively engaged and supported the public in the prevention of anti-social behaviour related incidents and COVID related advice and guidance.

3.17 In October 2020 the partnership also secured a bid with the OPCC to deliver a “Safer Towns Scheme” in Torridge and North Devon. This has meant we have secured outreach help for those who are homeless / street attached within Bideford. The bid also enabled us to commission DYS Space from our local Bideford Youth Centre to deliver a programme of youth engagement within Bideford. In North Devon, the fund has been used to buy pay points which will enable to public to easily donate to local homelessness charities

3.18 The partnership has a statutory duty under the Anti-Social Behaviour Crime & Policing Act 2014 to investigate all Community Triggers within its district. The Community Trigger is a process for problem solving and finding solutions for any victim of anti-social behaviour, as well as providing a mechanism for multi-agency accountability which cannot be achieved through single agency involvement. Since our last report Torridge District Council have received 4 Community Trigger activations, however all 4 did not meet our local threshold for full evaluation and therefore each victim was contacted and offered alternative help and advice with the issues they reported.

3.19 Since December 2019 our partnership continues to work closely with Devon Children & Family Partnership in the joint delivery of an Adolescent Safety Framework Programme. This programme will support children, young people, families and professionals across all partnerships to meet risks identified outside of the family environment that place young people at risk or compromise their safety. This includes risks caused by peer groups, exploitation, locations and persons of concern.

3.20 This pathway is designed to maximise the participation of the young person to focus on how the situation can be made safer with all agencies working together. There are also meeting formats for concerns regarding peer groups, Neighbourhood (Location) and School Context conferences. These

will be facilitated by independent Safeguarding Chairs, Community Safety Partnership Chairs, Headteachers or Designated Safeguarding Leads respectively.

3.21 The partnership in conjunction with our Police Partnership Team have recently developed an Anti-Social Behaviour Steering Group that will be focussing on engagement, educating, and supporting those in our community who are street attached. This will focus on the behaviour of those individuals and assess the impacts of that behaviour on the public and local businesses. The group meet monthly and it is intended that this will involve local members and business representatives affected by anti-social behaviour within the community.

3.22 We continue to receive funding to our CSP from the Office of the Police and Crime Commissioner, for which we are very grateful - this funding is vital to supporting the work of the CSP. The 20-21 Spending Intentions Plan, approved by the OPCC, is appended to this report.

The future

4.1 Crime statistics and emerging threats are reviewed at every CSP meeting the most recent meeting having just been held in October 2020. In terms of local crime, there has been a clear reduction in reported crime across all crime types however this has been down to COVID-19. It is worth noting that this is a national trend and not just isolated here in Devon & Cornwall. However, Northern Devon still remains one of the lowest crime areas in the country.

4.2 The Partnership is a statutory board, as is the Council's representation.
Other

5.1 The strength of the Partnership lies in the relationships between the partners, and the shared commitment to address crime and community safety. The impact of Trauma Informed practice has been dramatic, as is demonstrated by the impact of the High Flow work undertaken to change the lives of a small number of people with highly complex and challenging life histories and circumstances. Reducing crime and maintaining community safety impacts on the lives of all residents in northern Devon in a positive way, and the effectiveness of the Partnership is demonstrated by the very low crime figures here.

OUTSIDE BODY: **WOOLACOMBE & MORTEHOE TOURISM ASSOCIATION**

REPORT BY: **Councillor Malcolm Wilkinson**

ACTIVITY

This group meets approximately 5 times a year. I attended 4 virtual meetings in 2020/2021

PURPOSE

The intention of the organisation is to promote Tourism in Morteheo, Woolacombe & Croyde. This falls in line with N.Devon Council and North Devon + priorities for tourism.

ACHIEVEMENT

This TIC, unlike many others in North Devon, is flourishing with a strong membership. Recognition has been made of the changing face of advertising and the rapidly increasing use of the website compared to the guide. A new website has been developed which will be launched within the next few weeks. It has links to many local organisations and businesses. The TIC manager also produces a monthly guide to activities in and around North Devon.

Through funding and sponsorship from the National Trust and Parkin Estates there is now a multi terrain tramper and a wide wheeled chair available for hire from the TIC which gives the less abled tourist access to both the beach and countryside. Planning permission was granted and we are currently awaiting delivery of a wooden storage shed for these very popular amenities.

THE FUTURE

There is a very real problem with overnight camping and illegal parking in Woolacombe. The Parish Council and the Tourist Association is working very closely with DCC to formulate a solution.

It is essential that a further appointment is made in order to continue the working partnership between the council and TIC's.

OTHER

I am a representative of the District Council on this committee and although I take part in discussion and debate

OUTSIDE BODY: PILTON UNITED CHARITY

REPORT BY: Mr Allan Cameron

Activity: The General Committee meets quarterly. In 2020, the summer committee meeting was not held, while the September and December meetings were Zoom meetings. Four management meetings were held as usual. On a personal level, I am Chair of the welfare sub-committee and attend meetings that occur whenever licenses and tenancies become available, and have a role in property inspections. With other trustees, I have been involved in the social events arranged for residents.

Purpose: The Charity provides affordable housing and, within the almshouses, subsidised housing to people with strong connections to the Pilton area who show need. The housing of people in difficult financial circumstances (receiving benefits) or with age-related difficulties and other problems clearly benefits the Council where this allows a dignified life and continued independence thanks to subsidised maintenance payments. A non-resident, part-time warden liaises with the Trustees: at present, the role of the warden is rather that of caretaker or scheme manager, contactable by residents for emergencies in particular but at other times as well, for advice and signposting.

Achievements: The Charity strives to ensure that almshouse residents keep their independence for as long as is possible. As accommodation becomes available, the more senior residents may be moved to more appropriate flats for their age. As things become difficult for residents, the Charity has been fortunate so far to have been able to liaise (through the families) with Pilton House Care Home. A quarterly newsletter allows the Charity to inform residents of the changes occurring in health and social care; how to be assessed for support; and how to contact agencies. During the Covid restrictions, residents have been contacted by the phone by 'visiting trustees'. They have been put in touch with the Council support teams and local support groups when necessary.

The future: The Charity continues to invest for the future through a continuous programme of modernisation as properties become void. In 2020, the Charity once again spent more on repairs (roofing and chimneys) than it received in income and drew on reserves. (Figures still to be confirmed.) An exciting refurbishment is 37, Pilton Street where, working with the Conservation officer, the Charity is conserving 16th Century plaster ceilings. The Charity has refurbished two almshouses and two additional rented buildings in its determination to preserve the Pilton heritage while updating accommodation. By renovating houses in Pilton Street that are not almshouses and letting these to younger families at affordable yet more commercial rates, the Trustees are still able to subsidise the rents charged to the residents of almshouses while also helping families (through tenancies) that are not necessarily in receipt of benefits. At the same time, the Committee has reluctantly recognised the need to increase Weekly

Maintenance Contributions, to increase incomings. In 2020, the Charity has appointed two residents and one tenant.

In the present difficult times, it seems to me the Charity continues to play a small but significant role in the housing of people in need in the local area. Contact with North Devon Council (through the Pilton District Councillors and Barnstaple Town Councillors) is valuable when reviewing policies and the refurbishment of listed buildings in particular and also at other times, when residents raise issues. I believe it is appropriate that the Council continues to make appointments to the Charity given its significant investment in Pilton.

Other: It is high time I stand down as the District Council representative (put forward to the Charity by Brian Greenslade and Mair Manuel in 2007) and shall do so at the end of the life of this Council. I shall inform the present Councillors so that they can consider in good time whether or not the Council continue the relationship.

REPORT TO:	FULL COUNCIL
Date:	7th APRIL 2021
OUTSIDE BODY:	GO NORTH DEVON
REPORT BY:	COUNCILLOR LOUISA YORK

1 ACTIVITY

- 1.1 Go North Devon (GND) meets on a bi-monthly basis and I have been able to attend all the meetings, including the AGM.

2 PURPOSE

- 2.1 GND is a community transport group which was established nearly 30 years ago. It has been a lifeline to many people around North Devon who are unable to get around using public transport and who may not benefit from the regular support of family and friends to transport them.

GND offers three distinct services:

- **Ring & Ride** – A door-to-door, wheelchair accessible minibus service which enables clients who are frail, have a mobility problem or a disability (physical or sensory) with an opportunity to go shopping at a supermarket or in Barnstaple town centre.
- **Shopmobility** – Provides the hire of mobility scooters, manual and powered wheelchairs for use in Barnstaple town centre.
- **Cancer Care Car** – Transportation to hospital appointments across Devon for cancer patients who would be unable to attend due to lack of public or private transport.

They also provide some school bus services and the Shopmobility office at Barnstaple Bus Station also has a small charity shop.

- 2.2 **Priority Area: Corporate Plan:** We plan for North Devon's future – Community cohesion. North Devon Council provides an annual strategic grant as part of a service level agreement for the Shopmobility service.

3 ACHIEVEMENTS

3.1 GND's Annual Report is attached at the end of this report.

This year I have had the opportunity to attend all Trustee meetings virtually via Zoom, including the AGM. I have been made to feel very welcome. I have been able to suggest possible opportunities to raise funds and ways to further promote their activities on social media.

Sharon Lynch, who manages GND, is incredibly dedicated and knowledgeable. She is supported by a great team of staff and Trustees. The passion to keep GND as a going concern is evident in everything they do.

“Whilst the past year has changed many things, one thing remains the same – our commitment to providing services that support local people and visitors to remain active, independent and mobile. Each journey to the supermarket or trip out on a scooter makes a positive change – an opportunity to see friends or family, feel part of the community, to access services, retain a sense of freedom or to just get out of the house. This is all made possible by our committed team of volunteers and staff who work so very hard. Thank you all very much!

Go North Devon had its fair share of challenges during 2020 and not least with Covid-19. Understandably, uptake of our services has dropped this year compared to last year and despite the brief respite from lockdown during the summer months many of our clients continued to shield or still had concerns about venturing out despite our Covid-19 safety protocols. This has impacted on our ability to earn income through fares, fees, traditional fundraising activities, donations and the sale of secondhand books and bric a brac whilst our overheads have remained the same. We have continued to fundraise behind the scenes as it has been our aim to maintain our capacity in order to be available for those who will need a little extra help in 2021 to remain active, independent and mobile - once normality resumes!

In October we were very pleased to finally take delivery of our new Ring & Ride minibus and it has been encouraging to know that the Ring & Ride service has the support of so many people including its passengers, local people and businesses in addition to local and national charitable trusts, all of whom have shown true determination in helping us to keep the service running whilst raising the additional funds needed for the new minibus.

Whilst our usual attendance at local community events had been curtailed this year, we have continued to promote our services on social media, *The Voice Radio*, the *North Devon Journal* and the *North Devon Gazette*.

Sharon Lynch

4 THE FUTURE

4.1 The services offer a lifeline to their users. Although the pandemic has undoubtedly affected the demand, the services are there to help those who need it.

I have proffered the idea that the Future High Streets Fund developments could offer the opportunity to provide a Shopmobility satellite service for people entering the town from Queen Street!

4.2 I would say “yes”. It would always be useful to have more ideas to help Go North Devon be able to achieve more.



Annual Report 2020



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This document was produced by Sharon Lynch (Manager) 24th February 2021

Go North Devon Limited is a Registered Society under the Co-operative and Community Benefit Societies Act 2014.

Company No: IP27719R

(Charitable Status)

REGISTERED OFFICE:

The Shopmobility Centre
Albert Lane
Barnstaple
North Devon
EX32 8RL @ GoNorthDevon

@GoNorthDevon

CONTACT: 01271 – 328866

www.gonorthdevon.co.uk
sharon.lynch@btconnect.com



AUDITORS:

Azets
The Custom House
The Strand
Barnstaple
Devon
EX31 1EU

BANKERS:

Nat West Bank
High Street
Barnstaple
Devon
EX31 1DA

MANAGEMENT BOARD:

David Netherway- Chairman
George Kempton – Vice-Chair
Sam McKibbin - Secretary
Brian Holme
Rob Malek
Sharon Lynch
Kate Johnston (NDC)
Karen Rose (DCC)
Louisa York (BTC)

OPENING HOURS:

Monday to Friday
9.15am to 4.00pm
(closed Bank Holidays)

AFFILIATED TO:

National Federation of Shopmobility.
The Community Transport Association.

5 CHAIRMAN'S REPORT

What a year it has been. Go North Devon has been on the front line, adapting the way we deliver our services to ensure we have operated our services throughout the pandemic in a safe and Covid secure way. The safety of clients, passengers and team members has been our top priority.

The huge, long running and changing challenge was met with dedication and hard work by the whole Go North Devon team. Our drivers have been magnificent, continuing to provide transport for our elderly, frail passengers and vulnerable cancer patients.

Inevitably with restrictions on activities, closed shops and schools and the disruption to medical services the numbers of clients who were able to use our services were well down last year as you will see in the report.

We have kept in touch with our clients throughout the pandemic and know that, as soon as it is safe to do so, they are looking forward to getting out again. We look forward to welcoming them back together with others who find themselves in need of the help Go North Devon can provide.

Not knowing how things will develop with the pandemic, how long the restrictions may stay in place, and what the future needs will be, together with the long and unresolved proposed changes to the Community Transport regulatory framework, has made it impossible to firmly plan the way forward at present. Nevertheless, we know that Go North Devon has great local support and needs to be there for our community.

One way we are planning to change is by moving our charitable status from a Registered Society to a Registered Charity. It is a change other community transport groups have made and which we believe will enable us to access grants from some larger trust funders from which our present status precludes us applying.

I cannot finish without a huge thank you to all our supporters in the community of North Devon and those we work with, our business supporters and sponsors, funders and grant giving bodies, North Devon Cancer Care Centre Trust, North Devon Council and Barnstaple Town Council. A special thank you is owed to Devon County Council and their Community Transport team who have supported us throughout the year with advice on complex and national challenges on the legislative front to S.19 permits.

David Netherway

6 MANAGER'S REPORT

Whilst the past year has changed many things, one thing remains the same – our commitment to providing services that support local people and visitors to remain active, independent and mobile. Each journey to the supermarket or trip out on a scooter makes a positive change – an opportunity to see friends or family, feel part of the community, to access services, retain a sense of freedom or to just get out of the house. This is all made possible by our committed team of volunteers and staff who work so very hard. Thank you all very much!

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Sharon Lynch

7 WHO WE HELP

Those members of society who require a little extra help to carry out daily tasks that many of us take for granted, e.g. shopping, social events, or health care appointments:

Those who are frail or have poor mobility

Those with ill health

Those with disabilities (physical or sensory)

7.1 The best thing about Ring & Ride is.....

The company and Terry!

It's the best thing I've done – getting on the bus and meeting everyone was so good. I had lost my son, and then just after I lost my husband, then two months on, I lost my youngest sister. Making myself go on was my lifesaver. I love it! and everyone who travels on it. I think they all feel the same way.

I did not know how to get shopping in or how to carry it. I was so lost! I was told to go on the bus so I'm really happy now. I didn't know about the Ring & Ride it's an absolute Godsend! Thank you so much!

Lyn – Yelland

Getting my independence back was life changing.

Sandra – Bickington

It is such a help and necessity for us as we have no other bus coming to the village and Terry is so helpful to everyone. We wish the bus came weekly, but very grateful and thankful for every fortnight.

Andrey & Eileen – Stoke Rivers

It is a friendly, reliable and affordable service.

Celia – Barnstaple

8 SHOPMOBILITY

Shopmobility offers the use of scooters, manual and powered wheelchairs to those with reduced mobility to enable them to access all the facilities in Barnstaple town centre. We provide the only Shopmobility service in North Devon. Many of our clients are local residents and a high percentage of them use our equipment on a regular weekly or fortnightly basis. The remaining users are visitors who can only take holidays where such a scheme exists.

The service was suspended from March until 6th July due to the pandemic. Since March we have been without our usual volunteer team who support this service as many of them are considered clinically vulnerable due to their own health conditions. However, we still needed to provide a safety net for people who struggle to walk around and since July have been providing a slightly reduced service on an appointment system to ensure our clients can still get their “essential” shopping or attend healthcare appointments. However, usage has understandably dropped as many of our clients have concerns about venturing out despite our Covid-19 safety protocols and this has impacted on our income.



The Team at Go were overwhelmed by how much their “Shopmobility family” had missed the service and the team at the Shopmobility Centre during the first lockdown.

Janet Cort who is a regular user of Shopmobility said she was “so relieved just to be able to get into town and meet up with people after spending so much time in lockdown.” She told us the social distancing measures implemented in the town and shops “were well planned out and easy to follow on

a mobility scooter.”

Key Achievements:

- 318 Daily Loans -
- 85 Long Term Hires
- 15 Volunteer Sighted Guide Duties

Compared to uptake of service in 2019

- 63 %
- 77%
- 44%

In December we were pleased to support the NHS Vaccination Centre with the loan of 3 manual wheelchairs.

9 RING & RIDE

Ring and Ride provides a door to door wheelchair accessible minibus service, enabling clients who are frail, have a mobility problem or a disability (physical or sensory) with an opportunity to go shopping at either an out of town supermarket or to Barnstaple town centre.

Due to the pandemic the service did not operate between 24th March and the 7th September. We kept in close contact with our clients all of whom had their own individual support networks ensuring their shopping and health needs were met during this period. We introduced robust Covid secure protocols for safe travel but we still find many of our clients have lost confidence or continue to shield.

Key Achievements:

- 984 Return passenger Journeys including 10 non-transferable wheelchair users. **This is down by 60% on the previous year.**
- 17 Clients accessed the Shopmobility service through the Ring & Ride scheme. **This is down by 45% on the previous year.**
- 7,204 Annual Ring & Ride mileage. **This is down by 49 % on the previous year.**
- 1,110 Return Passenger journeys taking pupils to Bishops Tawton CP and Park School. **This is down by 49.54 % on the previous year.**
- 4,751 Annual school contract mileage. **This is down by 35% on the previous year.**



10 CANCER CARE CAR

We have continued to work in partnership with the North Devon Cancer Care Centre Trust as we have for the past 23 years and provide a door to door service for cancer patients who need to get to North Devon District Hospital (NDDH) and other local hospitals for cancer related appointments or chemotherapy treatment and who would otherwise struggle to get there.

Throughout the pandemic we have continued to provide this service providing a safety net for those in the “shielding” category who would have been disadvantaged without it. Special thanks must go to our dedicated drivers John and Norman who have both worked tirelessly throughout the year including during lockdown and often under challenging circumstances. The safety of our drivers and passengers has always been paramount and this is reflected through our service protocols and the enhanced cleaning regime of the car.

To maintain social distancing we have had to operate with reduced passenger numbers throughout the year and this has meant uptake of the service has dropped by 38% on the previous year. Admittedly, there were fewer requests for transport early on during lockdown as it took some time for the NHS to reinstate cancer treatments and services to pre Covid levels.

The passengers we carry have life limiting conditions and for many it was a great relief to know they could get to hospital without the worry of trying to find suitable, safe or affordable door to door transport. Indeed they could concentrate on their health needs and not worry about transport.



Key Achievements:

395 Return passenger journeys of these 342 passengers went to North Devon District Hospital, 22 went to Torrington Hospital with 2 going to Bideford Hospital and a further 28 appointments were met at other North Devon clinics.

18,923 Miles were travelled to provide this service.

“THANK YOU” TO ALL DONORS, SPONSORS AND SUPPORTERS 2020

We are always delighted to work with new and existing sponsors who help us to protect our services for local people who need a little extra support to retain their independence with everyday tasks like shopping, collecting a prescription or attending healthcare appointments.

Our running costs for the year ending 31st December 2020 were £175,038 and our income was

£232,520, with an additional £2,909 of earned interest, giving a surplus for the financial year of £60,391. However, included within this is £49,440 which represents the Net Book Value after 3 months depreciation of our new minibus.

Thank you again to all those businesses and individuals who have supported us by providing goods, services or expertise “in kind”, it is very much appreciated.

Azets	Malek H. A & Partners (Wimpy)
A F S Fire & Security	M&E Alarms Ltd
A M Care Ltd	National Lottery Community Fund
Barnstaple Town Council	North Devon Cancer Care Centre Trust
Barum Court Residents	North Devon Council
Bernard Sunley Charitable Foundation	North Devon Gazette
Brend Hotels	North Devon Homes Ltd
Cardon M	North Devon Journal
Chamberlain E. In memory of	Rotary Club of South Molton
Chapple M	Shiner A Mr
Chapple T	Sir John & Lady Heathcoat Amory
Chittlehampton Parish Council	Slade S
Claire Milne Trust	Slee Blackwell Solicitors
Clevera	South Molton Masonic Charity
Cloth Workers Foundation	St Johns Garden Centre
Devon Community Foundation	Taw Ford
Devon County Council	Taylor A
Dezart G	TJH Auto Ltd
Fremington Parish Council	The Norman Family Charitable Trust
Friends & Clients of Go North Devon	Thomas Mr & Mrs
Fullabrook CIC	T J Auto Ltd
Howdens	The Voice
James Electrics Contracting	Yates R
Joyce Mr & Mrs	
Knibbs Mr & Mrs A	

REPORT TO:	FULL COUNCIL
Date:	7th APRIL 2021
OUTSIDE BODY:	ONE BARNSTAPLE
REPORT BY:	COUNCILLOR LOUISA YORK

1 ACTIVITY

1.1 One Barnstaple meetings are held monthly, and I have been attending since its inception, firstly as a Barnstaple Town Councillor and now for NDC. Some meetings were cancelled at the start of the COVID-19 pandemic and I have been able to attend around two thirds of those that have taken place virtually. Meetings are chaired by Dr Simon Jones and the work is co-ordinated by Community Developer Ella McCann. The group also benefits from having secretarial support.

2 PURPOSE

2.1 One Barnstaple is a partnership of voluntary, community and public service organisations. The forum allows stakeholders to have a say in the future development of their local community.

The mission is to help understand the specific needs of the Barnstaple community from all perspectives, to jointly make best use of resources from all partner organisations, to tackle issues most important to Barnstaple residents, to raise awareness of services that are currently offered within the community, to identify gaps in services, and to find creative ways to fill them.

2.2 Priority Area: Corporate Plan: We plan for North Devon's future – Community cohesion.

3 ACHIEVEMENTS

3.1 One Barnstaple has played, and is playing, a pivotal role along with the Facebook Group *Barnstaple Coronavirus Support Network* in response to the COVID-19 pandemic. Ensuring access to continuation of matching volunteers to requests for assistance. Use of Flow approach to support community members with multiple complexities. The team have been hugely supported by Barnstaple Town Council, who worked tirelessly to aid residents in help with access to medication, shopping, voluntary services and other urgent assistance.

One Barnstaple Priorities and Projects



Covid Response – Barnstaple Town Council have provided superb support through the year. Continuation of matching volunteers to requests for assistance. Use of Flow approach to support community members with multiple complexities.

Volunteers – More people have signed up to offer their time to Covid Response and other volunteering activities.

Volunteer Management Platform - Agreement from Barnstaple Town Council to sign the 'Groop Contract' and receive the funds for the 12-month pilot from DCC to enable design of a system to begin in January 2021.

Supporting community members – Through collaboration from a number of professionals working on Covid Response with CDP's Community Connector Lindsay Derbyshire and volunteers, there have been positive improvements to care provision for an individual who has often struggled to "fit / fit in with the system".

Home from Hospital – Working closely with SWD they have been able to provide a package of support for an individual on discharge from hospital through combining projects – in 1 day!

Home from Hospital / Connecting Communities – Discussion and exploration between EM and SWD is enabling them to work collaboratively with existing community resource and national initiatives whilst reducing duplication and working in line with FLOW principals. This is all with the aim of supporting individuals referred through the Multi Service Volunteer Coordinator by NDDH and NHS teams.

Devon Population Health Management Development Programme – PCN Action Learning – Continued to be involved in the discussions informing the development of FLOW for the PCN use.

Grow Share Cook - connecting with a Public Health Professional / Nutritionist in Wales to discuss their research around Grow Share Cook, their approach and findings to enable shared learning and resources.

Community Hub – Meeting held with a couple prospective partners to establish more detail on requirements, look at options in terms of feasibility and funding. A Community Members Survey and a Community Groups/Services Survey have now been shared publicly via social media to gather evidence of what our community wants from a Community Hub as well as what their partners and potential new partners may want and need.

Making Every Adult Matter – Being genuinely proud and overwhelmed to see the progress made in 12-18 months all come together in a meeting arranged by Claire Fisher of Encompass and Amanda Sheriff of MEAM where professionals from multiple services explored the Changing Futures Funding as a team.

Making Connections – A real variety of people have been put in contact with each other through conversations and queries – being able to link people up to work together and look at opportunities, gain understanding of other people's situations and make changes to attitudes/processes accordingly. (i.e. Bystander Training, Trauma and Military, Town Cllr and Community Member, NDC hearing a narrative about a community member, referrals to CDP and Age UK.)

Positive Feedback – They have received positive feedback from NDC about their involvement and willingness to support during the floods which occurred in Barnstaple. This demonstrated the benefits of partnership working and having volunteers resources available to support response teams.

4 THE FUTURE

4.1 One Barnstaple is woven into many areas of community activity and is a very proactive body for bringing forward new projects to support social and health inequalities.

KEY PRIORITIES

Covid response – continue to coordinate volunteers and manage incoming requests for assistance

Home from Hospital – continue to support recruitment and delivery

One Barnstaple Community Hub Initiative – analyse survey results and schedule Virtual Community Hub sessions with Partners

One Barnstaple Volunteer Bank – continue work on model and frameworks along with funding bids

Grow Share cook – Secure funding and begin development work

Community Fridge – Secure venue for fridge (Community Hub)

Remain connected – continue to nurture relationships and be responsive to evolving themes

ISSUES OF CONCERN / RISKS

Approaching end of contract for CD on 31st March 2021.

Home from Hospital - What happens at the end of March 2021?

SUPPORT REQUIRED TO OVERCOME BARRIERS.

One Barnstaple domain name to become “host” for One Barnstaple email addresses

4.2 I believe ALL Barnstaple-based Councillors should be actively involving themselves in the activities and initiatives of One Barnstaple.