

| <b>Grants</b>                    |                |                |                |
|----------------------------------|----------------|----------------|----------------|
|                                  | <b>2016/17</b> | <b>2017/18</b> | <b>2018/19</b> |
| AONB                             | 16,770         | 16,770         | 16,770         |
| Biosphere                        | 18,360         | 15,900         | 15,900         |
| Exeter Area Rail Project         | 10,200         | 8,830          | 8,830          |
| Go North Devon                   | 17,000         | 14,720         | 14,720         |
| NDVS                             | 17,000         | 17,000         | 17,000         |
| CAB                              | 45,000         | 45,000         | 45,000         |
|                                  |                |                |                |
| South Molton Swimming Pool Grant | 20,400         | 17,670         | 17,670         |
|                                  |                |                |                |
| Community Councillor Grants      | 43,000         | 43,000         | 43,000         |
|                                  | <b>187,730</b> | <b>178,890</b> | <b>178,890</b> |

| <b>Reduction<br/>2019/20</b> | <b>Grant<br/>Level<br/>2019/20</b> | <b>Reduction<br/>%</b> |
|------------------------------|------------------------------------|------------------------|
| -1,340                       | 15,430                             | -8.0%                  |
| -1,270                       | 14,630                             | -8.0%                  |
| -710                         | 8,120                              | -8.0%                  |
| -1,180                       | 13,540                             | -8.0%                  |
| -1,360                       | 15,640                             | -8.0%                  |
| -3,600                       | 41,400                             | -8.0%                  |
|                              |                                    |                        |
| -17,670                      | 0                                  | -100.0%                |
|                              |                                    |                        |
|                              | 43,000                             | 0.0%                   |
| <b>-27,130</b>               | <b>151,760</b>                     |                        |

**NORTH DEVON COUNCIL**

**SUPPORTING STATEMENTS SUBMITTED BY THIRD PARTY ORGANISATIONS IN  
RECEIPT OF A NORTH DEVON COUNCIL STRATEGIC GRANT**

## North Devon Coast AONB - Benefits for North Devon

### 1. Provide specialist planning advice for protected AONB landscape

- Responded to 51 separate planning issues within the AONB or its setting, based on specialist advice through AONB Projects Officer, sub-contracted landscape architect and local expertise from the AONB's Planning Panel members. In regular contact with local planning officers and engage in pre-application advice/site visits as required. Contributed to Local Plan consultations.
- **Delegated statutory responsibility** by local planning authorities to AONB Partnership to review and produce the five-year AONB Management Plan – new **Plan for 2019-2024** drafted, completed public consultation and final plan being presented for adoption by local planning authorities in March 2019.
- Contribute to regional and national policy discussions through Devon Landscape Policy Advice Group, SW Protected Landscapes Forum Planning Group and National Association of AONBs planning group - sharing expertise locally.

| <b>2018</b>            | <b>North Devon</b> | <b>Torridge</b> | <b>Total</b> |
|------------------------|--------------------|-----------------|--------------|
| Applications           | 24                 | 10              | <b>34</b>    |
| Pre-Application Advice | 8                  | 0               | <b>8</b>     |
| Appeals                | 1                  | 0               | <b>1</b>     |
| Other                  | 4                  | 4               | <b>8</b>     |
| <b>Total</b>           | <b>38</b>          | <b>15</b>       | <b>51</b>    |

### 2. Team and Partnership with range of skills to deliver local priorities

**Team** (2.6 FTE) – Manager (FT), Projects Officer (FT), Communications and Support Officer (0.6). **Contractors and project staff** – seconded through North Devon+

**AONB Partnership** – 27 voting members comprising public, voluntary and community sector representatives. Parish representatives being recruited for 2019.

**Purpose:** to conserve and enhance the natural beauty of the North Devon AONB

**Priorities based on statutory AONB Management Plan:**

**Place** – landscape, biodiversity, geology, historic environment and the coast

**People** – economy, tourism, education, community, health and wellbeing

**Resources** – planning, land management, transport and infrastructure

**Partnership Working:** the team work closely with a wide range of officers within the local authorities, south west protected landscapes, local charities and community organisations to deliver across the area and across a range of sectors. Excellent working relationships, shared

expertise and local knowledge from the team members contribute to working successfully through Partnership members and local communities.

**Strategic Activity:** engaged with Coastal Communities, Devon Local Nature Partnership, SW Protected Landscapes Forum, National Association of AONBs, Local Enterprise Partnership Productivity Plan, Biosphere Partnership, Defra Landscape and Marine Pioneers, Estuary Forum, LEADER 5 LAG, Plastic Free North Devon Consortium and community group.

**Delivery Activity in 2018:** Engaged with 3,891 people through many different activities over the year including; bat walks/talks; bat surveys; beach cleans; beach wildlife surveys; school, pre-school and college activities; student work placements; training sessions; festival/show stands. Volunteering activities.

### 3. Leverage money into North Devon for local priorities

#### a. Core Funding

Annual Budget - £187,698

75% from Defra (central government)

25% from Devon County Council, North Devon Council, Torrridge District Council

Every £1 of local funding attracts £3 of central government funding.

| Funder 2018/19               | Indicative Amounts |
|------------------------------|--------------------|
| DEFRA                        | 140,796            |
| Devon County Council         | 13,132             |
| North Devon District Council | 16,770             |
| Torrridge District Council   | 17,000             |
| <b>Total</b>                 | <b>£187,698</b>    |

Team hosted by Devon County Council under a Memorandum of Agreement – limited shared liability between 3 local authorities

#### b. Small Grant Scheme - Sustainable Development Fund

Support local projects that benefit the AONB - from communities, businesses, landowners, agencies and parishes. Simple process and local decision making panel

**Total Fund - £25,000 towards 12 projects in 2018/19 with a total value of £119,000**

**Leverage** – approximately £3 for every £1 of grant offered by AONB. Plus, in-kind time and resources as match funding.

This year we have offered grants to 8 projects in North Devon: -

- Down on the Farm – professional films of farming with NDMI
- Plastic Free North Devon Water Bar
- Taw Torridge High Tide Roost and Disturbance Study
- Lee Bay Pirates Trail in summer of 2018
- Improving Nigh-time Capability of Ilfracombe RNLI – infrared camera
- Coast Explorers – new display for Barnstaple Museum
- Coastal Bird Display and digital interpretation at Ilfracombe Museum
- Restoration of St Mary's Church Clock, Morteohoe

### c. External Funding through Projects

#### **North Devon Coastal Heritage**

**Lead – AONB team**

**New Funds - £49,500 from Heritage Lottery Fund and local partners**

**Staff –** providing full time Heritage officer for 2 years

**Partners –** National Trust, Hartland Parish Council, North Devon Archaeological Society, North Devon+, Torridge District Council

**Focus –** Hillforts, WW2 heritage, Hartland Peninsula and conservation volunteers.

Plus D-Day 75<sup>th</sup> Anniversary project with local Museums in 2019.

**Successful Further Bids – £25,255** from Historic England and **£2,000** from SWCP for a scheduled monument management, survey and interpretation programme.

#### **Coastal Creatures** <http://www.northdevon-aonb.org.uk/coastal-creatures>

**Lead – AONB team**

**New Funds - £61,500** from Heritage Lottery Fund and Tesco Bags of Help

**Partners –** Coastwise North Devon, North Devon+, Northam Burrows Country Park, Combe Martin Primary School, National Trust

**Timescale –** 2.25 years - May 2016 to September 2018

**Activities –** Focus on 4 beaches – Combe Martin, Lee Bay, Croyde and Westward Ho!; schools engagement on coastal wildlife, science and marine litter; wildlife surveys through citizen science; beach cleans across the AONB; species and survey training; new interpretation materials – Coastal Spotter guide for AONB, 4 beach guides and 3 wildlife trails (Ilfracombe, Baggy Point and Northam Burrows).

### **Devon Greater Horseshoe Bat Project** <http://devonbatproject.org/>

**Lead** – Devon Wildlife Trust, with 19 partners across the county with AONB team leading for North Devon activity

**New Funds** - £707,000 from Heritage Lottery Fund for whole project

Timescale – 5 years - July 2015 to October 2020

**Focus** – Braunton and Combe Martin (1/5 of project)

**Activities** – community engagement, scientific research, landowner advice

### **Undergrounding of Power Lines**

**Lead** – AONB team

**New Funds** - £850,000 from Western Power for Morteheo

**New Funds** - £79,000 from Western Power for Croyde

Partners – Western Power, National Trust and Morteheo Parish Council

Timescale – 2017-2019

Focus – Morteheo parish on National Trust land and Croyde approaches

**Information:** <http://www.northdevon-aonb.org.uk/> or @explorethecoast

### North Devon Biosphere Reserve Partnership – Benefits from funding

- a) It helps to leverage external funding to North Devon towards Biosphere Reserve objectives to enhance the quality of the local environment, support the local economy and improve local sustainability;
  - Local authority funding for the Biosphere Reserve has previously secured external funding for the area over 20 times that provided by the local authorities;
- b) International recognition and status of UNESCO Biosphere Reserve contributes to further (international) funding, research and cooperation opportunities and international marketing opportunities and tourism for the area;
  - The Partnership is deemed by UNESCO governing council to be a leading example to other UNESCO sites;
- c) As the first, and one of only a handful of Biosphere Reserves in the UK, it provides a distinctive opportunity for the area's branding, marketing and identity to facilitate future investment;
- d) The Partnership is already recognised nationally as a good example of effective cooperation and a potential future way of working with national and local partner organisations (local authorities, statutory organisations, local environmental and cultural organisations, economic regeneration bodies, academics institutions) by working together;
  - It provides an established mechanism to maximise synergies between national and local agencies to deliver actions more effectively in an integrated way;
  - It can help to deliver objectives beyond what the Councils can deliver on their own, such as improved water quality through partnership with farmers and land managers;
  - It was identified as a pilot area for delivering a net gain in biodiversity through new development and identifying best practice;
- e) Two of the four Defra Pioneer Programmes (the landscape pioneer and the marine pioneer projects) identified in the Government's 25 year Environment Plan were selected based on the Biosphere Reserve;
  - These are pilot projects to integrate natural capital into local decision making and make more effective use of all public funding in enhancing the local environment;
  - These pioneers are understood to have been selected nationally on the basis of an established partnership to pilot innovative approaches for effective joint working prior to sharing best practice across the country;
- f) Spatial planning and management at a landscape scale (the Biosphere Reserve boundary) helps to recognise how communities and the local environment are connected and define a stronger sense of place by linking land, water and seas in a more integrated way;

## Appendix 2

- It facilitates and supports sustainable development in harmony with the natural environment whilst also securing ecosystem services that support local communities and future development;
  - For example improving water quality in the estuary, helping to reduce flood risks and defend land at risk of flooding, facilitating a net gain in biodiversity, and identifying opportunities for marine tourism;
- g) A service level agreement is being prepared between the Council and the Biosphere Foundation to ensure funding is used to deliver identified Biosphere Strategy objectives.



## **EXETER AREA RAIL PROJECT**

Devon County Council are unclear about how this money is currently spent. It is all put back into rail related activities, but appears to date back to a time when improvements to rail services were partially funded by the group. It is increasingly difficult to justify, and recommended that we withdraw the grant as not all districts are continuing to contribute.

Report provided by the Regeneration Manager, North Devon Council.

### **GO NORTH DEVON LTD**

Go North Devon Ltd (GND) was formed 27 years ago and continues to provide exceptional value for money in providing front line services for the benefit of the community to assist in the relief of sickness, disability (physical & sensory), frailty, social exclusion and geographical remoteness.

Our goal is to help improve the lives of individuals and communities who would otherwise become isolated through the lack of access to private or public transport or the ability to hire mobility equipment, thus enhancing the quality, health and wellbeing of all who live in or visit North Devon.

With a mix of paid staff and volunteers we provide a responsive, sensitive and accessible range of services for those who are at a time in their lives when a little extra help and support to independently shop or get to health appointments and carry out essential business is not a luxury but a necessity.

### **SERVICES GRANT AIDED BY NORTH DEVON COUNCIL**

The **RING & RIDE** service provides door to door accessible minibuss transport for passengers needing to access the local supermarket or Barnstaple town centre. Currently serves 26 Parishes in North Devon and a further 4 subject to capacity.

- 2,582 Return Ring & Ride journeys in 2018 including 49 non-transferable wheelchair users
- 2,514 Return Ring & Ride journeys in 2017 including 58 non-transferable wheelchair users

**SHOPMOBILITY** supports local residents and visitors by providing the loan of wheelchairs and scooters to enable users to independently access the town centre facilities or to hire equipment for holidays or weekends away. The Shopmobility Centre is adjacent to Barnstaple Bus Station and provides the only Shopmobility scheme in North Devon. We have leased the Centre from North Devon Council (NDC) for the past 20 years. Tourism is supported through this service and 24% of users are visitors to the area, many of whom will only holiday where such a scheme exists.

We support the local economy and in order to prevent those over 65, the mature money, from shopping on the internet or elsewhere, access to the town centre facilities needs to be easy. Shopmobility provides this. Visiting community transport groups from across the county, Somerset and Cornwall use our facilities as we provide a sympathetic gateway to the town centre ensuring those who visit can have a comfort break and hire a scooter before they head off into town to spend their money.

- 1,471 wheelchairs and scooters were hired out in 2018
- 38 Wheelchair escorts & sighted guides were provided in 2018
- 1,436 wheelchairs and scooters were hired out in 2017
- 38 Wheelchair escorts & sighted guides were provided in 2017

Through our services we help to provide a safety net for some of the more vulnerable and disadvantaged in our community. As more and more people are staying longer in their own homes it is all too easy for them to become ill without society noticing. The pint of milk left on the doorstep is no longer a useful clue. In recent times our drivers have discovered two seriously ill clients who needed Ambulances, who without the Ring & Ride would not have received the medical attention they urgently needed.

It is not uncommon for us to support couples/families that use the Ring & Ride/Shopmobility services to do their weekly shopping, go the doctors or collect prescriptions. Often we find one person is the "carer", the other is living with the symptoms of dementia or disability. All too often we then find the carer becomes ill and needs support themselves sometimes using our Cancer Care Car service or if we are unable to help we will refer them to other services. Of course their carer's responsibilities do not disappear when they become ill but in reality they too need the support of a carer and often don't get it and they rarely know where to find the support they need.

Additionally it is our drivers who can allow us to alert family members to the onset of illness, particularly dementia, as they see the individual clients on a weekly basis and soon notice any changes. This offers a protection for the community and helps many families who simply may not be available to help relatives at a time of greater need.

We appreciate NDC have immense budget pressures but please remember the people we serve do not have the opportunity to go to the museum, the theatre, the leisure centre, the cinema or to the food fest. The best they can hope for is getting a lift to the supermarket to buy essential groceries, go to the doctors or to collect a prescription. In addition to NDC reducing our grant support over a number of years Devon County Council have phased out grant support for the Shopmobility service.

Any further funding cuts to our organisation will have a disproportionate effect on those who need to be protected. We cannot keep delivering more for less and for the period ending 31/12/2017 we had a deficit of £16,192 for the financial year. We were fortunate to have sufficient reserves this to cover this significant deficit but we are aware we cannot continue to draw upon our reserves at this rate indefinitely. The annual accounts for the period ending 31/12/2018 are at the time of writing this document being drafted ready for audit.

The current fundraising climate and our continued shortfall in funding would indicate that any further cuts will indeed impact on our ability to deliver Shopmobility & Ring & Ride at the same level or indeed if at all. The NDC strategic grant is used each year as a platform on which we build confidence with stakeholders, local and national charitable trusts, local businesses and the general public who continue to financially support us. This grant has not received an inflationary increase since 2008 and in recent years income from donations, investments and Gift Aid is down significantly. We are currently drawing on reserves despite our best efforts to cut costs where we can. Our costs including payroll, fuel, utilities have all gone up. We cannot keep giving more for less and the board will eventually have no option but to implement our "planned closedown" for which we have a ring fenced "contingency fund" in our reserves to cover redundancies and other financial commitments. Of course, we hope this does not happen.

If the Ring & Ride service ceased to operate there is no alternative to replace this door to door service. As you know public bus operators would not wish to provide this service as there would be no profit in it for them and they are unlikely to serve rural areas without substantial subsidies. In the county of Devon, forty years ago there were fifty bus companies of varying sizes. Now there are twenty. With the continuing reduction of rural bus services the Ring & Ride service has an important role in helping to prevent isolation and loneliness in these areas.

### **Other services include:**

- The Cancer Care Car Service which serves North Devon and Torridge areas.
- North Devon Transport and Travel Guide 2018/19 (8<sup>th</sup> Edition) providing information.
- Home to School Transport Service.
- Volunteering placements and opportunities.

**Sharon Lynch**

**Manager**

**Go North Devon Ltd**

[www.gonorthdevon.co.uk](http://www.gonorthdevon.co.uk)



North Devon Voluntary Services Ltd

Registered Charity Number: 1133707

A Company Limited by Guarantee registered

in England Number: 6934618

16<sup>th</sup> of January 2019

Dear Bev,

**North Devon Council Strategic Grant 2019/20**

North Devon Council has been a long- term and committed supporter of the work of North Devon Voluntary Service (NDVS).

The role and resilience of the Voluntary Sector has never been more important given the increased reliance on the sector to meet the needs of their communities. Ten years of austerity and significantly reduced local authority budgets has had a dramatic impact on services and our local communities. Local authorities have had to make very difficult decisions to ensure they maintain key public services. The result is a greater reliance by residents on the Voluntary and Community Sector to meet the needs. In addition the Sector has faced its own challenges with reduced financial support, highly competitive funding processes and reduced income streams

NDVS provides vital support to the sector through advice, information and training. We also promote and champion voluntary action across North Devon building and strengthening local communities. As the Council for Voluntary Service we represent the Voluntary Sector at key strategic meetings to ensure the sector has a voice and can influence policy and practice. We fulfil a vital role and one which is valued by both the sector and strategic partners. I have attached our 2019/20 delivery plan to show the variety and depth of work we propose to carry out.

The NDVS has been very grateful for NDC's support over the years and your continued support is vital if we are to develop and strengthen the Voluntary and Community Sector to meet future challenges.

Yours faithfully,

Karen Evans

Interim Chief Officer

### North Devon Wide



NDVS is the local Council for Voluntary Service for North Devon. We work with local groups and organisations providing; information, advice, training and help with funding. Our aim is to help our voluntary and community sector function effectively, manage risks, gain skills, access funding and have a voice at a local level. In addition we will support and promote voluntary action within our local area

### What we plan to do

We will maintain our strategic partnerships with statutory and local service providers to maintain flow of communication to and from the Voluntary Sector. We will continue to bring together organisations to identify existing activity, identify gaps and set priorities, bringing an asset-based approach to all our work across propriety areas. We will continue to develop our relationships with the NHS, NDC and other statutory services in North Devon. We will continue to work with One Northern Devon, One Ilfracombe and the newly formed One Barnstaple to represent the Voluntary Sector and support the development of partnerships, networks and activities to support local communities.

### What success will look like

- ✓ Needs analysis and partnership data collated
- ✓ Number of Voluntary Sector Organisations we directly work with
- ✓ Number of new groups supported
- ✓ Strategic meetings attended
- ✓ New networks created/new partnerships formed
- ✓ Monitoring our sharing of key data, reports and business plans
- ✓ Membership of key strategic partnerships and forum
- ✓ Volunteer opportunities and recruitment

### Why prioritise Barnstaple?



Barnstaple faces a number of particular health and wellbeing related challenges, including severe pockets of higher than average bad health,

high levels levels of care, high levels of unemployment and deprivation and lack of essential befriending and wellbeing services, amongst others.

Photo ©Tim Lamerton

### What we plan to do

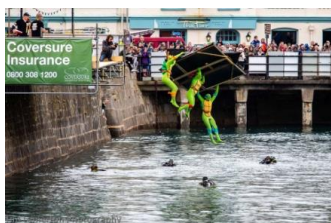
We will continue to support the development of a strong community sector partnership, that focuses on the needs of the community and works with key statutory agencies to develop an asset based approach to community development.

As a result of this work, it has been agreed to hold regular forums, feeding into a voluntary sector steering group, which will in turn support the work of 'One Barnstaple'. The Forums will create a cohesive and strong voice of the local Voluntary Sector at One Barnstaple. NDVS will also work with the individual organisations to build on their strengths and ensure they are resilient and able to meet their communities' needs.

### What success will look like

- ✓ Gaps in provision identified
- ✓ Steering Group formed
- ✓ Regular Community Action in Barnstaple Forums scheduled, publicised and hosted
- ✓ Links with One Northern Devon, One Barnstaple, Edge of Care and Voluntary Sector Partners initiated and built upon
- ✓ Needs analysis collated
- ✓ Data sharing enabled between Voluntary and statutory organisations
- ✓ Action Plans agreed
- ✓ Funding secured for future continuation

### Why prioritise Ilfracombe?



Ilfracombe is well known as the town with the lowest life expectancy in the whole of Devon. The North Devon Locality

Public Health Action Plan identified a place-based approach to Ilfracombe as one of its 5 priority areas.

Of the three LSOAs which make up Ilfracombe Central, two are in the top 11% for multiple deprivation and one is in the top 4%. Photo ©Tim

Lamerton

### What we plan to do

Ilfracombe was at the forefront of the development of the 'One' branded place-based community led action, responding to the specific needs of the town. We will continue to support them in their work, particularly with One Ilfracombe and their 'Living Well Chamber of Care' activity, ensuring the Voluntary Sector is a key part of the discussion and solutions.

### What success will look like

- ✓ Big Lottery funding secured
- ✓ If funding is not successful, alternative plan drawn up
- ✓ Partnership meetings attended
- ✓ Actions agreed, completed and reported on

### General work



### What we plan to do

We will continue to provide regular newsletters and up dates on funding opportunities to ensure that local North Devon organisations are able to continue and develop their good work. We will champion volunteering, promote volunteer opportunities and celebrate the value volunteers bring to North Devon

### What success will look like

- ✓ Regular newsletters
- ✓ Regular forums and networking events
- ✓ Training opportunities
- ✓ Funding success
- ✓ Promoting volunteering
- ✓ Volunteer awards event
- ✓ Annual report



## North Devon

Since the beginning of our Financial year 1<sup>st</sup> April 2018 our figures:



Our Citizens Advice (CA) offices in North Devon, operate as a local independent charity, providing free, confidential, impartial and independent advice to everyone in the North Devon District. Our offices in North Devon are located in The Strand, Barnstaple, The Ilfracombe Centre, Ilfracombe and the Amory Centre in South Molton. North Devon residents, who would prefer not to or are unable to attend face to face appointments at our offices, can receive advice through our telephone (Advice Line) or Webchat services. These services have received a dramatic increase from clients choosing to contact us in this way. The service in North Devon makes a huge contribution to the local community and in the first 6 months of 2018/19, we have **generated £3.3 million** of income gain for our clients, brought back into the North Devon economy.

Universal Credit (UC) went live in North Devon in July 2018 and our volunteers have received specific training to support clients with the biggest change to happen to the benefits system since its creation. We are already seeing an increase in vulnerable clients who need support with how Universal Credit is affecting them and the subsequent issues, overall **an increase of 110% clients** in the first 6 months from last year's figures. This includes areas such as debt, as people learn to manage their welfare payments monthly instead of weekly. Evidence shows that when an area goes live with UC, enquiries to Citizens Advice quadruple (Citizens Advice Data: Somerset roll out 2016), and this is proving to be the case in North Devon.



Our **volunteers** donated time, equates to an amazing £229,159 (according to National Citizens Advice calculations). There is a great value to the benefits of volunteering, 9 in 10 of our volunteers have an increased sense of purpose or self-esteem, 4 in 5 believe volunteering has had a positive effect on their health and 9 in 10 feel more engaged with their community.

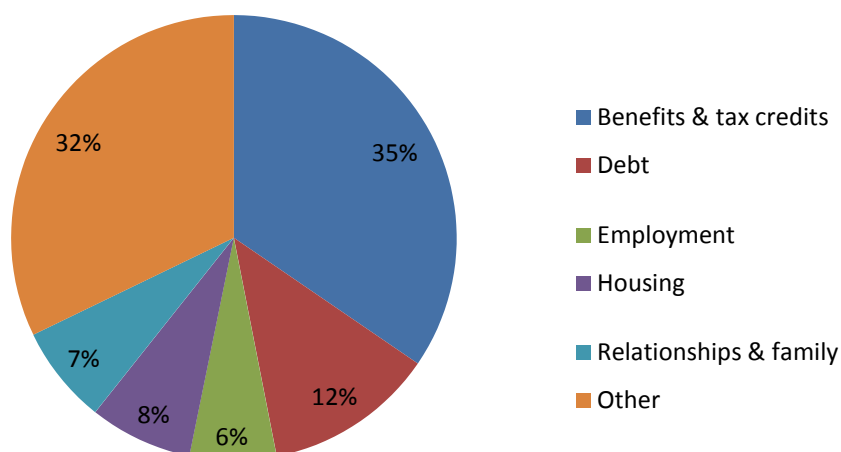
### Research and Campaigns: Generating Evidence Forms for North Devon Residents


We generate evidence based on common enquiries that our clients come to see us about. We harness this evidence and use it to campaign to Government at a National and local level. We do this in order to help make society fairer and improve the policies and practices that directly affect people's lives. In the past 6 months, we have generated 41 evidence forms in North Devon. The issues raised included debt, Personal Independence Payments (PIP), Employment Support Allowance (ESA) and Job Seekers Allowance (JSA).

The funding to operate our core service is helped with a grant from North Devon District Council and Devon County Council. We also receive donations from Barnstaple, Ilfracombe, South Molton Town Councils along with local Parish Councils. We apply for grants for our core service and for projects and these include specific locally focused funders like the Barnstaple Bridge Trust. We have also started looking at alternative funding streams, including our own local fundraising, which includes supermarket collections in the area and online donations. We rely heavily on these grants and donations to sustain the services provided. Any cut in funding will have an impact to the charities operating hours within North Devon and ultimately put more pressure on the authority, as clients seeking support from LA, front of house services, will increase.

## April-September

### Top 5 Advice Categories



 **98%** of clients would recommend our local advice services across North Devon

After receiving our support clients felt...

  
**4 in 5**  
Felt less stressed, depressed or anxious

  
**Nearly 1 in 2**  
felt their physical health had improved

  
**1 in 2**  
had more money or control over their finances

  
**Nearly 1 in 4**  
had a more secure housing situation



**Vicki Rowe**  
**Chief Executive Officer**

21<sup>st</sup> January 2019