

Serving the

**10**

**10 parishes**

## **Social Audit**

**Wiveliscombe Area Partnership**

**Draft Social Accounts**

**1st April 2007 to 31st March 2008**

**Wiveliscombe Area Partnership**

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## Wiveliscombe Area Partnership Social Accounts Contents

	Page
Introduction	1
History and Background	1-2
Demographics of Area	2
Wiveliscombe Area Partnership –Partners Profile	3
Mission, Values, Objectives and Activities	4 - 11
Stakeholders Map	12
Scope and Methodology	13 – 15
The Reports on Performance	15 – 37
Economic Impacts	38
Compliance	33
Financial Information	34
Conclusions and Recommendations	34 – 35
Strengths and Weaknesses of the Social Accounting Process	35
Plans for the next Social Accounting Cycle	36
Dialogue and Disclosure	36

## Appendices

1. Blank Community Group Questionnaire
2. Community Group Newsletter
3. Wivey Link Passenger Questionnaire
4. Wivey Link Drivers Questionnaires
5. 10 Parishes Festival Artists Questionnaire

**File 1:** List of members of the steering group, completed questionnaires, meeting notes, Festival Guide and visitors from 2007 venues.

**File 2:** Draft Financial Accounts for Wiveliscombe Area Partnership and Wivey Link, Green Office Check List, Community Consultation completed questionnaires, lists of addresses for Community Groups, Compliance Documents. Wivey Messenger

**File 3:** Notes from Wivey Link Strategic Planning Meeting, Completed Drivers Questionnaires, Completed Passenger Questionnaires, Wivey Link Newsletters

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Wiveliscombe Area Partnership

Social Accounts

April 2008

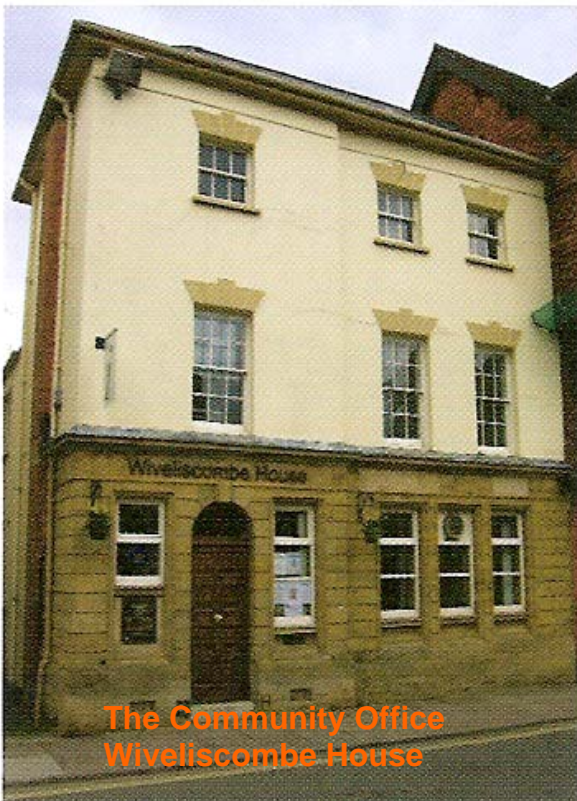
## Introduction

The purpose of our social accounting is to revisit and clarify the aims and objectives of the Wiveliscombe Area Partnership (WAP) and to monitor to what extent they are being achieved. The Stakeholder Consultation (see stakeholder map on Page 12) will give our stakeholders the opportunity to influence the direction in which the Partnership will develop future strategy for the 10 Parishes. By our commitment to a Social Audit we are reaffirming our aim to provide the best possible service to the target groups and the community as a whole. The ongoing review and amendment of our service will assist in achieving optimum results. These Social Accounts have been produced by Linda Featherstone for the Wiveliscombe Area Partnership and cover the period from 1st April 2007 to 31st March 2008.

## History and Background

The Wiveliscombe Area Partnership (WAP) was set up in 2000 as a not-for-profit company limited by guarantee. Its role has been for the most part as an enabling body for Wiveliscombe and its hinterland, acting strategically whilst providing those specific services delivered out of the Community Office for which it is paid for via Service Level Agreements (SLA's) with District and Parish Councils.

In 2003 the funded project for the \*Wiveliscombe Area Market Town Initiative (WAMTI) resulted in the Community Strategy being drawn up for the 10 Parishes. WAP has been instrumental in facilitating the delivery of the many projects listed in the Community Strategy both by direct intervention as well as participation in project groups. We are now revisiting our strategy to evaluate which demands have been addressed and to determine the needs of the Community which will require our involvement and facilitation in the future.



The Community Office has continued to grow in its role as the hub of Community activity and meeting place for various agencies and steering groups.

An initial survey of the villages in the late 1990's funded under the old single regeneration budget identified the need for some form of community transport to overcome the problems arising from rural isolation. The original service arose from a bid from Somerset County Council for the two vehicles under this one-off funding programme. The creation of Wivey Link in 2004 has been a continuing success story.

**\*WAMTI** - This was a funded programme which WAP successfully bid for. This enabled WAP to carry out a public consultation to determine what the Community felt was needed in the area. The area covered 10 Parishes hence the name and logo. The result of this consultation was the community strategy which will be reviewed in July 2008

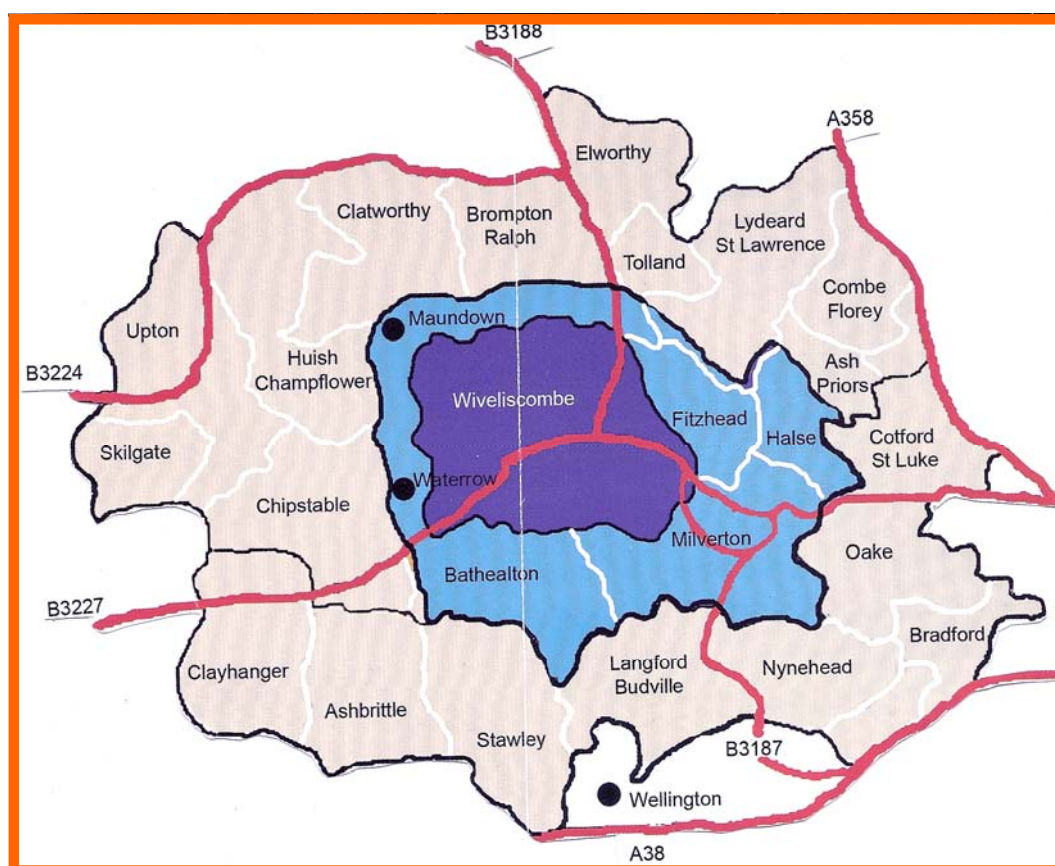
## History and Background (Cont.)

WAP is managed by a group of nine partners (see Page 3) representative of the Community as a whole. The Community Office and Wivey Link are run by two paid part-time staff. Wivey Link is hugely beholden to its twenty-six volunteer drivers and the Community Office receives further back-up from a team of volunteer reception/administration staff.

The Community Office visitor numbers average twenty-three people per day. (Opening times are from 10.00 am and 1.00 pm). Visitors call in for any of the following facilities: Photocopying, computer use, faxing, tourist and local information, to consult with various agencies (i.e. Police, Citizen's Advice Bureau, Housing Officer, Parish and District Councillors, Local MP etc.), lost property, to purchase tickets for local events and to book and consult with Wivey Link. Wivey Link has 266 registered passengers.

## Demographics of the Area

The area served is covered by twenty-six Parishes as denoted in the map below. Bishops Lydeard with Cotford St Luke being the largest with a population of 3986. Wiveliscombe is the next largest with a population of 2500. The B3227 Taunton to Bampton road (This was the old A361 to Barnstaple prior to the opening of the North Devon Link road in 1988) bisects the area. The villages are accessed by steep narrow lanes. There is an hourly bus service to Taunton which runs along the B3227 but does not include the surrounding villages with the exception of Milverton,. Combating rural isolation relies heavily on the car and Wivey Link was devised to help those not lucky enough to have independent transport or who have given up driving due to age or health problems. The area has a buoyant community spirit with active Civic and Historic Societies, Women's Institute and a busy schedule of local events. There are local groups covering everything from Alexander Technique to Belly Dancing.



## **Wiveliscombe Area Partnership Partners**

### **John Harris – Chair**

Chair of the Wiveliscombe Area Business Group also a member of several Taunton Deane Borough Council economic development groups.

### **Mary Whitmarsh – Vice Chair**

Independent Borough Councillor for Wiveliscombe and West Deane, Parish Councillor, associated with the Wiveliscombe Cub Scouts, Recreation Ground, Twinning Association, Historical Society and Civic Society.

### **Peter Berman – Secretary**

Secretary of both the Wiveliscombe Civic Society and Twinning Association, non-executive director of the Taunton Deane Primary Care Trust.

### **Edward Bloxham – Treasurer**

### **John Bone**

Independent Borough Councillor for Wiveliscombe and West Deane, Chair of the Town Hall Trust.

### **Brian Collingridge**

Vice-Chair of both the Parish Council and Wiveliscombe Area Business Group, Vice Chair of the Civic Society, Chair of the Governors of Wiveliscombe Primary School, member of the editorial team for the Wiveliscombe Messenger.

### **Pauline Homeshaw**

Chair of the Wiveliscombe Civic Society, member of the editorial team for the Wiveliscombe Messenger and St Andrews PCC Secretary.

### **Dixon Luxton**

Chair of Wiveliscombe Parish Council and Chair of Wiveliscombe Consolidated Charities.

### **Betty Knight**

Chair of Wiveliscombe Women's Institute

## Mission and Values for the Social Accounting Period: April 2007 to March 2008

These Mission and Values were created as part of the Social Accounting Training Course and were not previously adopted by the Board. They will be revisited at Board level, an agreed set of values will be signed up to throughout the organisation for the future.

**Mission:** “The promotion of the social, economic and cultural prosperity of the community and all who live in it.”

Values	How to check and with which stakeholders
Partnership	The involvement of all relevant stakeholders
Accountability	Report through service level agreements with Somerset County Council, Taunton Deane Borough Council and Wiveliscombe Parish Council. Encourage the local community to comment on our achievements through consultation with local groups.
Accessibility – Services accessible to all regardless of age, income and ability	Report on wheelchair facilities for office and cars, passenger questionnaires. Publicity emphasising the service is for all.
Valuing our volunteers and staff	Regular meetings, questionnaires, appraisals, volunteer turnover, seeking recognition for their service.
Openness	10 Parish Stakeholders aware of the work of the Wiveliscombe Area Partnership through social audit publication. Questionnaire to encourage comment on performance.

## Mission Statement

***“The promotion of the Social, Economic and Cultural Prosperity of the Community and all who live in it”***

### Introduction

The conclusion of the Wiveliscombe Area Partnership’s original away day on 12th October 2005 was a list with seven strategic aims.

The objectives to carry through those aims were never developed, despite the reality that WAP was effectively creating objectives in the ordinary course of its business. As a result when we embarked on our social audit it became necessary to write down as Objectives those actions on which we were to be scrutinised.

### Community

To maintain supportive, friendly and inter– connected communities through providing opportunities and spaces for all ages and all sections of the community to meet, to inter-act and organise their activities and celebrations.

### Economy

To create a viable, multi-faceted, self-sufficient economy appropriate to the rural environment and resources of the area.

To build on our agricultural and rural foundations, to support wealth-creating activities of benefit to the local area.

To increase the skills base and knowledge of people and businesses through improving access to training, learning and information.

To reduce barriers to economic development through local provision of public transport, childcare services, training opportunities and business networking.

### Culture

To value the area’s history and heritage, whilst celebrating today’s vibrant, diverse and creative community.

To develop local creative industries to contribute to employment, to tourism, to recreation and to the Area’s creative potential.

### Environment

To enhance the Area’s attractiveness and rural character to benefit local people and quiet rural tourism.

To create a safe and healthy environment for all—at home, at work, in the street and at play, in the town and the countryside.

To conserve the historic and environmental assets of the Area, whilst adapting to the needs and expectations of a modern society.

### The Future

To support and build on existing strengths, whilst looking forward to new opportunities and challenges.

To encourage community leadership and participation with strong partnership working at local and regional level.

To ensure an on-going process of community participation in local decisions.

## Aims and Objectives

Activities	Who is responsible and when	Quantitative and qualitative information required	Sources (Records/data and stakeholder consultation)
<p><b>Aim 1:</b> To encourage and support a wide range of community facilities.</p>			
<p><b>Objective 1:</b> Hire a Project Development Officer to develop the WAP business plan over two years</p>	Partners immediate	Acquire funding and recruit	New officer delivering the objectives
<p><b>Objective 2:</b> To ensure that there is adequate information available to all regarding services and facilities in 2007/8</p>	New Development Officer, Partners and Staff	Is there adequate information available. Do people know that it is there. Is it up to date. Is the Community aware of WAP's role as a facilitator	Daily user records Public consultation throughout the 10 Parishes Minutes of Meetings
<p><b>Objective 3:</b> To ensure that there is space/amenity land for all community activities including sport and exercise</p>	Partners, Parish Council and Recreation Committee	Is there land available? What facilities are needed	Attend recreation committee meetings quarterly. Minutes of meetings. Consultation with relevant stakeholders

## Aims and Objectives

Activities	Who is responsible and when	Quantitative and qualitative information required	Sources (Records/data and stakeholder consultation)
<b>Aim 1:</b> Continued			
<b>Objective 4:</b> To ensure that a full raft of social services are available locally at the point of need.	Partners and Local Agencies	What facilities do we need now and in the future. Is There a shortfall in the services that we provide.	Restart the consultative process for the 10 Parishes Centre if appropriate. Strategy for future requirements (Transport Forum March 2008).
<b>Objective 5:</b> In 2007/2008 research and audit the condition of existing unused buildings in the 10 Parishes with a view to developing new economic and cultural opportunities.	Town Hall Trust – John Bone	Which buildings need to be considered. How to identify the focus and use of the buildings to be developed.	Minutes of meetings. Feasibility study, research reports. Ongoing.
<b>Objective 6:</b> The further cultural development of the 10 Parishes. The future and focus of the 10 Parishes Festival.	Pauline Homeshaw and the 10 Parishes Festival Steering Group	What do participants think of the Festival. How they perceive the future with Somerset Art Week running annually. How they would like to proceed in the future.	Attend recreation committee meetings quarterly. Minutes of meetings. Consultation with relevant stakeholders.

## Aims and Objectives

Activities	Who is responsible and when	Quantitative and qualitative information required	Sources (Records/data and stakeholder consultation)
<b>Aim 2:</b> To be an exemplar of environmental best practice:			
<b>Objective 1:</b> To ensure cars used by Wivey Link are as fuel and emission friendly as possible	New Project Development Officer, Partners and Staff. Ongoing.	What would be the best options to replace the existing cars. Is the use of bio-fuel possible.	Funding to be sought to purchase new cars with less environmental impact. New car chosen from 'green' credentials.
<b>Objective 2:</b> To investigate car sharing schemes	Project Development Officer 2008	How the US scheme works. Is there a need in the Community	Investigation into the US scheme
<b>Objective 3:</b> To encourage environmental awareness	Community Office Staff and Partners. Ongoing.	How well are we doing. Could we campaign against plastic bags. Are our stakeholders aware of what we do. Do we commission an environmental study at the start of all projects.	Office 'Green Lists'. Publicity. Collection Points, arranging recycling.

## Aims and Objectives

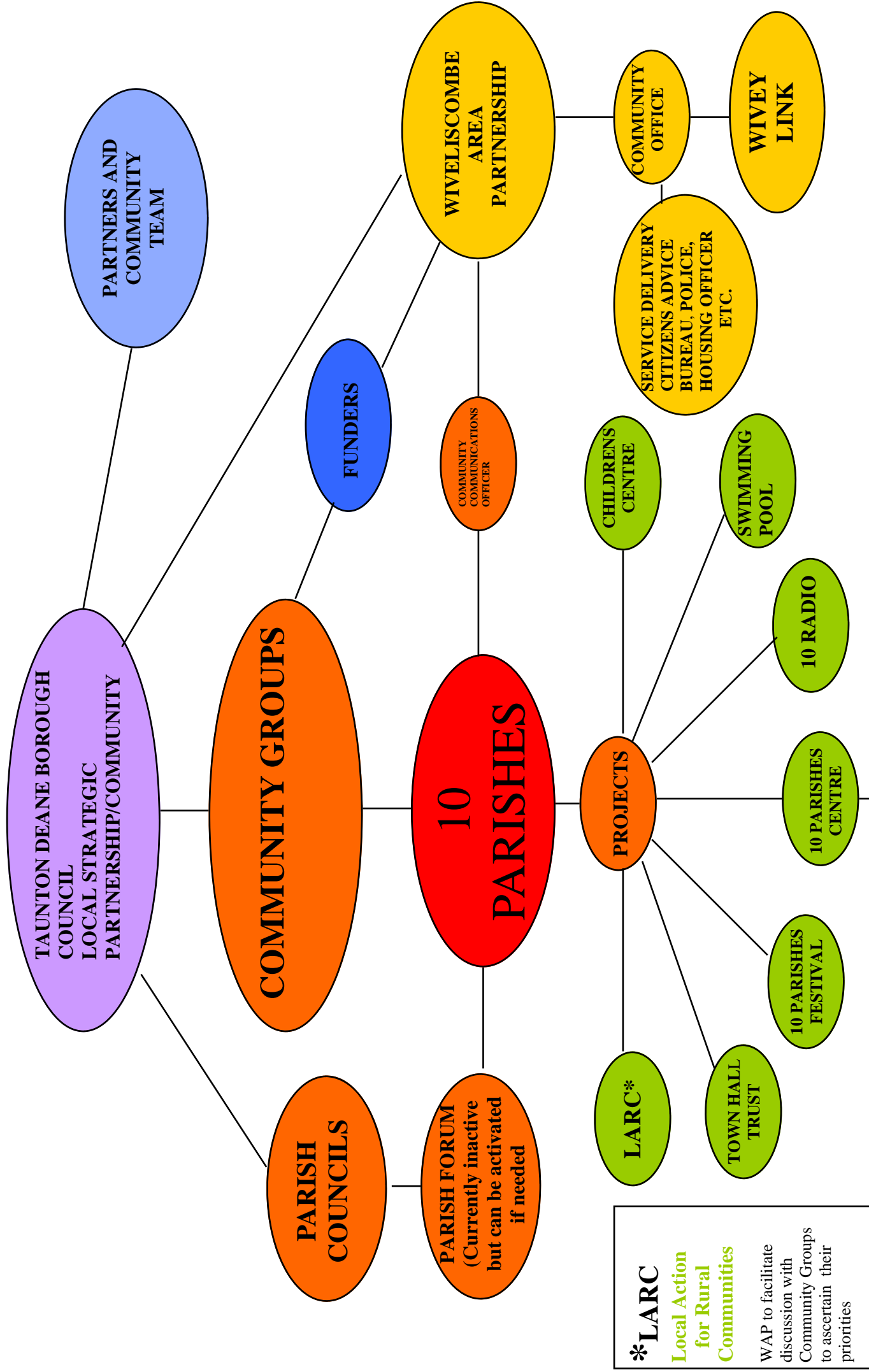
Activities	Who is responsible and when	Quantitative and qualitative information required	Sources (Records/data and stakeholder consultation)
<b>Aim 3:</b> To seek recognition at Local, Regional, County and District level for the 10 Parishes.			
<b>Objective 1:</b> Attend all meetings on Community matters	Partners. Ongoing.	Who attends, when and where.	To ensure that WAP is aligned with all existing regional, local and district strategies.
<b>Objective 2:</b> Participate in the local Strategic Partnership.	Partners. Ongoing.	What initiatives are available.	Consultation with stakeholders. Taunton Deane Borough Council, Somerset County Council, Police, PCT and CVS.
<b>Objective 3:</b> To provide bi-annual updates to 10 Parishes Parish Councils and local community organisations on achievements and priorities.	WAP office. Bi-annually.	To engage the Parish Councils more actively. How to keep them up to date with progress. How to identify their needs.	Minutes of meetings, feasibility studies, progress reports. Produce updates on all projects and initiatives.

## Aims and Objectives

Activities	Who is responsible and when	Quantitative and qualitative information required	Sources (Records/data and stakeholder consultation)
<b>Aim 4: Champion the provision of Quality housing for all sectors of the population</b>			
<b>Objective 1:</b> The provision of affordable housing for the residents of the 10 Parishes.	Parish Councils, Brian Collingridge	What progress has been made. What further need is there. What land is available.	Progress report on Allanslade. Housing needs survey. Housing Application Forms.
<b>Aim 5: To promote equal access to health and welfare provision for the whole community</b>			
<b>Objective 1:</b> To provide community transport to combat rural isolation.	Partners and staff ongoing	Have we achieved our aims. Are people aware of the service that we provide. Is the service providing the best possible options for our passengers. Are our volunteers drivers needs being met.	Wivey Link formed in 2003. Passenger data bases, statistics, passenger questionnaires, verbal feedback.

<p><b>Objective 2:</b> To develop Wivey Link as a separate division of the Wiveliscombe Area Partnership.</p>	<p>New Development Officer, Partners and Staff 2008.</p>	<p>What are the best options for the future of Wivey Link</p>	<p>Strategic review and implementation of plan to include funding.</p>
<p><b>Objective 3:</b> To ensure that staff and volunteers are given training and support to meet their needs.</p>	<p>Partners and staff.</p>	<p>Do staff and volunteers feel supported. Do they need further training.</p>	<p>Staff records, appraisals, training and exit interviews.</p>
<p><b>Aim 6: Encourage and support the economic and cultural well-being of the area and its residents</b></p>			
<p><b>Objective 1:</b> Seek to include small business units in any future build</p>		<p>Work with developers to maximise benefit from new business park</p>	
<p><b>Objective 2:</b> Include training facilities in any new build</p>			
<p><b>Aim 7: Encourage young people to become confident, happy and participative members of the community</b></p>			
<p><b>Objective 1:</b> To seek the appointment of a Rural Youth Project Worker</p>	<p>John Harris 2008/2009</p>		

# 10 Parishes Stakeholders



**This Social Audit (April 2007 to March 2008) will focus on the following Objectives:-**

**Aim 1 Objective 2:** To ensure that there is adequate information available to all regarding the services and facilities at the Community Office for 2007/2008.

**Aim 1 Objective 6:** The cultural development of the 10 Parishes – the future and focus of the 10 Parishes Festival.

**Aim 5 Objective 1:** To provide Community Transport to combat rural isolation.

**Reasons for the above choices:**

Aim1 Objective 2 and Aim 5 Objective 1 – the services and facilities offered at the Community Office provide a springboard for the majority of our aims and objectives. It was therefore logical that we should focus on these for our first set of accounts. We would then have the basis from which to plan and expand upon in future audits. In addition it was important that we consulted with the community to elicit their opinions prior to our strategic review day on the 16<sup>th</sup> July 2008.

The 10 Parishes Festival was chosen as it was an activity that encompassed many people in the area. It was felt that consultation was needed with the artists to review the format of the Festival and plan for 2009 when the Festival dates would coincide with the Somerset Art Week.

Wivey Link provides an essential service to combat rural isolation – consultation with both passengers and drivers emphasised the importance of this service.

## **Stakeholders**

The preceding Stakeholders Map (Page 12) displays the stakeholders identified for the purpose of this project. The key stakeholders relating to the above objectives for consultation have been identified by the manager of this audit as the following:-

**Aim 1 Objective 2 – Community Groups and Parish Councils:** This data base was compiled in 2007 for an earlier consultation for the 10 Parishes Centre and updated in 2008. It was compiled jointly with Taunton Deane Borough Council's Rural Development Officer in consultation with the Community Office. This consultation went to 100 groups.

**Aim 1 Objective 6 – Artists:** This data base was compiled by the 10 Parishes Festival Steering Group from those artists taking part in the 10 Parishes Festival 2007. This data base numbered 82.

**Aim 5 Objective 1 – Wivey Link Passengers and Drivers:** This consultation went all to all those with completed registration forms which are entered on our computer data base. The driver consultation was sent to all drivers on our driver records. Wivey Link passenger data base numbered 186 people at the time of the consultation. There are 26 drivers on record.

### **Omissions**

As this is the first year the Wiveliscombe Area Partnership has embarked on a social audit only three objectives have been identified for the purpose of this audit. As a follow on from this audit the Partners will be holding a meeting with a facilitator to conduct a strategic review of the Aims and Objectives. The Community Group consultation will identify the need for any change in strategy. Following this we will be in a position to identify which objectives need to be highlighted for next years audit. There was no deliberate intent with the omission of the partners, administration volunteers and funders from our consultation, rather a lack of understanding that these needed to be included. Key stakeholders who have not been consulted for this audit will be consulted in future audits.

## **Stakeholders**

**The Stakeholders Map can be found on Page 10**

**Key Stakeholders Consultation** – it was decided by the Social Accountant in consultation with the Partners, that for the purpose of this audit four key stakeholder groups should be consulted:-

**Wivey Link Consultation** – as the Wivey Link data base is relatively small all passengers were included for the consultation as were all the drivers. Consultation was done in the form of posted questionnaires.

**Community Consultation** – this was agreed by the Partners to be a key group to consult to measure our performance against our mission statement. In addition the questions were formulated to give us a clear indication of how the Community Groups wished us to proceed as enablers. This will provide valuable feedback to consider when we embark upon our strategic review. The data base was collated for a previous consultation (for the 10 Parishes Centre) and updated for this consultation. There were no deliberate omissions. In order be as inclusive as possible, we broadcast the intention of the consultation on our local radio station (10 Radio). There was an article in our 10 Parishes newspaper, the Wivey Messenger in March (Audit Trail file No 2) explaining what we are doing and inviting any group who may have been inadvertently omitted to contact us for a questionnaire to complete.

In addition to the questionnaire sent to Community Groups a Transport Forum was held on the 4<sup>th</sup> March 2008 to consult with local transport providers and to provide a networking opportunity to discuss ideas for the Local Action for Rural Communities (LARC) bid.

**10 Parishes Festival Consultation** – the steering group compiled a data base of the artists to be consulted from the participants of the previous (September 2007) 10 Parishes Festival. The questionnaire was emailed to them. There was a follow up reminder before the closing date. The data base for this is on a computer outside of the office, but could be made available.

All evaluations of the questionnaires for the three consultations were done in the Community Office, by Linda Featherstone with help from Anne Ennes-Borlace and our volunteer office staff, Eric Chilcott and Angela McKee. The results were cross checked for accuracy.

Stakeholder Group	Number of Questionnaires sent	Number of Responses	Percentage of Stakeholders
Community Groups	100	32	32%
Wivey Link Drivers	26	18	69.5%
Wivey Link Passengers	188	47	25%
10 Parishes Festival Artists	82	50	61%
Totals	396	147	47% Average Return

## Report on Performance

### Aim 1 Objective 2

**To ensure that there is adequate information available to all regarding the services and facilities of the Wiveliscombe Area Partnership for 2007/2008.**

#### Introduction:

The Wiveliscombe Area Partnership has been the 'enabler' of the 10 Parishes since its creation as a result of the Market and Coastal Towns initiative in 2003, the Community Strategy drawn up at the time has been our guide since then.

During 2008 we will be conducting a strategic review of the progress we have made against our objectives over the last five years. We will be considering what needs and demands are still to be addressed and how we will move forward to address them. To enable us to draw up a new Community Strategy for the future we embarked on a consultation with the relevant Stakeholders. The Findings from the Social Accounting exercise will feed into a strategic review of the Wiveliscombe Area Partnership.

Wivey Link Community Transport, the establishment of the Community Office and the 10 Parishes Festival have all been accomplished during this period. We have also been instrumental in the building of affordable and sheltered housing, the birth of 10 Radio and the establishment of the Town Hall Trust. A Children's Centre is being built thanks in the main to Central Government and work on a new business park is soon to be started. The skateboard half-pipe has been installed. The recreation ground thrives with improvements to both the play area and swimming pool.

The purpose of the Community Consultation is to seek the reactions and views of our Stakeholders regarding our past performance and illicit information as to how they would like us to formulate our role in the future. Central to the Community Consultation is the Community Office. This was opened in 2003 to provide a focal point for local projects, information and an outreach office for various organisations, this is an important facility in combating rural isolation. The Police, Citizen's Advice Bureau, Housing Officer, Adult Learning and Leisure, Somerset Care are among the various organisations that can be consulted at the Community Office. Local Organisations such as the Women's Institute and the Civic Society meet at the Community Office regularly. The office is also a Tourist Information point.

These results along with the audited social accounts will be made publicly available in printed form as well as being posted onto the Wiveliscombe Web-site.

## **Results of the Community Consultation**

The Community Consultation questionnaire was sent out to 100 stakeholders. It was accompanied by a newsletter outlining the various activities of the Wiveliscombe Area Partnership. Each section provided information relating to the questions on the questionnaire. There was a return of 32 completed questionnaires. Copies of the newsletter and questionnaire are in Appendix 1.

## Question 1

### Local Action for Rural Communities (LARC)

#### Introduction

The SW of England Regional Development Agency (SWRDA) will be in charge of allocating this new wave of European funding. The SW Region (Cornwall to Gloucester) has been allocated £28M for programmes that will run from 2008-2014. The aim of LA is to enable rural communities to look at new opportunities to strengthen their local economy and to improve the quality of life for people living in those communities. Local Partnerships covering rural geographical areas have been invited to submit expressions of interest. The aim of Question 1 was to ascertain where the local priorities would lie should the LARC bid be successful. The questionnaire gave eight options for this question and asked the responders to place their answers in order of preference; 1 being the highest priority.

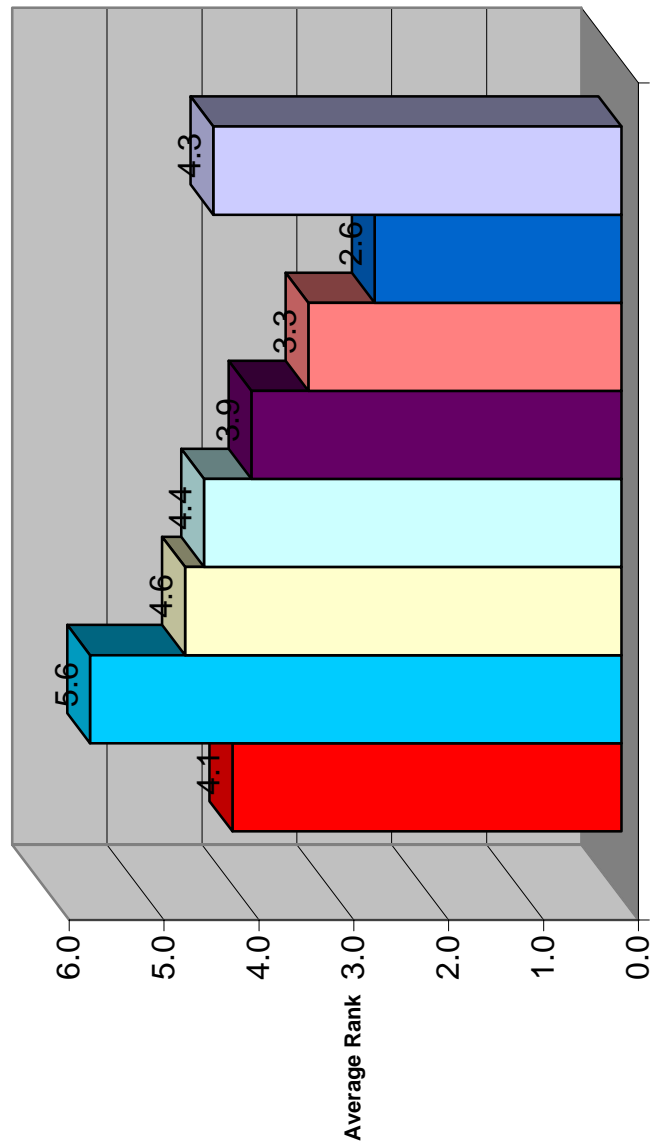
#### Summary of Responses

The two options that ranked highest highlight the community group's priority to seek support for economic growth of local businesses and development of local supply chains. It emphasises a high priority for a strong and diverse local economy.

Sustainable tourism was the lowest ranked by far which confirmed the opinions reflected in the first two options, that a strong local economy not reliant on tourism was of the outmost importance to the Community as a whole.

The full range of the responses are shown as a bar chart on the following page (Page18). The completed questionnaires and address list are on Audit Trail File No 2.

### What would you consider to be the priorities for the 10 Parishes Area?



- Development of new skills including those relating to environmental economies
- Supporting rural businesses to grow and take advantage of new opportunities
- Developing our supply chain of local products
- Helping to promote initiatives that protect our quality landscape
- Actively looking for ways to reduce the carbon footprint of our economy
- Helping to develop and support local enterprise
- Promote sustainable tourist opportunities
- Enhance and expand sustainable community transport

## Results of Community Consultation

### Question 2

#### 10 Parishes Community Strategy

##### Introduction

This question was to elicit which issue the Community Groups felt was the most important as potential projects for the Wiveliscombe Area Partnership. There were fifteen options and respondents were asked to choose five options, without ranking them. The options were:

1. Affordable housing
2. Improved transport services
3. Better access to public services
4. Improved health facilities and services (New Surgery)
5. Youth facilities and activities
6. Local jobs and employment
7. Arts and cultural activities
8. Sport and recreation opportunities
9. Environmental improvements
10. Parking and traffic management
11. Influencing future development
12. Community facilities and activities
13. Community safety
14. Opportunities and support for elderly persons
15. Education and training

##### Summary of Responses

Rank order of responses from 33 respondents from local community groups:

		Out of 33:
1	Parking and Traffic Management	21
2	Youth Facilities and Activities	18
3	Opportunities for Elderly Persons	17
4=	Affordable Housing	16
4=	Improved Health Services	16
6	Local Jobs and Employment	15
7	Improved Transport Services	14
8	Sports and Recreation Opportunities	10
9	Arts and Cultural Activities	9
10	Community Safety	8
11	Influencing Future Development	7
12	Environmental Improvements	6
13	Community Facilities and Activities	5
14	Better Access to Public Services	4
15	Education and Training	3

## **Question 2 Summary of Responses (Cont.)**

The results showed that traffic and parking were the highest (13%) in the Communities concerns. Youth facilities and opportunities for the elderly ranked the next (average 10.5%) most important projects to consider. The middle range (average 8.8%) showed an interest in improved health services, affordable housing, local jobs and employment and improved transport. Eight of the fifteen categories received only an average of 3.8%.

This puts sports and recreation, arts and cultural activities, community safety, influencing future developments, environmental improvements, community facilities and activities, better access to public services and education and training as being of lower priority to the respondents.

A further consultation with the Community Groups should be undertaken within the scope of next year's audit to try and elicit a more detailed response as to what exactly would be required in the high priority categories. This could then be built into the strategic review.

## Results of Community Consultation

### Question 3

#### 10 Parishes Centre – Introduction

The 10 Parishes Centre project began as a vision born out of the many ideas which arose at the consultation stage of the Community Strategy. When however the Government announced a whole raft of new children's centres, the opportunity was there to create a combination facility for the community. This would place all services for families in one place alongside fit-for-purpose community facilities. In the event the funding could not be found and the Children's centre proceeded independently.

The Wiveliscombe Area Partnership acted as applicant and accountable body for the funding application process towards achieving support for a 10 Parishes Centre in Wiveliscombe. The hoped for funding from the Big Lottery has not been forthcoming and as a consequence we cannot provide the match funding which the South West Regional Development Agency (SWRDA) in particular requires. This has been a grave disappointment after years of work on the part of many people across the 10 Parishes. At present we cannot proceed with our vision for the area to provide a multi-functional hub to serve the needs of the whole community. The Somerset County Council owned land off Croft Way, (alongside the soon to be completed Children's Centre), remains available for Community use. It is hoped that a new way forward will be identified soon.

The question asked which was the preferred option. Whether continued support and backing should be sought for a new multi-purpose centre for the 10 Parishes or whether existing community spaces and facilities should be improved.

**24.4% Supported the aim for a new multi-purpose facility**

**75.6% Prefer to improve existing community spaces and facilities**

**0% Specified any other options**

**Five comments were made as follows:**

- New Doctor's Surgery
- Couldn't the Children's Centre double up as a Community space?
- New Surgery
- Extension of the Wiveliscombe Community Centre
- Use the very successful Community Centre, improved/enlarged if necessary

This shows a preference amongst the respondents to continue with the existing facilities.

## Results of Community Consultation

### Question 4

#### Mission Statement

#### Introduction

The question was asked as to whether the mission statement of the Wiveliscombe Area Partnership:-

**“The promotion of the Social, Economic and Cultural Prosperity of the Community and all who live in it”** was appropriate.

**85% Responded yes**

**12% Said no**

**3% Did not know**

Those who responded no were asked to then tell us what they felt it should be. The comments were:

- It needs to reflect climate change/sustainability or we would have no way to face the future – our greatest challenge.
- I would like to see economic replaced with ‘environmental’. Too much focus on money – it does not feed the soul or ensure happiness!
- Need to reflect the whole area of the 10 Parishes too Wivey-centre at present.
- Please could you place greater emphases on our precious environment.

In addition it was asked whether we lived up to our mission.

**61% Replied “Yes you really have made a difference”**

**24% Said “You have made some progress”**

**12% Felt “You have a long way to go”**

**3% Did not know**

#### Summary

The statistics reflect a confidence in the Wiveliscombe Area Partnership by members of the community groups and an acknowledgement that we have a continuing role to play in the future. However attention should be paid to the 15% who responded negatively, as this reflects that we have issues we need to address or that what we do is not sufficiently advertised. A review of the mission is planned to consider whether our environmental position is sufficiently emphasised.

## Results of Community Consultation

### Question 5

#### 10 Parishes Festival

##### Introduction

The 10 Parishes Festival has taken place bi-annually since 2003, alternating with Somerset Art Week. Somerset Art Week is to become annual from 2008, In the light of a perceived clash with the 10 Parishes Festival, the respondents were asked what they felt the future of the 10 Parishes Festival should be.

- 46% Said to continue as now established i.e. every other year on the same date as Somerset Art Week but running independently.**
- 27% Felt that the 10 Parishes Festival should be changed to a different time of the year.**
- 9% Replied that the focus of the Festival should be changed.**
- 9% Of answers were that the Festival should be abandoned.**

Comments were made as follows:-

- Pointless doing very similar thing (as Somerset Art Week) spend money on something for people with other interests besides art.
- Emphasis placed on not changing the focus or abandoning the Festival.
- Combine and work with Somerset Art Week.
- Put effort from 10 Parishes Festival to another project.

Please note that the 10 Parishes Festival has also been the subject of a separate consultation (Aim 1 Objective 6) with the participating artists. By broadening the scope of the consultation to include the Community Groups as well as the artists we hope that we have given the people of the 10 Parishes the best opportunity to voice their views as to how the 10 Parishes Festival will progress in future years.

#### Appendix 2

Community Consultation Questionnaires  
Environmental Green List  
List of Addresses for Consultation

## **Report on Performance**

### **Aim 1 Objective 6**

**The cultural development of the 10 Parishes – the future and focus of the 10 Parishes Festival.**

#### **Introduction**

The 10 Parishes Festival first ran in September 2003. Its concept by Pauline Homeshaw and a group of fellow enthusiasts was conceived as a way to fill the 'gap' in the bi-annual running of the Somerset Art Week and also as a celebration of the arts, crafts and activities in the 10 Parishes.

The 3rd Festival in September 2007 showed a huge growth in both visitors, diversity and enthusiasm for the event. Results showed (see Audit Trail File1) for visitors books etc) that over 12,600 people attended the Festival over its nine days running time. £40,000 was realised in art sales and £3,255 was raised for charity from ancillary events. A total of over 250 people were involved including artists, entertainers and workshop leaders. Thousands more pounds were generated from the Festival Market held in Wiveliscombe on the final weekend. Food and Craft stalls did a roaring trade, and many producers sold out as an estimated 2,000 visitors flocked to enjoy the sunshine and the carefree festival atmosphere.

The announcement from the organisers of Somerset Art Week that they would run annually from 2008 was seen to be a possible clash with the 10 Parishes Festival as it would be running at the same time as the already published dates for the 10 Parishes Festival for 2009. A meeting of the working group was held on the 8<sup>th</sup> January to decide on the way forward. A questionnaire was sent to participating artists to elicit how they felt about the future of the 10 Parishes Festival.

#### **10 Parishes Festival Consultation**

The questionnaire was sent by email to all the participating artists of the last Festival. A follow up reminder was made. In total 82, there was a return of 50 questionnaires. WAP acted as a co-ordinator for the consultation and collated the emails and produced the statistics for the review. The data base for these emails are on a computer off site but can be verified if necessary. The list of artists can be found in last year 10 Parishes Festival Guide.

## 10 Parishes Festival Questionnaire Results

### Question 1

**“ Do you consider that there was an artistic, economic or social gain to you from the 10 Parishes Festival? “**

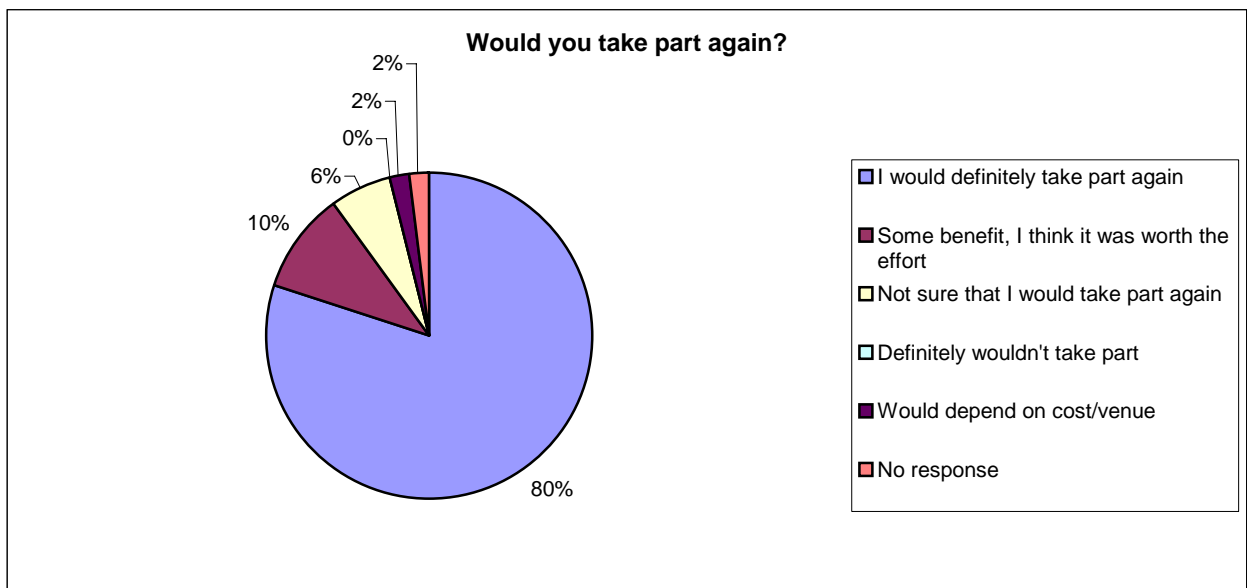
The results showed that a majority of respondents felt that they had benefited either as a considerable or reasonable amount on a social and artistic basis

(92% and 84% respectively), with a smaller proportion (60%) feeling a similar economic benefit.

### Question2

**“Would you do it again?”**

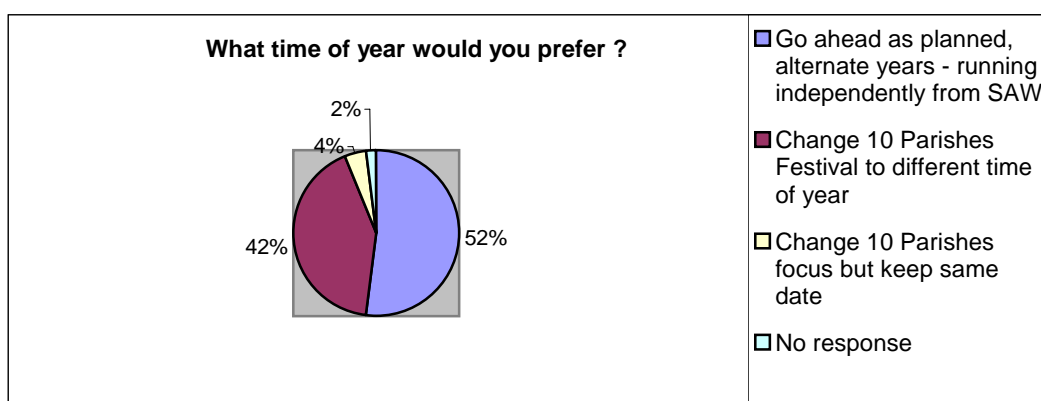
The following chart shows a majority 80% were willing to take part again. 10 % felt that it was of some benefit and 10% were uncertain. Nobody said that they would definitely not take part again.



### Question 3

#### What time of the year would you prefer?

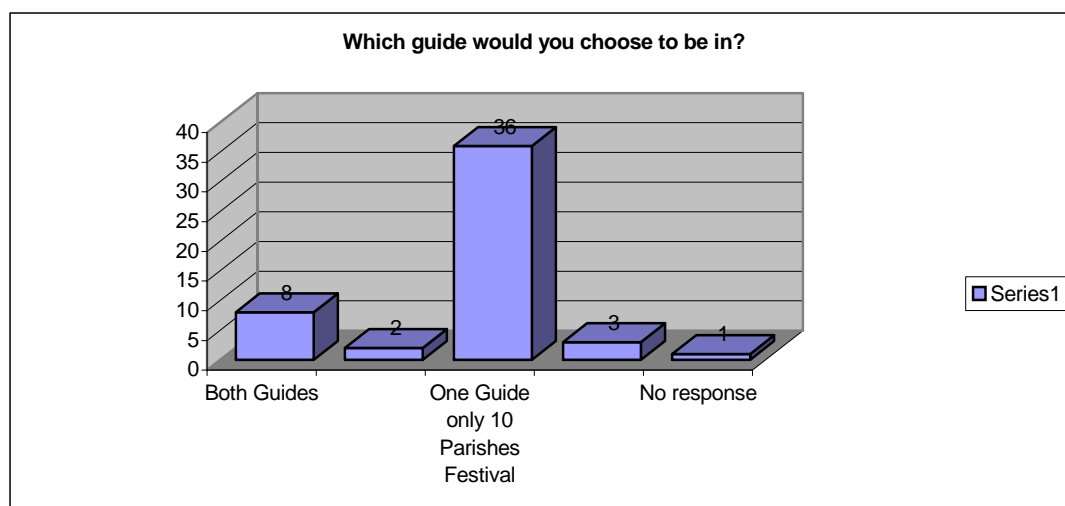
As can be seen from the chart below there was a significant split between those who felt that the Festival should run concurrently with SAW (52%) and those who felt that the Festival should move to another time of the year (42%). Only 2 respondents felt that the event should keep the same dates but change focus. Question 5 of the Community Consultation asked the same question of the Community Groups, 46% felt the Festival should run as planned in 2009 even though the dates were alongside those of Somerset Art Week.



### Question 4

If the 10 Parishes Festival was to run at the same time as Somerset Art Week which guide would you choose to be in?

The replies showed 88.5% would wish to continue to be included in the 10 Parishes guide with only 2 respondents saying that they would definitely only choose to be in the Somerset Art Week guide.



### Question 5

If the 10 Parishes date changed, would you choose to exhibit in the 10 Parishes Festival or Somerset Art Week?

- 66% would choose to exhibit in the 10 Parishes Festival only
- 26% would exhibit in both
- 92% would continue to exhibit in the 10 Parishes Festival
- One person opted to alternate between the two – this was not one of the options offered and may well have elicited more responses if it had been offered as an option.

### Question 6

This question asked respondents to give their opinions as to how they would like the Festival to progress for the future. The question raised a number of positive comments about the Festival as it is. In general people felt that the Festivals had been well organised, with an intimacy, friendliness and helpfulness. They felt that the website, brochure and participation fee were good value for money

There were suggestions for broadening the concept and participation. It was felt that there could be more involvement from local groups such as Scouts and the WI. Comments were made about broadening the concept to encompass more a celebration of local life. Artist led walks around villages, archaeological trails, expand to include all forms of art with less emphasis on visual art and more workshops and fun were amongst the suggestions.

A further suggestion was that to make the 10 Parishes Festival stand out from Somerset Art Week there should be more performing arts events.

Further development of new community based projects and events would help people to move from being consumers of the arts to getting involved creatively themselves.

### Summary

Overall the results of the consultation showed support and commitment for the 10 Parishes Festival. The picture that emerged was to run the next Festival as planned alongside the Somerset Art Week as the 10 Parishes Festival was sufficiently independent in both concept and participants to stand on its own as a celebration of the arts and activities in the 10 Parishes. This was re-iterated in the Community Consultation, (Question 5, Page 23), with the majority opting for the Festival to remain the same.

Although the overall ideal was for the 10 Parishes Festival and Somerset Art Week to happen in different months of the year, this was a difficult decision to opt for. When the respondents were asked to choose which event they would

become involved with if they were to run at the same time, a majority chose the 10 Parishes Festival.

Therefore after much discussion and research (particularly regarding when other events would take place) at a steering group meeting held on Wednesday 20<sup>th</sup> February 2008, the majority decision was to go ahead with the Festival as planned in September 2009, thus taking into account the findings of the consultation.

## **Appendix Blank Questionnaire**

### **Audit Trail File 1**

Questionnaires

Detailed list of all comments from questionnaires

Notes from meetings

Visitors books from the last Festival

Guide

## Report on Performance

### Aim 2 Objective 1

**“To provide community transport to combat rural isolation”**

#### Introduction

Wivey Link started in 2004, with the vision to combat rural isolation and enhance the quality of life for those residents of the 10 Parishes who do not have readily accessible transport. It has achieved a steady growth since its inauguration. In May 2007 new computer software was installed for Wivey Link. In parallel with the transfer of data to the new system we also introduced the need for all passengers to re-register and to pay a registration fee, this has resulted in the establishment of an accurate and up to date database. This has allowed us to monitor all new users and identify the user groups. As a result we are able to send a newsletter three times a year to all current users. Following consultation with drivers and passengers a need was identified to purchase a new vehicle. A successful acquisition of funding allowed us to purchase a small eco-friendly car in May 2007. This allowed us greater flexibility in our scheduling with less pressure on drivers from ‘tight’ schedules. The publicity from the launch of the new car led to the recruitment of some new volunteers who were attracted to the idea of driving a smaller car.

The running of Wivey Link is only possible through the commitment of our volunteer drivers and we were delighted that they won the South West Regional Award for Voluntary Endeavour for 2007.

The Lottery bid was made to reduce deficit and thus grant dependency over a five year period thereby ensuring that Wivey Link Ltd can become a sustainable organisation. By doing so Wivey Link will be able to meet the growing needs of the community and remain ready to adapt to the inevitable changes brought about by future statutory intervention. These plans would be achieved by three part-time workers and a board of volunteers who will manage and operate the Wivey Link Community Transport enterprise in accordance with its business plan. The failure to secure this bid has put any developmental plans on hold and means that Wivey Link will have to look more to sponsorship and donations to secure sustainability. This will cast a doubt on Wivey Link’s ability to continue securely into the future.

A continued effort is being made to extend publicity for the service, in particular to get across to people that the service is for *everybody* who does not have access to a car or bus service. The perception that you have to be elderly or have a disability to use the service is a difficult one to eliminate. However a recent number of younger people registering has led us to believe that we are having some success in this area.

## **Operational Statistics July to 2007 to March 2008**

Total Mileage 37,000

Single Passenger Journeys 4200

Passenger Income £13,300

Wivey Link has three cars in total, two are scheduled every day from approximately 8.30am to 5.30pm. The third car is subject to finding an available driver, but operates at least three out of five days in a week. Our drivers average 85 miles a day. Most journeys are relatively short, with the longest being into Taunton (13miles) and Wellington (9 miles). We are however, demand responsive and do not have a limit on the length of journey (within reason!) we do. We do not operate in the evenings, although this is something we would consider if we could find volunteer drivers willing to take on this additional scheduling.

## Wivey Link Passenger Questionnaire Results

The questionnaire was sent out to all registrants (188 people) on our data base in August 2007, we had 47 (25%) returned. The purpose of the questionnaire was to ascertain whether people, particularly those who were getting too elderly to drive, would be prepared to give up their cars if they had access to some form of community transport 24/7. (See Aim 2, Objective 2). Also the registrants were asked for their suggestions or ideas that would help to improve the service for them.

### Question 1

**Are you able to drive?**

Yes 47%

No 53%

### Question 2

**Do you still drive your own car?**

Yes 43%

No 57%

### Question 3

**If no to question 2 please give your reason for giving up driving.**

30 people replied, the majority of the answers were health and age.

### Question 4

**Would you prefer not to drive if you had access to being driven at all times?**

Yes 53%

No 31%

N/A 16%

### Question 5

**Do you still drive but use Wivey Link as well?**

Yes 44%

No 24%

No response 32%

### Question 6

**Would you like a Saturday service?**

Yes 70%

No 17.5%

Dont know 17.5%

## Summary of Passengers Questionnaire

The majority of people who could drive still did, but used Wivey Link as well. The majority determined that they would carry on driving as long as possible without having to resort to other means of transport.

The final part of the questionnaire asked our passengers for their suggestions and ideas which might extend or improve the Wivey Link service for them. Of the comments received 33% rated the service excellent, 40% said no improvements were needed and 27% had no comment to make. We can conclude from this that our passengers are as a whole very satisfied with the service offered by Wivey Link.

70% said that they would like a Saturday service.

### **There were only six suggestions they were:-**

- More storage for shopping bags
- Means of contacting the driver in case of delay
- Visits to functions on Saturdays
- More comfortable seats
- Send out leaflets asking for donations

Following these comments we have now got printed cards with the driver's details to give to passengers. Letters asking passengers to renew their annual registration fee now also ask for donations.

On consultation with our drivers the majority were against driving on Saturdays or Sundays, however a few said they would occasionally. We have since then worked on the basis that we would provide a Saturday service as and when we can get a driver. We have so far managed to fulfil all the requests we have had. However these have been few and far between. We have in the past and continue to provide a monthly "Sunday Specials" service where we take groups of people to places of interests. Visits in the past year have included Clarks Village Street, Bickleigh Mill Tiverton, Snowdrop Valley Exmoor and a Quantock Hills Cream Tea Drive. In addition we cover local events such as fetes and open gardens and our own 10 Parishes Festival. Take up varies but is usually between 5 and 10 people.

These events are advertised in our newsletters which are sent to all passengers three times a year.

## Wivey Link Driver's Questionnaire Results

The questionnaire was sent out to all 26 drivers on our data base. We had 18 respondents (75%). The questionnaire was divided up into 5 sections.

### About us

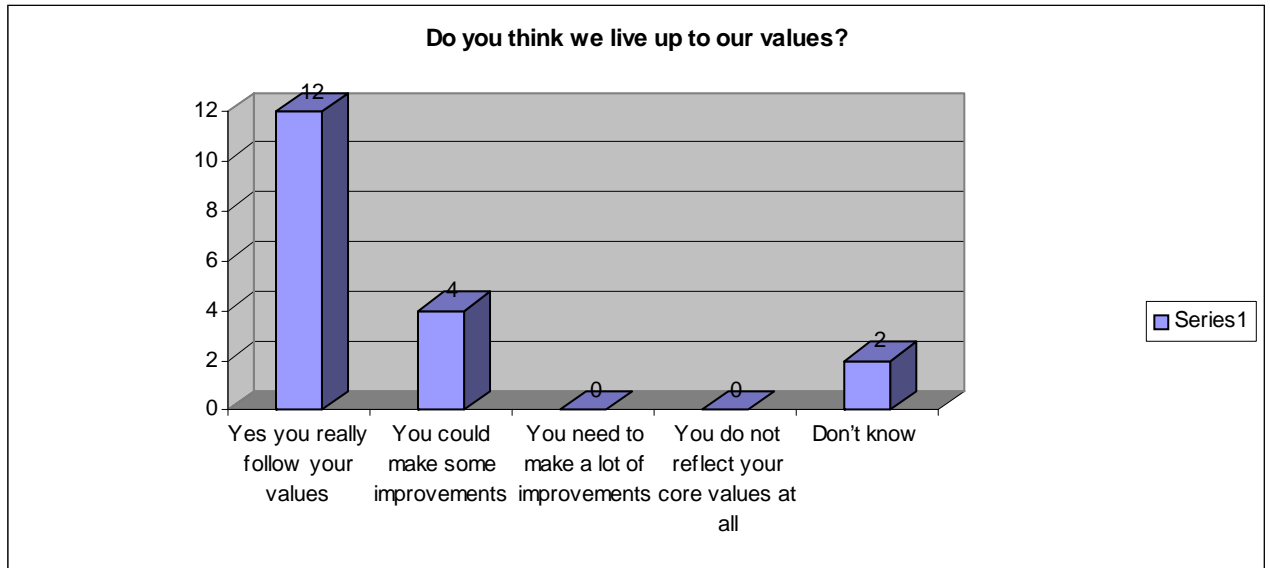
**Is the mission statement of the Wiveliscombe Partnership “The promotion of the Social, Economic and Cultural prosperity of the Community and all who live I it” was appropriate to our activities?**

17 replied yes the one who said ‘no’ stated that they felt something about sustainability should be included.

### Do we live up to our mission?

Yes 80%  
 Some Progress 12.5%  
 No comment 8.5%

**The Wiveliscombe Area Partnership’s values are as follows: “Partnership, Accountability, Accessibility, Valuing our volunteers and staff and openness.” How do you think we live up to them?**



**Note:** Drivers meetings are held twice a year, these take the form of a formal meeting followed by lunch which gives the drivers the opportunity to network as well as an open forum for the exchange of ideas, suggestions and complaints. We also hold a Christmas party for the drivers and their partners as a thank you for their continued support. Drivers are welcomed into the office for tea and biscuits when they have gaps in their schedules, giving both drivers and administrators the chance to keep lines of communication open to any problems encountered or any changes that need to be made.

**Please tell us two things you like about the job?**

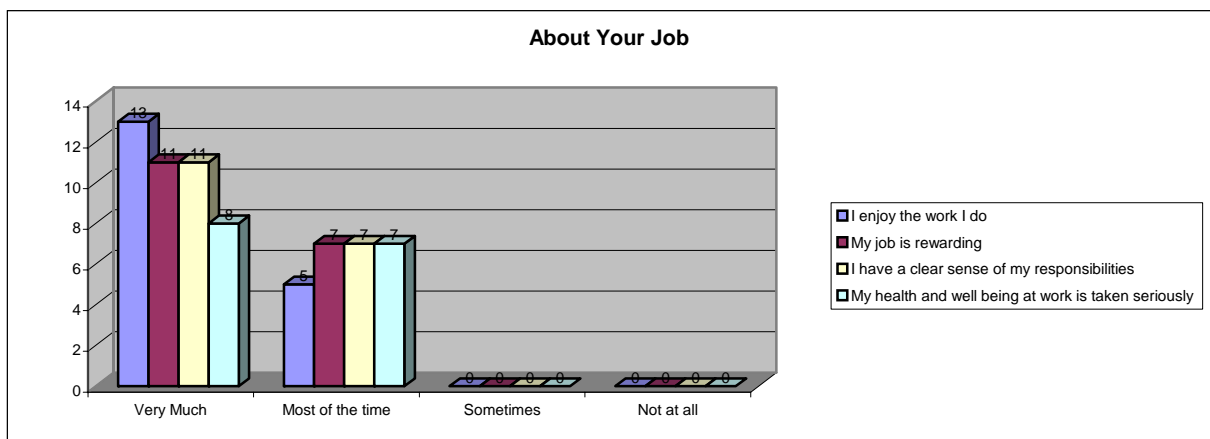
- helping people
- being a team member
- contact with people
- keeping the brain active
- discovering previously unknown places
- putting something back into the community

**Please tell us to things you dislike?**

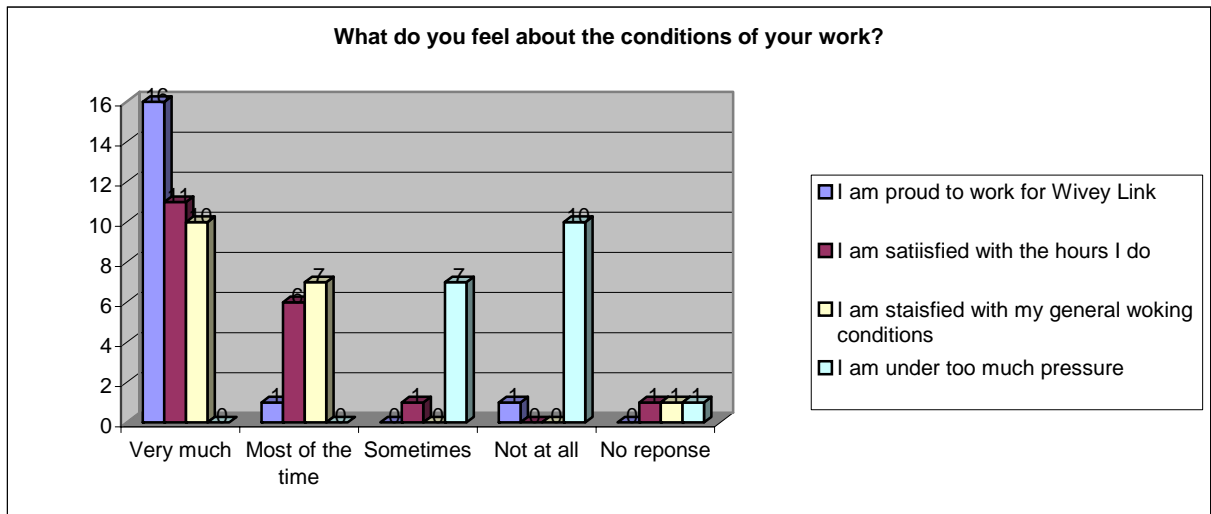
- five drivers had no dislikes at all
- early starts and late finishes
- schedules too tight for some journeys
- lack of SATNAV
- not enough work
- noisy dirty vehicles.

The above are summaries from the comments made. We have made progress in improving ‘tight’ scheduling, particularly with the acquisition of a third car. We have also endeavoured to make sure that the driver who has an early start does not also have to do a late finish. At a drivers meeting held in November 2007, the drivers were asked if SATNAV would make journeys easier, the majority decided against it. Days are rarely quiet, but occasionally drivers will have big gaps in their schedules, however these journeys still have to be met. The vehicles are noisy the conversion to accommodate the wheelchair ramp and winch has resulted in a rattle problem. They are serviced every 13 weeks. We will be replacing one vehicle in 2008 and the second in the near future. Newer vehicles have better door and winch operation which results in them being quieter. After further consultation it was clarified that it was the outside of the vehicles that are dirty. The vehicles spend most of their time on narrow rural roads, although they are cleaned monthly they are constantly sprayed with mud due to the nature of the roads. It is not financially possible to clean them more often.

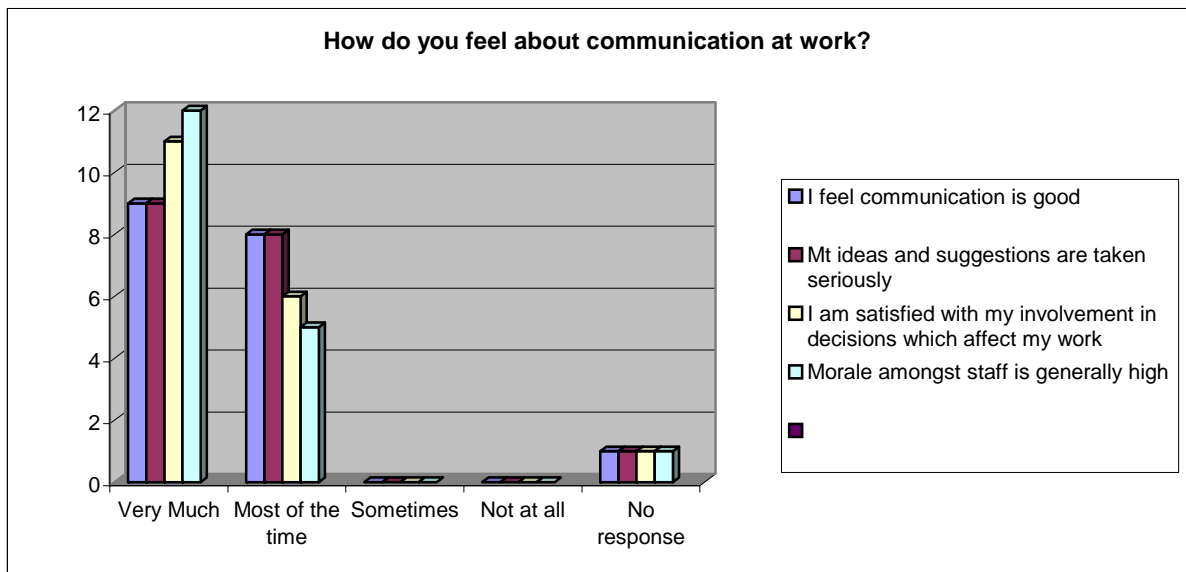
**What do you feel about your job?**



**What do you feel about the conditions of your work?**



**What do you feel about communication at work?**



**Let us know if there is any area in which you feel training is needed?**

Two drivers responded one required First Aid training the other, "Some form of road craft, sharpening driver skills and speed awareness training would be invaluable".

## Summary

The statistics revealed in this consultation are largely very positive with the majority of the drivers feeling valued and generally content with how their work load is managed. The two training needs will be met. There was also a high positive response to our questions regarding our mission statement and values.

It was disappointing that 7 drivers chose not to return the questionnaires as we felt that owing to the small group and the nature of the requirement we may have got closer to a 100% response. We need to find out why for future consultations.

### **Audit Trail File No 3:-**

Passenger Questionnaires  
Driver Questionnaires  
Summary of all the comments

## Sustainable Transport Forum held on 4<sup>th</sup> March 2008

### Introduction

The Sustainable Transport Forum was the first of many themed brainstorming sessions required to work up to the Western Somerset bid to the 'Local Action Action for Rural Communities' programme. As WAP was an active partner in the process they, in the form of Wivey Link, offered to lead on this and the results fed into the final bid.

Twenty six delegates attended representing various local transport providers (see list in Appendix 2), sixteen evaluation forms were returned. Delegates were asked to mark the day out of 5 with 1 being the poor and 5 being excellent.

Question	Average Mark
How worthwhile has it been to spend this time together?	4.3
How would you rate the venue	4.3
How would you rate the food and facilities	4.4

Most useful aspects of the day were stated as networking, sharing ideas, getting transport providers together and knowing what was available. Three delegates commented 'everything'. The least useful had no negatives but two comments of "all productive" and "all very helpful".

Audit Trail File 2 - Section A. Lists of delegates who attended, Agenda, 'What's happening now?' (summary of each organisations current position), suggestions, The Vision from 2008 to 2015, key messages, analysis and feedback from evaluation forms and summary from the Rural Projects Officer.

Note - The individual forms were destroyed, as it was not realised that they were needed for this audit. However, the day was facilitated and the results collated by an independent consultant, Martha Wilkinson.

### Summary

This Forum was an example of how the Wiveliscombe Partnership works as an enabler to provide relevant information to groups involved in the Community and reflects our role as defined in Aim 1 Objective 2.

## Environmental Impact

In our Green Office Check List (Appendix 2) we scored 65%. As a small office with limited hours available it is difficult for us to encompass all the requirements listed in the check list. However there are some improvements that we can and will make, which we will report in future Social Audits.

We collect and recycle, mobile phones, stamps and Christmas Cards. WE also supply dog waste bags free of charge.

We are currently instigating a green office notice board in a prominent position. This will highlight environmental issues generally and pinpoint local issues which could be addressed.

We are hoping to lead in encouraging Wiveliscombe to become a plastic bag free town. To advertise this and to encourage people in the community to take part we are currently seeking funding to have our own Community Office 'green' shopping bags to provide for the public. They will carry the Wivey Link logo and it is hoped to involve the local schools in a competition to provide a design for the bags. Whilst we will in practice give the bags away, we will asked for donations for Wivey Link.

A strategic planning meeting for Wivey Link will be held on the 9<sup>th</sup> April, one of the leading items on the agenda will be the replacement of the current Wivey Link vehicles. This is to ensure that we run the most eco-friendly and economic vehicles possible. Additionally if we can encourage more people to use Wivey Link as a multi occupancy vehicle we will significantly reduce mileage.

## Economic Impacts

As this is the first Social Audit undertaken, none of the questions for the consultations were focused on the economic impact.

## Compliance

The following policies are in place:

- equal opportunities,
- health and safety,
- respect at work,
- employer's rules and procedures
- business ethics policy
- PAT testing
- CRB checks for drivers

We are in the process receiving quotes to make our toilet wheelchair accessible. We do not undertake any additional voluntary standards other than the Social Audit.

## **Financial Information**

Copies of draft accounts for the Wiveliscombe Area Partnership and Wivey Link for the period 2007/2008 can be found in Appendix 2.

## **Conclusions and Recommendations**

### **Wiveliscombe Area Partnership**

The findings reflect a confidence in the Wiveliscombe Area Partnership by members of the community groups and an acknowledgement that we have a continuing role to play in the future.

85% of respondents felt that our mission statement was appropriate and 61% felt that we really had made a difference. This reflects a vote of confidence in the Wiveliscombe Area Partnership from those 32 Community Groups who responded.

It is felt that a further consultation of the Community as a whole would be needed during the period of the 2008/2009 Social Audit to get a more detailed picture for potential projects.

We would like to have achieved a greater community response, as this first social audit should have highlighted the need there is for unified community involvement. We need to examine ways to get this involvement for future consultation for the 2008/2009 audit. More publicity highlighting what we are doing and why, should give greater 'ownership' to planned community projects. These initial conclusions and recommendations have been made pending the facilitated Strategic Review day in July 2008 when the Partners of WAP and the Social Accountant will look in detail at how it will follow-up the issues and recommendations raised in this Social Audit and take into account the Board's capacity to deliver. The decision will then be taken whether to continue with the Social Audit for the next accounting period.

### **10 Parishes Festival**

The next Festival will take place in September 2009. Following the event we will be able to evaluate the results or changes which may occur by running the 10 Parishes Festival alongside the Somerset Art Week. A further look may then need to be taken to decide the format of the 2011 Festival.

### **Wivey Link**

There were only two requests for more training and these will be addressed in the coming months.

We ultimately need to replace both the Fiat Scudo cars with more energy efficient car with the lowest carbon emissions. We are currently actively seeking funding to replace one of Fiat Scudos which we hope will take place

## **Conclusions and Recommendations (Cont.)**

this year. This will provide a more environmentally friendly vehicle with better passenger comfort. To replace dwindling funding a concentrated fund raising effort will be made plus sponsorship looked into.

## **Strengths and Weaknesses of the Social Accounting Process**

A positive aspect of the Social Accounting Process was to highlight the need for consultation and openness with the Community and to communicate and inform our achievements and potential projects. We were made aware of the fact that people were not knowledgeable about the activities of the WAP, nor the future projects we were undertaking.

We will use these social accounts to highlight our achievements and provide information about future projects to the Community. The Social Accounting process is invaluable to our role as enablers in order to qualify and quantify what we do.

As this was our first audit, we experienced difficulties in embracing the involvement required. The hours required for the work could not be absorbed into the part time working hours of the accountant. It has been a big learning curve for all involved. The Board have acknowledged this and will be more positively engaged in future social accounts from the outset.

In order for responders to the questionnaires to remain anonymous, we did not ask for personal particulars. In retrospect it would perhaps be better to risk less honesty from the responses in order that we could chase up people who failed to return questionnaires.

It would be interesting to know why certain community groups failed to respond and see if we could find a way for greater enthusiasm for the Community to work together as a whole for future projects.

## **Future Plans for the next Social Accounting Cycle**

It is our intention at this time to continue the Social Accounting process for the year 2008/2009. The focus for the next Social Accounting cycle will be determined on the Strategic Review Day (to be held on 16<sup>th</sup> July 2008) on consideration of the findings.

## **Dialogue and Disclosure**

The Community Groups will get a condensed version to explain the outcome and be advised that they can view the full accounts on the Wiveliscombe website or as a hard copy in the Community Office. Future funders will be provided with a copy. An article in the Messenger will draw attention to the finished accounts and advise interested parties that they can be viewed as described above.

