



Mid Devon Mobility

Connecting Communities

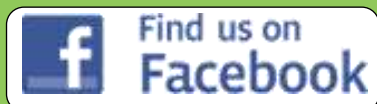
Annual Report 2019/20

Registered Charity Number: 1099477

Company Ltd by Guarantee: 4738406



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



MidDevonMobility



@MidDevonMobility

Tiverton Office: Multi Storey
Car Park, Phoenix Lane,
Tiverton, Devon, EX16 6NB.

Crediton Office: Union Road
Crediton, Devon, EX17 3AL

Tiverton: 01884 242099
Crediton: 01363 773303

Email: info@middevonmobility.org.uk

Welcome to our Annual Impact Report

Dear Reader

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

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

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

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

Best regards
Ro Darlington
Chair



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

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

Our Aims:

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

Our Objectives

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

Contents

Welcome to our Impact Report	2
Our Aims and Objectives -	3
Our Services -	4
Our Impact in 2019 / 20 -	6
A brief history -	8
Trustees and Staff -	9
Social Impact and Mission -	10
Our scale of operation -	11
The Area we cover -	12
Chief Executive's Summary -	13
Financial Report -	14
Economic Return -	15
Acknowledgements -	16



Our vision

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



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



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



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



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

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

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

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



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

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

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

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

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

Supply of drivers for Local Authority special needs day centre.

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

Community Hub Facility – offering a variety of social activities.

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

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

Our Impact in 2019/2020



The Ring & Ride service, enabled

6982 Passengers to get out & about, travelling 28,188 miles on 598 Journeys



Based on a national minimum wage, our volunteers donated the equivalent of

£173,094.57

14 Staff & Volunteer training courses completed.



31,774 Journeys completed



3952 People attended our Community Hub



36,747 Calls Received



We transported

14,256 Passengers using our Community Car Scheme Completed 12,854 Journeys Covering 153,336 Miles

19,427

Volunteer Hours donated



352 New members this year



4998 Newsletters distributed

393 E-Newsletters

Shopmobility has assisted 1121 Passengers, using 2068 mobility vehicles during 1647 daily hires. 392 people have completed our safety scooter training this year.



We transported 10,958 Passengers using our Wheelchair Accessible Vehicles Completed 2997 Journeys Covering 28,955 Miles

“ The sheer kindness from my Community Car Drivers simply fills my heart with joy, it’s a pleasure to have an appointment just to get a chance to have a chat along the way. ”

Purchased our 1st Trishaw



Our Community Hub

This year our volunteers donated 677 hours to lead or help our Community Hub sessions.

“ Using a mobility scooter helps me keep my independence & allows me to go where I want to, without this opportunity I would have to bring someone with me to push me around in my wheelchair, this service is my lifeline. ”

“ Our Recycle to Mobilise Project has prevented 239 mobility items heading to landfill! ”



Our services covered a staggering

329,046

miles this year.

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



Contracted Transport

18,911 Passengers

2,235 Journeys

Day Care Transport
6,969 Passengers
2,453 Journeys



62,968

Passengers

That’s a total of 57 tennis courts filled with seated passengers!

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

63 Mobility Prescriptions

10

Delivered

4 Fitted

Our Passenger Clubs have enabled 2724 People enjoy a social outing, by providing 165 Journeys, covering 9,656 Miles

£1,693 donated using our Minibus Money Boxes



“

We have eaten in excess of 422 slices of cake at our Coffee Mornings & Community Lunches!



”

A brief history

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

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

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

In February 2014 the area we cover greatly expanded; we now cover the whole

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

Legal and administrative information

Charity No. 1099477

Company Limited by Guarantee No. 4738406

Trustees 2018-2019 page 9

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

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

Tiverton :01884 242099 Crediton :01363 773303

Website www.tdcta.org.uk

E Mail Addresses:

ceo@middevonmobility.org.uk,

accounts@middevonmobility.org.uk,

sarah@middevonmobility.org.uk

Info@middevonmobility.org.uk

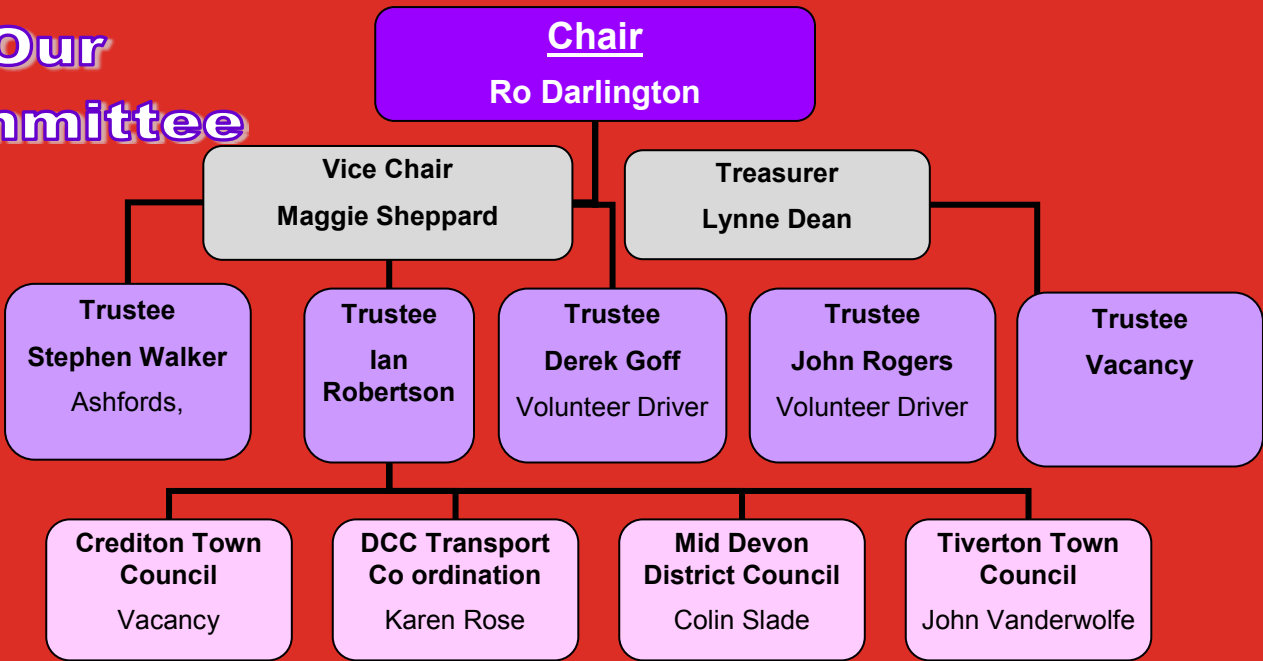
Bank: Nat West Bank, 11 Fore Street Tiverton, EX16 6LW

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

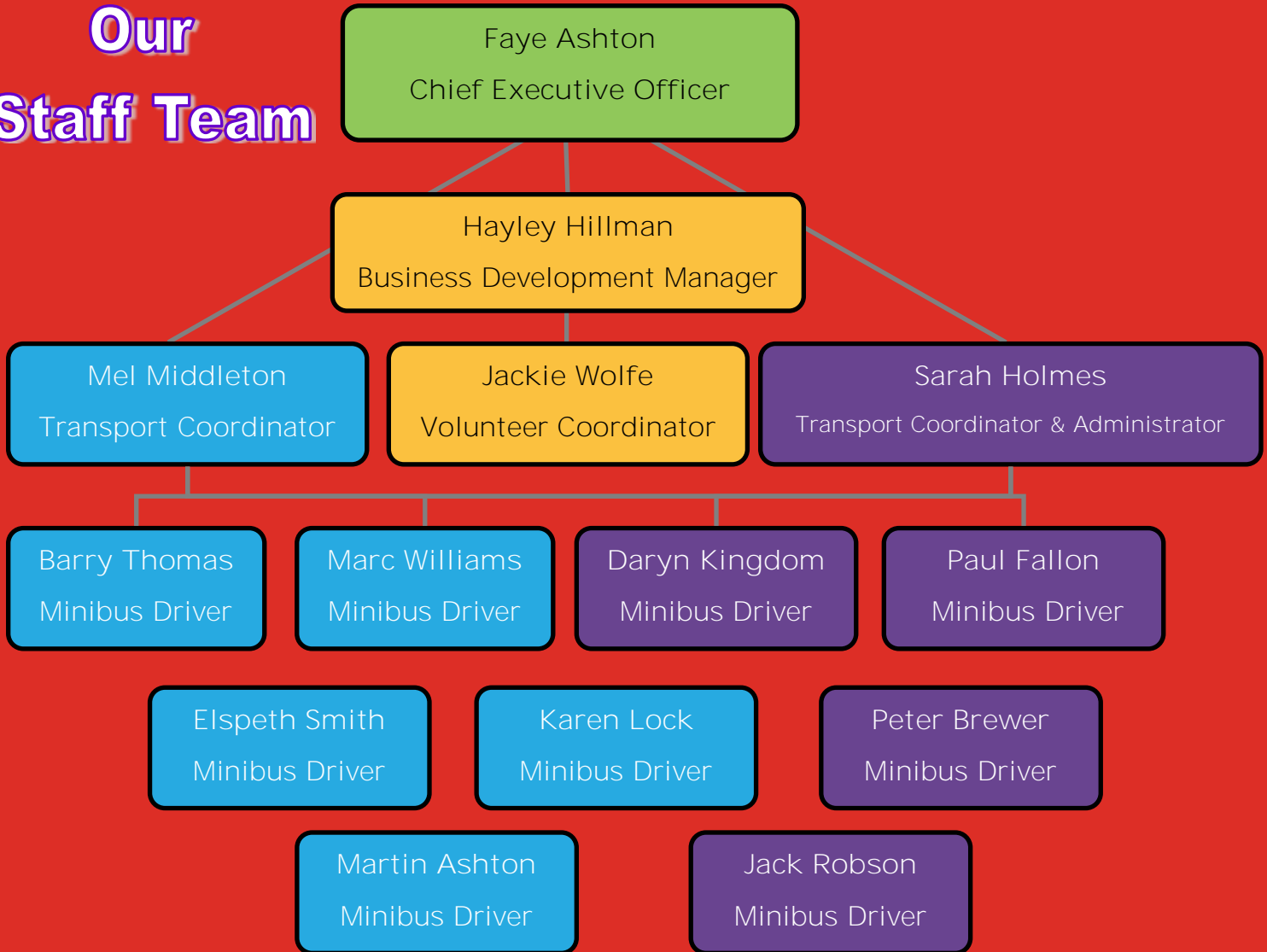


**Mid Devon
Mobility**
Connecting Communities

Our Committee



Our Staff Team



Our Social Mission

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

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

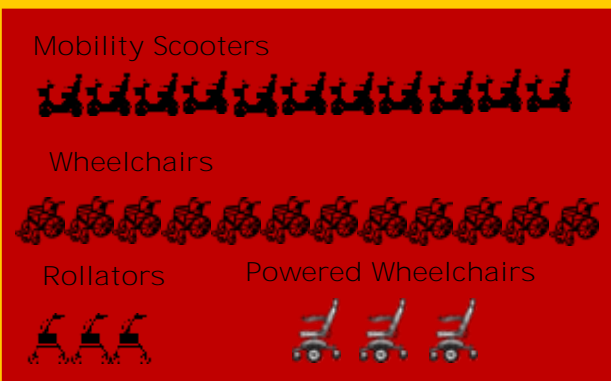
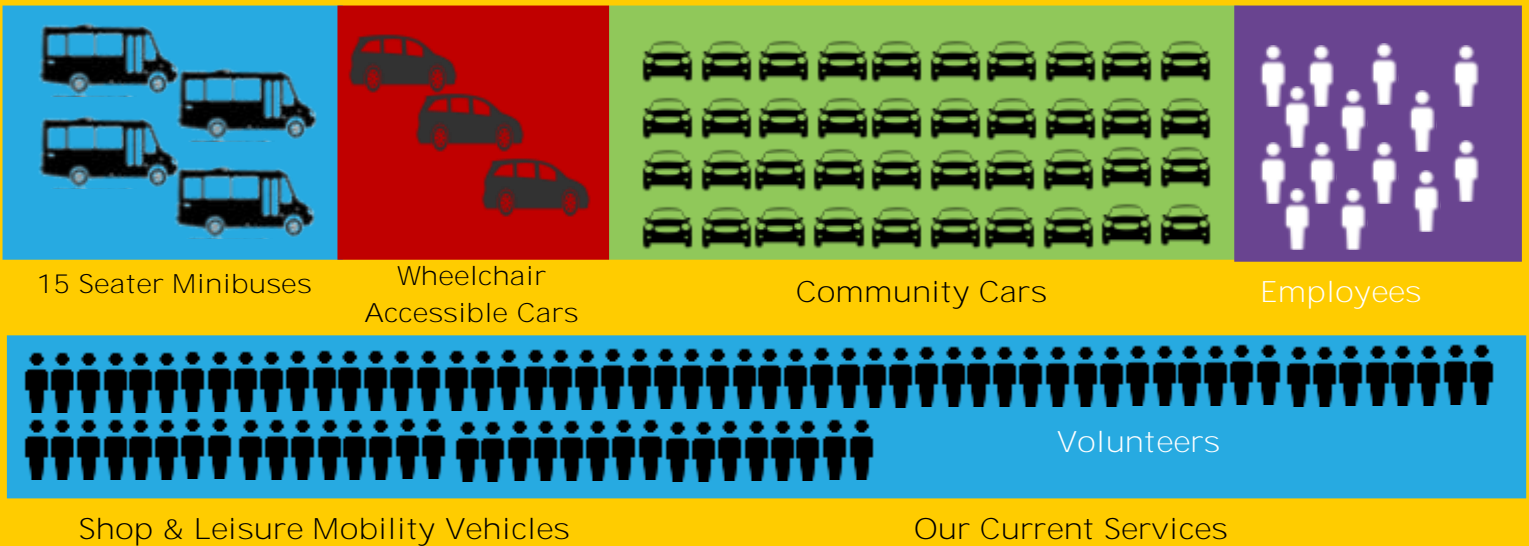
Our Ring and Ride and Day Trip Club services not only provide an essential connection to a supermarket but equally importantly , the chance to socialise and catch up with each other, often our members form strong bonds and become friends that stay in touch on a regular basis, not only using our services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



Our Annual Comparisons

Annual Comparisons	2018/19	2019/20	Increase	%
Total Journeys	29,918	31,774	1586	6.2
Total Passengers	61,639	62,968	1239	2.16
Ring & Ride Passengers	6814	6982	168	2.46
Community Hub Attendances	3688	3952	264	7.16
Recycled Items	228	239	11	4.82
Wheelchair Accessible Vehicle Passengers	9854	10,958	1104	11.20
Shop & Leisure Mobility Vehicles Used	1974	2068	94	4.76
Community Car Journeys	11,669	12,854	1185	10.15
Community Car Passengers	12,958	14,256	1296	10.02

Our Scale of Operation



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

Summary from the Chief Executive Officer

Our charity has continued to grown over the past 30 years starting with just a few community cars. Throughout this time the number of staff and volunteers has increased immensely to ensure smooth operation of our services.

This year has been filled with a variety of challenges, frustrations, rewards and overall satisfactions. Throughout the year we successfully obtained various grants helping to keep our services in full operation. In 2020/21 we are aiming to replace two ageing vehicles to help keep our running costs as low as possible.

This year we have focused on increasing our income from various avenues, there has been steady but positive process, helping us to become a better developed charity, striving towards a sustainable future with an aim to become a flagship organisation.

At the end of this year with the announcement of the pandemic, our services had to change rapidly to ensure the safety of our beneficiaries, in less than a fortnight we developed a shopping and prescription delivery service, a telephone befriending service and six months later we have developed a hot meal delivery service, operating from a beautiful 5 star kitchen made possible by The National Lottery. Recruiting two new members of staff in the middle of a pandemic. It clear to say that we have an amazing team and the way everyone has adapted to this stressful situation is heart warming, we really do strive to make a difference in our community.

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

Throughout this year we completed 31,774 journeys, helping in excess of 62,968 passengers, many of them would have otherwise been unable to access shops and services in the Mid Devon area covering a staggering 329,046 miles. Our services have continued to develop to meet the needs of the community, there has been an overall increase on all our services.

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

Our Volunteers have very kindly dedicated a staggering 19,429 hours to help run our schemes. Based on a national minimum wage this amount of hours equates to over £173,094 donated in time. Without our amazing volunteers we would simply not be able to achieve anywhere near the amount of journeys we currently undertake. Our volunteers are truly the back bone of our organisation and for this I sincerely thank you all.

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

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

Faye Ashton



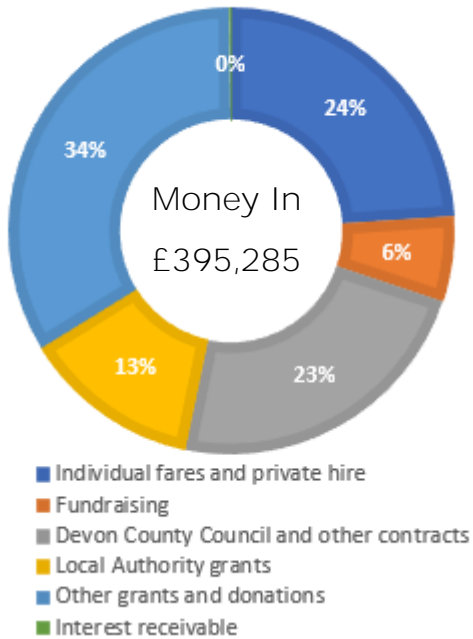
Financial Report

<u>Income</u>	19/20	18/19
Individual fares and private hire	94,626	108,319
Fundraising	24,358	31,516
Devon County Council and other contracts	91,686	89,204
Local Authority grants	51,062	52,175
Other grants and donations	132,929	53,121
Interest receivable	624	76
<i>Total incoming resources</i>	<i>395,285</i>	<i>334,411</i>
<u>Expenditure</u>		
Transport costs	282,599	256,897
Fundraising	2,471	2,190
Governance costs	65,510	61,768
Profit / (Loss) on disposal of fixed assets	931	0
<i>Total Funds</i>	<i>351,511</i>	<i>320,855</i>
Net expenditure for the year		
before transfers	43,774	13,556
Net movement in funds	43,774	13,556
Total funds brought forward	151,083	137,527
<i>Total funds carried forward</i>	<i>194,857</i>	<i>151,083</i>

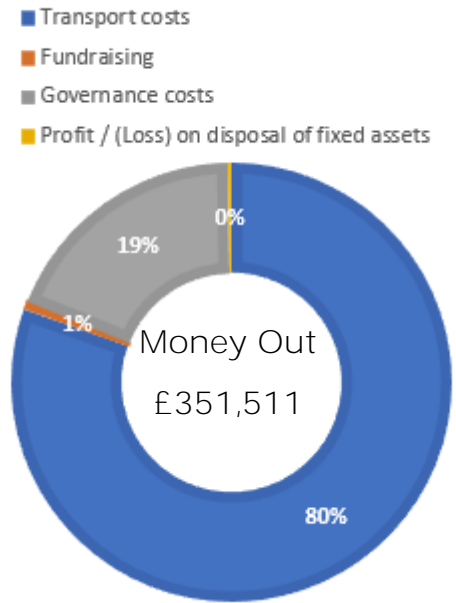
Financial Report—The Financial position over the course of the year has been relatively stable. Many of our services by their very nature exceed their grant received from Local Authority. The stability was made possible by an increase in fares and membership received along with continuous and successful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

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

INCOME 19/20



EXPENDITURE 19/20



Economic Return

Our services continue to support tourism and has a major benefit across the region, every year we hold a spend survey to help us show the economic benefit generated by Mid Devon Mobility. This year we had 1367 responses (users) spent more than £68,481 in one month directly in the local area. With a total of 2014 users this would equate to an average of £50.09 per service user totalling an estimated spend of £100,893 in November. This annual occurrence helps us prove our worth within our local community.

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

“Together we are stronger”



Independent Examiners



Chartered Accountants

21 Bampton Street, Tiverton

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

£1,269.32

Acknowledgements

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

Awards for All

Bampton Parish Council

Bickleigh Parish Council

Big Lottery Reaching Communities

Borden Gate Parish Council

Bradinch Parish Council

Brampford Speke Parish Council

Chawleigh Parish Council

Cheriton Bishop Parish Council

Cheriton Fitzpaine Paish Council

Clayhidon Parish Council

Coldridge Parish Council

Crediton Town Council

Cullompton Town Council

David Gibbons

Devon County Council

DCC Locality Budget

Dr & Mrs A Darlington C Trust

Francis Windham Foundation

Hemyock Parish Council

Hittisleigh Parish Council

The Kelly Trust

L & R Gilley Charitable Trust

Lapford Parish Council

Mid Devon District Council

Morchard Bishop Parish Council

Newton St Cyres Parish Council

The Norman Family Trust

Sandford Parish Council

Sampford Peverell Parish Council

Shobrooke Parish Council

Tedburn St Mary Parish Council

Thorverton Parish Council

Tiverton Municipal Charities

Tiverton Town Council

Uffculme Parish Council

Uplowman Parish Council

Viscount Amory Charitable Trust

Witheridge Parish Council

Willand Parish Council

Our hard working and dedicated volunteers.

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

Thank you for your continued support throughout 2019-2020

*Thank
you*

