



## **Annual Report 2021**



**Keeping You Active, Independent & Mobile**

## INDEX

|                                 | Page |
|---------------------------------|------|
| Organisational Details          | 3    |
| Chairman's Report               | 4    |
| Manager's Report                | 5    |
| Who We Help                     | 6    |
| Shopmobility                    | 7    |
| Ring & Ride                     | 8    |
| Cancer Care Car                 | 9    |
| Donors, Sponsors and Supporters | 10   |

This document was produced by Sharon Lynch (Manager) 24<sup>th</sup> February 2022.


**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

**CONTACT:**

01271 – 328866  
[www.gonorthdevon.co.uk](http://www.gonorthdevon.co.uk)  
[sharon.lynch@btconnect.com](mailto:sharon.lynch@btconnect.com)

 @ GoNorthDevon

 @GoNorthDevon

**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  
9.00am to 14.30pm  
(closed Bank Holidays)

**AFFILIATED TO:**

National Federation of Shopmobility.  
The Community Transport Association.

## CHAIRMAN'S REPORT

I am writing this introduction to our annual report after another year like no other. The challenges of 2020 and the Covid pandemic have continued through 2021. It has needed the commitment and dedication from all of our team to be able to do what they do so well to help all those in our community whose needs have not gone away.



Despite the challenges, Go North Devon has been there to help very many people keep active, independent and mobile. With Covid hopefully in decline many of those still nervous of going out, will with encouragement, come back to take advantage of the services we have always offered.

To support this there has been targeted promotion of our services to local groups who may not have been aware of the help there is or need confidence to return. Last year an example of this was a visit I made to a Barnstaple sheltered housing venue...coffee and cake provided...a friendly chat at their weekly coffee morning resulted in several new clients and them enjoying Ring and Ride and some social trips.

Do read through this report. You will find information about our services, the challenges we face and how we are facing them. There are inspiring words written with feeling from some of our clients and volunteers who know the value of what we do and mean to them.

I cannot finish without a huge thank you to all our supporters in the community of North Devon and those we work with. Thank you to our business supporters and sponsors, funders and grant giving organisations, North Devon Cancer Care Centre Trust and our local authorities, North Devon Council and Barnstaple Town Council. And finally a big thank you is due to the Devon County Council Community Transport team at County hall who have continued to support and advise us throughout as always.

**David Netherway**

## MANAGER'S REPORT

2021 was another challenging year but I'm pleased to report our commitment to providing services that support local people and visitors to remain active, independent and mobile has remained as strong as ever. 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 like many other organisations has continued to be impacted upon by Covid-19. Understandably, uptake of our services is still lower than in pre-Covid years and this has impacted on our ability to earn income through fares, fees, traditional fundraising activities and donations and 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 2022 to remain active, independent and mobile - once normality resumes!

To help alleviate some of the anxiety still being felt in our communities due to Covid-19 we have reviewed and enhanced how we promote our Ring & Ride service to help rebuild community confidence. When time permits we visit supported living complexes so residents can meet our driver and see first-hand how comfortable and easy the minibus is to use and especially for those who struggle to use steps or need to use a tail-lift. This approach has resulted in new people using the service. Not everyone uses social media.

Whilst there have been encouraging signs of increased uptake of our Ring & Ride and Cancer Care Car services compared to the previous year the management board agreed in October to truncate the Shopmobility Centre opening hours (Monday to Friday 09.00 to 14.30 and to temporarily reduce staffing hours in line with the current demand for services. Fortunately the new opening hours have not unduly impacted on our services or the communities we serve.

**To plan our services and to understand our impact we monitor the link between activity, outputs and outcomes:**

- **Activity** (the services we provide).
- **Outputs** (passenger trips and mobility equipment hires) ensure clients have access to local health services, banks, shops, post office and council services.

**To reach our desired outcomes of:**

- Clients accessing the services they need to live as independently as possible.
- Clients have a sense of physical and mental wellbeing.
- Clients and volunteers have positive social networks and are active citizens of the community.

Sharon Lynch

## Interested in volunteering?

Theresa joined our team 4 years ago and this is what she has to say.



Theresa – Volunteer Bookings Co-ordinator

*The ethos of Go North Devon has become part of my commitment to my idea of volunteering. Being a volunteer to my community was instilled in me from a very young age, by my parents. It has become a part of my life and, almost always, leaves me with a sense of satisfaction of a job well done. My training for this volunteer role was friendly, essential, informative and on-going. No day at GND, when I am answering the phone, is the same as the last one, except for the business like, professional and convivial atmosphere in the office. Who knows who will be on the end of the line! I know that I will have to respect the mood of the client, whether it is a booking for Ring and Ride, a nervous person wanting to book the Cancer Care Car service for the first time, an individual enquiring about Shopmobility services or a “cold caller” wanting GND to use their services.*

*I have regular administrative tasks to carry out including scheduling passengers and clients for our services. I believe that enabling our clients to maintain their independence is the overriding reason for any morning spent at GND. I appreciate the help I receive, especially from Sharon and Kathleen, who have so much patience ensuring I can carry out my part in delivering these important services.*

## 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)



## SHOPMOBILITY



Terri

"Shopmobility is a lifeline. Without it I wouldn't be able to get into Barnstaple to get my shopping and I would be stuck without it".

**Terri, Bishop's Tawton.**

"Shopmobility is what brought me to the area. If Barnstaple didn't offer a Shopmobility service then I wouldn't have moved here as it gives me the independence to get out on my own without having to rely on other people".

**Chris, Barnstaple.**



Chris

**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.

Shopmobility has operated throughout 2021 and has continued to have a positive impact on clients (and volunteers) who are socially disadvantaged due to their disability ensuring they can see friends, feel part of the community, and access local facilities whilst retaining a sense of freedom and independence. Our clients appreciate the familiarity and reliability of our services, thus helping to reduce the impacts of social isolation and loneliness.

### Key Achievements:

- 352 Daily Loans
- 125 Long Term Hires
- 28 Volunteer Sighted Guide Duties

### Compared to uptake of service in 2019 (pre-covid-19)

- 70 %
- 66 %
- + 3 %

**Throughout the year we've continued to support the NHS Vaccination Centre with the loan of manual wheelchairs.**

## RING & RIDE



Percy and Sylvia

Percy and Sylvia Thomas have been using the Ring & Ride service for many years said, "If it was not for the Ring & Ride we would not be able to get out. The help we receive is indescribable and we would not use anything else. The drivers are excellent and will help in any way they can. This service is a lifesaver."

**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.

We have continued to operate this service throughout the year. Our friendly co-ordinator, Kathleen and professional driver, Terry, both provide encouragement in their own unique way to those who are unsure about travelling but are always immediately put at ease on the telephone and then made to feel "at home" on the minibus once they travel. Feedback is always sought from new passengers after their first journey to see how they've got on and without fail it is always positive with a keenness of wanting to book their next journey. Many of our regular clients have become frailer and with reduced mobility over the past year causing many to feel apprehensive about leaving their homes.

In addition to the weekly shopping trips our social trips provide an opportunity to enjoy the local scenery, a pub lunch or just to see the sea and have a Hockings ice cream from the comfort of the minibus. These journeys provide passengers with the opportunity to engage socially with fellow passengers which helps to reduce low level mental health problems such as anxiety and depression.

### Key Achievements:

- 1,392 Return passenger Journeys including 19 non-transferable wheelchair users.  
**This is down by 43% compared to 2019 (pre-Covid-19).**
- 4 Clients accessed the Shopmobility service through the Ring & Ride scheme.  
**This is down 31% compared to 2019 (pre-Covid-19).**
- 11,124 Annual Ring & Ride mileage.  
**This is down 23% compared to 2019 (pre-Covid-19).**
- 2,025 Return Passenger journeys taking pupils to Park School.
- 5,387 Annual school contract mileage.



### CANCER CARE CAR

This vital car service for cancer patients traveling to local hospitals took on a new look in June and was rebranded the **Go North Devon Cancer Care Car Service (Go North Devon CCCS)**. Up until 31<sup>st</sup> May the North Devon Cancer Care Centre Trust (NDCCCT) reimbursed all expenses relating to this service but they have now handed over all fundraising responsibility for the service to us as we continue to manage, co-ordinate and now fundraise for the service. To help with the transition NDCCCT purchased a new car in 2020 and this was donated to us in June.

Throughout the pandemic we have continued to provide this 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 have been disadvantaged without it. The passengers we carry have life limiting conditions and for many it is a great relief for them to know they can get to hospital without the worry of having to try to find suitable, safe or affordable door to door transport. Indeed they can concentrate on their health needs and not worry about transport.

Our sincere gratitude must go to our dedicated drivers John and Norman who have continued to work so diligently throughout the year 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. We have continued to take the advice of NDDH Infection Control Department and have limited the number of passengers we carry in the vehicle throughout the year.



The late Hugh Reed who passed away in June 2021

*"The Cancer Care Car has made an enormous difference to me in being taken to and from my hospital visits. John and Norman are excellent drivers and good conversationalists which helps pass the time and make the journeys more enjoyable."*

#### Key Achievements:

- 425 Return passenger journeys.  
**This is down 33% compared to 2019 (pre-Covid-19).**  
(407 went to North Devon District Hospital and 18 went to other Clinics in North Devon).
- 21,051 Miles were travelled to provide this service.  
**This is down 25% compared to 2019 (pre-Covid-19).**

### **"THANK YOU" TO ALL DONORS, SPONSORS AND SUPPORTERS 2021**

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 31<sup>st</sup> December 2021 were £178,946 and our income was £208,540, with an additional £2,166 of earned interest, giving a surplus for the financial year of £31,760 .

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.

|                                       |                                      |
|---------------------------------------|--------------------------------------|
| Arnold Clark Fund                     | Malek H. A & Partners (Wimpy)        |
| Azets                                 | M&E Alarms (Barnstaple) Ltd          |
| A F S Fire & Security                 | North Devon Cancer Care Centre Trust |
| A M Care Ltd                          | North Devon Council                  |
| Barnstaple Town Council               | North Devon Gazette                  |
| Barum Court Residents                 | North Devon Journal                  |
| Bideford Bridge Trust                 | Parkham Parish Council               |
| Brend Hotels                          | Rotary Club of South Molton          |
| Catholic Women's League of Barnstaple | St Johns Garden Centre               |
| David Gibbons Foundation              | Taw Ford                             |
| Devon County Council                  | TJH Auto Ltd                         |
| Friends & Clients of Go North Devon   | The Elmgrant Trust                   |
| HBH Woolacotts (Barnstaple)           | The Norman Family Charitable Trust   |
| In memory of the late Hugh Reed       | Thomas Mr & Mrs                      |
| Inner Wheel Club of Barnstaple        | T J Auto Ltd                         |
| James Electrics Contracting Ltd       | The Voice                            |
| Kameleon                              | Viscount Amory's Charitable Trust    |
| Knibbs Mr & Mrs A                     |                                      |



### **Dave's Great Pedal Challenge**

Dave (Shopmobility volunteer) cycled 51 miles from Exeter to Barnstaple in 4 hours 45 minutes and raised £373.50 for the Cancer Care Car Service.

Well done Dave!