



Annual Report 2020



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**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
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
9.15am to 4.00pm
(closed Bank Holidays)

AFFILIATED TO:

National Federation of Shopmobility.
The Community Transport Association.

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

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!

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 second hand 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

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)

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

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.

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.**



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