

Devon Access to Services Project

Improving Access to Information, Services and Representation

Community Car Schemes

Social Kindness in Action

Report into the financial and social benefit of supporting Community Car Schemes in Devon



Photo: Tim Lamerton

Tim Lamerton and Jo McDonald October 2015

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With thanks to all the members of the Devon County Car Forum for their expertise, contributions and support.

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1. Introduction

The NHS would struggle to deliver a service that is free at the point of delivery if people were unable to get to their appointments. Across the county many isolated, elderly and disabled people find it difficult to get about due to their restricted transport choices. Many of them are not well enough to make their own way to appointments, but are not **yet** ill or infirm enough to qualify for NHS supported Patient Transport, or to need emergency treatment via ambulance or paramedic.

Community Car Schemes help such people to get to medical appointments and to receive appropriate health care whilst remaining in their community.

2. Executive Summary

Community Car Schemes provide significant support to their passengers; it is not just the journey. During 2014-15 the **41** full members of the Devon Community Car Forum, provided **124,794** passenger journeys over **84,900 (68%)** journeys to and from health appointments and over **39,800 (32%)** social welfare journeys across Devon.

This activity helps health providers support their patients with timely and appropriate care at the point of delivery. Schemes assist patients through their medical journey e.g. from initial doctor's appointments to secondary treatment and rehabilitation.

Despite their use of over **110,000** volunteer hours, these services cost the **41 Schemes £1,021,906** to deliver. However, with **1,432,063** miles travelled in the year, the cost was a mere **£1.40** a mile. Passengers contributed **£608, 966 (60%)** of these costs; and Schemes raised a further **£259,581 (25.4%)**. This means that in 2014-15 **£153,359 (15%)** of their costs was funded from reserves.

A significant minority of Schemes are currently in financial crisis with **20 (49%)** reporting a deficit for the financial year 2014-15. This is of serious concern as these organisations provide **56,625 or 67%** of all health journeys and **15,000 or 40%** of all social welfare journeys provided by Forum members. In February 2015 one of the largest Schemes in the county went into administration because of cash flow problems, putting 10,000 journeys a year at risk.

Car Schemes can help the NHS to save money and make the most of reducing resources:

- They have saved the Healthcare Travel Costs Scheme (HTCS) at least **£139,000** in potential claims in 2014-15 for transport to secondary care
- They transported people to **38,492** primary care appointments, which if only half of these patients failed to attend and cancel their appointments would have cost a potential **£2,078,568** (with the cost of DNAs at £108 per appointment. <http://www.england.nhs.uk/2014/03/05/missed-appts/>)
- With a further **46,479** journeys made to secondary care where the potential cost of missed appointments is considerably more, Car Schemes can demonstrate the potential savings they make for health care providers. Schemes spend over **£30,000** a year managing **7,700** journey cancellations due to appointment changes, helping the NHS provide a flexible service to patients. If only half of these appointments were then missed, again using only the £108 cost of a GP DNA the extra burden on the NHS would be at least **£415,800**.
- These examples alone represent a potential saving to the NHS of **£2,633,368**.

Schemes are facing a potential deficit of **£153,000** for the financial year 2015-16 to maintain their services to their passengers and the savings for the NHS. If financial support was offered to Schemes to help cover this, such an investment would represent a potential cost benefit, or return on investment of **over 17:1**.

For 2014-15 Devon County Council made **£32,000** available to Car Schemes across the county. Health providers gave grants totalling nearly **£26,000** to individual schemes and the NEW CCG gave a **£500** grant to help form Torridge Volunteer Cars, an invaluable amount that enabled them to start up very quickly. However, in the same period, the NHS has now ended long term funding arrangements worth at least **£25,600** to a number of Devon's Car Schemes for 2015-16.

3. What are Community Car Schemes?

Community Car Schemes help people with no other viable transport options to attend essential and routine appointments, and to receive appropriate health care whilst remaining in their own homes, care homes and communities.

They are local groups, all run by volunteer Management Boards, who provide transport to individuals from their community at the lowest possible cost. The majority of the transport is provided by individual volunteer drivers using their own cars, receiving only vehicle expenses in recompense.

An increasing number of Schemes (15) own wheelchair accessible vehicles and use both volunteer and paid drivers to provide over 9,000 journeys to people travelling in wheelchairs

Two organisations exclusively use their own vehicles and professional drivers to provide 3,222 journeys for people who require treatment and support for leukaemia and cancer.

4. Keeping people healthy and in their own homes for longer

By ensuring that people are able to access the health services they need, Community Car Schemes not only help to keep their passengers healthy, they also help to keep people in their own homes for longer. The provision of essential transport by Community Car Schemes enables people to:

- Remain healthier for longer
- Maintain their independence
- Feel happier and less isolated

In addition the Volunteer Drivers benefit by:

- Keeping active and therefore healthier
- Feeling happier and less isolated
- Feeling valued as they contribute to and strengthen their community

- The benefits of Rural Community Transport, Social Return on Investment Report: <http://www.gaugeni.co.uk/sites/default/files/resources/RCTP-SROI-Report.pdf>
- Going the extra mile: Community Transport Services and their impact on the health of their users. Greater Manchester Centre for Voluntary Organisations 2009: <https://www.gmcvo.org.uk/extramile>
- Social Kindness and Community Transport in Devon: <http://www.tfyc.org.uk/social-kindness-papers/> .

5. Contributing to the vision of the NEW CCGs

Through their work, Community Car Schemes across the county help to ensure that the NEW Devon CCG in Devon achieves its own outcomes of:

- "Healthy people, living healthy lives, in healthy communities"

And that this will be:

- "Easily accessible to local people"

6. Contributing to the vision of Devon County Council

In its "Better Together" 2014-2020 Strategic Plan, Devon County Council states that it aims to "enable people to lead healthy lives in Devon's outstanding environment, support people to live in their own home as part of a supportive community, and focus on reducing inequalities in health".

Community Car Schemes support DCC to achieve this by:

- Supporting people to "stay independent and recover after a crisis" whereby "more people will maintain their health and independence into older age"
- Helping "communities to be supportive and inclusive" so that "more people feel valued respected and included".

7. Total Transport pilot

DASP (Devon Access to Services Project) is working to ensure that Community Car Schemes are linked in to the bigger transport picture across Devon, including liaising with Community Transport initiatives such as Ring and Ride, and maintaining a close working relationship with the Devon County Council Transport Co-ordination Service.

Devon has recently been successful in its bid to be part of the Total Transport pilot. As a low cost, high value service, Community Car Schemes will be a vital part of this initiative.

When launching this initiative in March 2015 Transport Secretary Patrick McLoughlin said: "Good transport is the lifeblood of local communities and we must ensure every penny spent is being used effectively. This is about improving access to the services people rely on most, from getting to school, to the shops or the local hospital".

8. How do Community Car Schemes support this vision?

In Devon in 2014-15 the members of the Devon Community Car Forums provided over **124,700** journeys for health and social wellbeing purposes. Covering over 1.4 million miles, they supported isolated individuals, towns and rural communities. See Appendix 1 for key facts and Appendix 2 for a list of members.

9. Would the NHS miss Community Car Schemes?

The financial burden to the NHS will rise if Car Schemes are no longer able to help people keep primary health care appointments, get to planned secondary care and to enjoy social activities essential to wellbeing.

Car Schemes' activity saves the NHS precious resources every year, for example:

- Schemes provide over 38,000 single journeys to and from Primary Care (see Appendix 1) and save a potential £108 for every GP appointment not missed (Did Not Attend). <http://www.england.nhs.uk/2014/03/05/missed-appts/>

If only half of the primary care journeys that Car Schemes make were missed and not cancelled, potentially over 19,000 GP Practice appointments could be missed, or replaced by home visits by a doctor, community nurse, ambulance or paramedic. Using the DNA costs as a minimum cost example (as above), the extra burden to the NHS could be as much as **£2,078,568**.

- Hospital Travel Costs Scheme. A recorded **4,688** passengers claimed under HTCS (see Appendix 1 data) at an average journey cost of £10.33. Without Car Schemes this transport would be provided by taxis. At an average cost of £40 per taxi journey, passengers would reclaim at least an estimated extra **£139,000** per year.
- The NHS often changes appointments, moving patients to an earlier appointment in response to cancellations, or to a later date to relieve pressure. Car Schemes spent **£30,100** managing their **7,700** cancellations to support this process. Without Car Schemes it is likely that an increasing number of these re-scheduled appointments will be missed. Again, taking half of the cancellation figures and using the GP DNA cost as a least cost figure the extra burden on the NHS would be at least **£415,000**.

Did Not Attends (est 19,246 appointments at £108 per DNA)	£2,078,568
Hospital Travel Costs Scheme	£139,000
Cancellations/re-scheduled DNAs	£415,800
Potential value of Car Schemes to the NHS	£2,633,368

Car Schemes not only help the NHS fulfil its core function of being able to deliver health care free at the point of delivery, but also contribute, through their invaluable work ,to specific initiatives such as:

- The Care Closer to Home and Transforming Community Services agendas <http://www.newdevonccg.nhs.uk/get-involved/community-services/101039>
- Successful health and wellbeing initiatives such as the Leg Club in Barnstaple (See <http://www.legclub.org/news/all/10/date/desc/Press-release>).

Car Schemes spend over **£1,000,000** a year supporting patients and saving the NHS over **£2,600,000**. To continue operating sustainably, Schemes urgently need **£153,000**. If the NHS were to invest, this would represent an investment ratio of **17:1**, ie. for each £1 spent it could save £17.

Or to put it another way. Schemes provide over 46,000 journeys to and from Secondary Care (see Appendix 1) and contribute to saving a potential **£7,400*** for every community hospital admission that did not have to take place. (* "Care Closer to Home, Transforming Community Services and locality commissioning intentions"; presentation 4 December 2014 Dr John Womersley, Chair NEW CCG).

Looked in this way, Schemes only have to contribute to keeping **20** people out of a hospital bed for it to be worth investing **£153,000**. With a total of **85,500** health journeys, this does not seem an unreasonable expectation or claim.

10. The social benefits of Devon Car Schemes

Community Car Schemes undertook over **39,000** journeys taking people to social wellbeing activities such as shopping trips, lunch clubs, hair appointments and social visits in Devon during 2014-15.

There is a wealth of evidence to show that such activities contribute to peoples' overall health and wellbeing, helping to keep them healthy and enabling them to remain in their homes for longer. The government has produced an over-arching document which collects many of the references to this in one place: "Wellbeing: Why it matters to health policy": https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/277566/Narrative_January_2014_.pdf

There is also evidence that transport in general contributes to people's wellbeing; "Valuing the social impact of Public Transport", DfT, Mott McDonald and the University of Leeds, March 2013: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/226802/final-report.pdf

11. Economic benefit to the local area

Passengers: Are able to purchase goods and services at their destinations that they would not have been able to do so without transport. Up to 90% of Torridge Community Transport Association passengers did not have access to the internet to make such purchases. (Torridge Community Transport 2014).

Drivers: 1.4 million miles are travelled every year that would not take place without Car Schemes. Drivers receive **£538,800** in expenses. These expenses are spent locally on fuel and on the running, servicing and eventual replacement of vehicles that would not otherwise have done this mileage.

Schemes: Spend over **£483,000** on services, phones, rent, heat, light, stationary etc including providing over **30,000** hours of paid employment.

All of the above contributes a significant economic benefit for Devon.

12. What is the cost to Community Car Schemes?

Commitment and hard work on such a scale can become so every day that it is almost invisible. However, as the residents of Torridge and Ilfracombe discovered in February 2015, it can prove shockingly difficult to replace such a service when the co-ordination disappears. This happened when Torridge Community Transport went into liquidation leaving over 10,000 unmet passenger journeys a year without any immediate viable alternative.

Services run by volunteers are not free. To provide a professional, legal, accessible and safe service to passengers and drivers takes time, effort and money. Car Schemes have overheads such as DBS checks, office and insurance costs. Some find that the huge pressure on them for their services means they need to employ a paid Co-ordinator for a few (or many) hours a week, with over 30,000 paid staff hours dedicated to providing Car Scheme services during 2014-15.

Responding to over 7,700 passenger cancellations, mostly because of changes to medical appointments, cost Schemes over **£30,000** to administer (6% of overheads) in 2014-15.

For 2014-15 Schemes reported total costs of **£1,021,906**, with overheads of **£483,097** and a deficit of **£153,359**.

Proportion of deficit by journey type

Journey Type	No	%	Cost
Social	39,823	31.91%	£48,937
Medical: Primary Care	38,492	30.84%	£47,296
Medical: Secondary Care	46,479	37.25%	£57,126
Totals	124,794	100.00%	£153,359

This represents Schemes spending £104,422 of their reserves supporting medical treatment, and £48,937 supporting social welfare for their passengers for 2014-15.

13. The future of Community Car Schemes

Community Car Schemes are grass roots organisations that are able to respond to local need and new initiatives quickly and appropriately, e.g. Age Concern Barnstaple and District Car Scheme, who transport patients to the highly successful Barnstaple Leg Club.

As Care Closer to Home develops and people are enabled to stay in their own homes for longer, it is likely that people will need the services of Community Car Schemes more often to reach both medical appointments and essential social activities. Community Car Schemes are in a position to be a critically important part of ensuring the success of this initiative.

41 Car Schemes provided over 84,900 journeys to and from health appointments and over 39,800 social welfare journeys across Devon in 2014-15. However, they are facing a financial crisis with 20 (49%) of Schemes reporting a deficit for the financial year 2014-15.

As the Schemes reporting a deficit provided **56,625** of the health related passenger journeys in 2014-15 (67% of all health journeys) and **15,000** of the social welfare journeys delivered by Forum members (40% of all social welfare journeys), this gives cause for concern. In February 2015 one of the largest Schemes in the county went into administration because of cash flow problems.

In the last few years it has become very difficult for Schemes to raise the grant funding they need, for example the NHS has ended long term funding arrangements worth £25,600 to a number of Devon's Car Schemes for 2015-16.

However, since 2012-13 Devon County Council has made over £90,000 of funding available to Community Car Schemes via the Car Forums (including £60,000 from the Department for Transport Sustainable Transport Fund). This has encouraged participating Schemes to develop closer working relationships and to return standard statistical information as a requirement of the funding. This has provided the overview of their services presented here. For 2015-16 Devon County Council have made a further £32,000 available for Car Schemes across the county.

14. Conclusion

Throughout Devon Community Car Schemes reported a £153,000 shortfall in funding for 2014-15, at a time when it has become increasingly difficult for Schemes to raise funds at a local level.

These services provide over 124,000 journeys a year, 84,971 of them to medical appointments. Over 38,000 (45%) of health journeys are to and from primary care appointments and over 46,000 (55%) to and from secondary care.

Why help fund Car Schemes?

The funding shortfall for Car Schemes for 2014-15 was **£153,000**. Using the cost of a stay in a Community Hospital (see above p6) as a minimum potential cost, this equates to savings to health providers of keeping at least 20 people out of community hospital beds (secondary care journeys), or using the cost of GP DNAs (see above p6), assisting 1,435 people to attend GP appointments (primary care journeys) that might otherwise be missed.

Given the current economic and political climate, we do not envisage Schemes being able to raise the extra amount needed in the short term from traditional sources of funding. Schemes are exploring long term strategies, but these take time to develop.

Spending such a relatively small sum in order to enable Community Car Schemes to keep operating without depleting their reserves would enable the NHS to continue to benefit from the Schemes' value for money services, as well as saving the NHS money. Operating from reserves is not a sustainable strategy, as the demise of Torridge CTA in February 2015 proved.

A cost benefit analysis by the NHS of the journeys to medical appointments alone should help to convince the CCGs of the case for funding Community Car Schemes. Taking the cost to the Hospital Transport Cost Scheme alone; without Car Schemes HTCS claimants would have to travel by taxi adding an extra burden to the NHS of at least £139,000 a year.

If the statutory bodies that benefit from their services were able to contribute the £153,000 urgently needed, for them a relatively small amount, Community Car Schemes would be able to continue to support vulnerable and isolated people across the county in a sustainable manner, continuing to save the NHS valuable resources estimated to be at least **£2,600,000** a year.

Appendix 1: Key facts

Community Car Schemes Activity April 2014 – March 2015

41 Schemes reporting by providing quarterly statistics.

Activity

124,794 Total Passenger journeys of which:

- **39,823** passenger journeys to social and welfare activities (31% of total journeys)
- **84,971** passenger journeys for health (69% of total journeys) of which:
 - 38,492 (45%) of Journeys are to and from primary care
 - 46,479 (55%) of Journeys are to and from secondary care
- Over 4,600 of all health journey costs were claimed for by passengers under the Healthcare Travel Costs Scheme (HTCS)
- 9,187 journeys for passengers travelling in wheelchairs

- Over 7,700 cancellations, mostly health appointments, costing Schemes over £30,000 in administration or 6% of their operating costs.
- **30,765** paid staff hours
- **111,668** volunteer hours with a notional contribution to society of nearly £725,842 (at the national minimum wage in 2014-15 of £6.50 per hour),
- **1,432,063** miles travelled, by approximately 2,000 drivers.
- Journeys cost just **£1.40 a mile**
- **23 miles**, average return journey distance
- **£10.33** average journey cost

Costs

£1,021,906 to deliver Schemes including drivers' expenses

- **£538,809** reimbursed to drivers (53% of costs)
- **£483,097** operational/running costs (47% of costs)
- **£3.87** Average administration cost per journey excluding driver expenses.

Income

- Passengers provide **£608,966 (60%)** of total car scheme costs
- Schemes fund raise/receive in grants **£259,581 (25.4%)**
- Reported funding deficit of **£153,359 (15%)** for 2014-15.

Healthcare Travel Costs Scheme detail

Car Schemes carry qualifying passengers at a considerable saving to the NHS.

Community Car Schemes			
No: of journeys	Average miles	Average cost	Est. cost to HTCS
4,686	23	£10.33	£48,406
Cost to the HTCS without Community Car Schemes			
Taxi (closest alternative)			
No: of journeys	Average miles	Average cost	Est. cost to HTCS
4,686	23	£40	£187,440

Estimated extra financial burden on the HTCS without Car Schemes = **£139,034**

Appendix 2: Car Forum Members who contributed to this report

North Devon & Torridge Car Forum

Age Concern Barnstaple & District 01271 324488 Five mile radius of Barnstaple
Braunton Volunteers 01271 815222 Braunton and surrounding parishes
Combe Martin & Berrynarbor Car Scheme 01271 882050 For members of the Waterside Practice Combe Martin Combe Martin, Berrynarbor and surrounding parishes
Go North Devon Ltd 01271 328866 Cancer Care Car journeys in North Devon & Torridge to North Devon District Hospital for cancer treatment Single Point of Contact (SPOC) for the whole of North Devon and Torridge
Holsworthy Rural Community Transport 01409 259001 Holsworthy and surrounding parishes
One Ilfracombe Car Service 01271 855300 Ilfracombe and surrounding area
South Molton Volunteer Bureau 01769 550467 South Molton and surrounding parishes
Torridge Volunteer Cars 01237 237200 Whole of Torridge, and parts of North Devon including Barnstaple

Exeter, East and Mid Devon Car Forum

Axminster Care Service 01395 579958 Axminster area
Blackdown Support Group 01823 681036 Community Car Scheme and other services Cover the Blackdown Hills
Budleigh Salterton and District Voluntary Car Scheme 01404 46529 (Bookings taken by TRIP) Budleigh and district
Clyst Caring Friends 01392 464940 Based in Pinhoe and Broadclyst Surgeries. Offering many other services
Colyton Link 01297 553664 And community support network Colyton parish

<p>Crediton Community Transport 01363 773303 Including Wheelchair Accessible Vehicle and other services Crediton and surrounding area</p>
<p>Culm Car Service 01884 33161 Culm Valley area (Cullompton)</p>
<p>ELF (Exeter Leukaemia Fund) 01392 493344 ELF supports all haematology patients and those with blood-related conditions with transport, accommodation and advice. Devon wide</p>
<p>Exmouth Council of Voluntary Services Including voluntary representatives of Hospital at Home and Exmouth Community Car Service 01395 266062 Exmouth area</p>
<p>Estuary League of Friends 01392 879009 Many other services Covers large parts of Exeter and East Devon</p>
<p>Ottery Help Scheme 01404 813041 Many other services Ottery St Mary and area</p>
<p>Sidmouth Hospiscare 01392 577126 People registered with Sidmouth GPs</p>
<p>Sidmouth Voluntary Services 01395 512221 Also run many other services serving Sidmouth</p>
<p>Silverton Link Up 01392 860571 Lower Exe Valley between Bickleigh and Cowley (restricted to surgery patients of the Wyndham House Surgery and the Exe Valley Practice). Prescription delivery.</p>
<p>Tiverton and District Community Transport Association (and Crediton) 01884 242099 Many other services including Wheelchair Accessible Vehicle and Mid Devon Single Point Of Contact for Health Journeys Tiverton and district</p>
<p>TRIP Community Transport 01404 46529 Three Community Car Schemes in the Honiton, Seaton and Lyme Regis areas, and: Many other services including Exeter and East Devon SPOC In Devon the services are provided in East Devon and Exeter, but also cover West Dorset and South Somerset</p>

Southern Area Car Forum

Acorn Community Support 01647 252701 Many other services Parishes of Ashton, Bridford, Christow, Doddiscombsleigh, Dunsford , Tedburn St Mary, Cheriton Bishop and surrounding villages
Buckfastleigh Sharing 01364 642007 Members of the Buckfast Medical Practice
Dartmouth Caring Many other services 01803 835384 Dartmouth and surrounding villages
Dawlish Community Transport (East Teignbridge CTA) 01626 888890 Many other services including disabled transport Dawlish and East Teignbridge area
Ivybridge & District Community Transport 01752 690444 Other transport services Ivybridge and surrounding area
Kings Care League of Friends 01626 357090 Newton Abbott and Kingsteignton Areas Many other services
Modbury Caring 01548 810520 Modbury and surrounding area
Morecare Chagford 01647 432451 Patients of the Chagford Medical practice and those living in the Whiddon Parishes
Morecare Moretonhampstead 01647 441286 Patients of Moretonhampstead Health Centre and Hospital
Newton Abbot Community Transport Association 01626 335775 Many other services Newton Abbot and surrounding areas, and West Teignbridge
Norton Brook 01548 531139 Members of Norton Brook Surgery, Kingsbridge
Okehampton Community Transport Group 01837 55000 Other services including disabled transport Okehampton and surrounding area
Redfern - Friends of 01548 842284 Redfern and surrounding area
Riverside Surgery Befrienders Bovey Tracy 01626 832850 Registered patients at Riverside Surgery Bovey Tracy Area

<p>South Brent & District Caring 01364 700282 Many other services South Brent and area</p>
<p>TASS (Tavistock Area Support Services) 01822 616958 Many other services including West Devon SPOC Tavistock and surrounding area</p>
<p>Totnes Caring 01803 865684 Many other services, Totnes and surrounding area covered by Leatside and Catherine House Surgeries</p>
<p>Volunteering in Health 01626 774484 Many other services Teignbridge area</p>

Appendix 3: Partners

	<p>Transport for Your Community works in partnership with DASP to ensure a co-ordinated support and development service for community transport providers across Devon.</p> <p>Mark Bailey. Business Development Manager 07891 523902, 01392 580853 www.tfy.org.uk</p>
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Appendix 4: Methodology

DASP and the Car Forums collect and collate the data cited in this paper through standard quarterly returns submitted by all participating Schemes. Considerable development work has been carried out over the past three years to ensure that the questions asked deliver the information required and that the figures collected consistently represent the same data for all Schemes. The questions are asked in good faith and the answers are treated in the same way.

The figures cited in this paper are indicative as the method is still being developed, however participating Schemes and DASP feel they accurately represent their activity. Such is the nature of voluntary activity that it is often under-reported, so it is likely that the figures are low in respect of the work actually carried out and costs incurred.

Definitions:

- Primary Care. Journeys to primary care providers, ie. passengers referring themselves to a GP: “I feel unwell, I would like to see my GP”.
- Secondary Care. Journeys to secondary care providers, ie. patients referred onwards by their GP: “There might be something wrong, I think you should see...”.
- Percentage split primary/secondary care is the result from a survey of all schemes carried out in October 2014.
- Journeys are single journeys.

Appendix 5: DASP and the Car Forums

Devon Access to Services Project (DASP) is a project hosted by NDVS Ltd (North Devon Voluntary Services Ltd) and funded by Devon County Council to carry out research, produce reports, provide information and administer projects that help people who would otherwise be excluded from accessing services and/or from community activities.

DASP convenes and administers the Devon County Car Forum and three regional Car Forums across the county. These Forums provide opportunities for Car Schemes to:

- Work co-operatively and share and encourage best practice.
- Communicate effectively with each other, statutory providers, potential supporters and funders.
- Collect common data on the services they provide, including soft outcomes and the impact they make.
- Consider standard procedures and policies to ensure the effective and efficient development of organisations.
- Ensure risk is considered and mitigated.
- Develop and present a strategic overview of the services they provide.
- Adopt a process of managed response to changing needs.
- Provide opportunities for succession planning and continuity of service.
- Distribute and monitor funding and, where appropriate, support organisations to make successful funding bids.

Since 2012 DASP has been working with Devon County Council to develop and increase the membership of the Car Forums. DASP have been working with these members to develop systems to enable the distribution of existing DCC Car Scheme funding. This funding has now been distributed to 41 Schemes for 2015-16. One more full member has joined since the distribution of the funding and a further ten small groups are now Associate members of the Forums. All members benefit from the hospital parking permit scheme developed between DCC and the NHS.

By working with DASP, Community Car Schemes ensure that they are heard with a single unified voice rather than with 52 fragmented views. The Forums ensure the collection of consistent data and evidence about the services their members provide, help reduce duplication of provision and encourage the best possible coverage of the county. DASP is aware that other Community Car Schemes exist in Devon and is working to encourage them to join their local Car Forum.



North Devon Voluntary Services Ltd. Suite 206 Queens House, Queens Street, Barnstaple. EX32 8HJ 01271 859261 www.ndvs.org.uk
Reg Charity No: 1133707 Company Limited by Guarantee No: 6934618