



West Devon
Borough
Council

West Devon Connect

Darren Cole

The Facts



- Our area covers 458 square miles with a population density of 0.17 people per acre.
- social isolation is a key factor.
- Poor public transport networks, small settlements, low average wage levels, poor social and economic mobility, wide dispersion of service centres and an ageing population places extreme pressure on delivering services.



The Challenge



How do you tell more than 50,000 residents living in a rural area the size of Greater London that you've got scores of services to offer them?

The solution seemed a simple one - take the services **out** to them!

The Vision

No person in a rural community
experience deprivation through lack
of access to quality services



Reaching out

Outreach surgeries are events which bring together many different agencies and organisations into a local venue, taking public services right into our more rural communities.



How did it start?

- January 2007 – Outreach Surgeries launched in Community Centre. 10 partner agencies attended over 300 enquires taken
- Fortnightly surgeries followed but attendance was low
- Surgeries switched to local farmers market – never looked back
- Venue costs currently being split with CAB
- To date – over 2500 enquiries taken at this venue alone

Hatherleigh Market



What's in a name?



'Bringing public services to you and your family'



Using the brand



Our Locations



West Devon
Borough
Council

Farmers Market

Community Shop
& Café

Pub

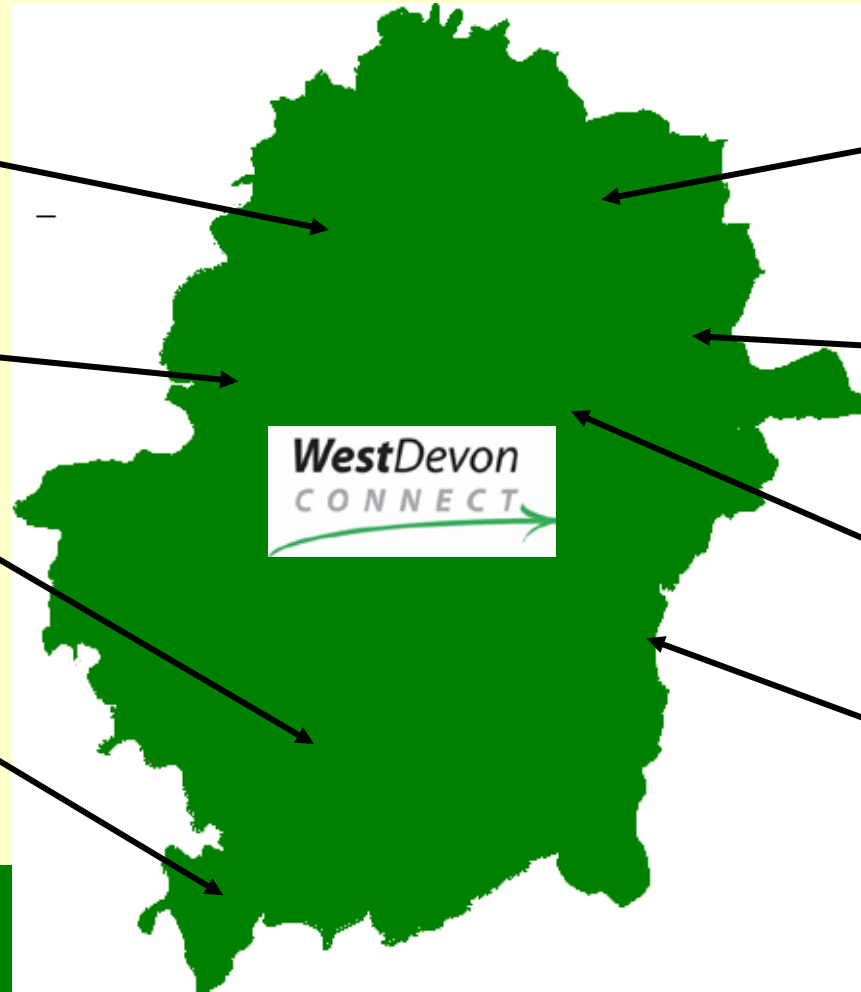
Village Hall

Town Centre

Village Hall

Community Cafe

Tea Room



Also

planned events
throughout the borough



is a multi agency approach



West Devon
Borough
Council



This allows us to
maximise impact and
share resources



Working together



West Devon
Borough
Council



Themed Months for 2009



- April Devon Wheels 2 Work
- May Age Concern & the Royal National Institute for the Deaf and Hard of Hearing
- June Primary Care Trust (Health Improvement) & Community Voluntary Services
- July Local Transport
- August Devon & Cornwall Police
- September Housing Advice Team
- October West Devon Connect
- November Devon Care and Repair & South West Water
- December Devon & Somerset Fire Service
- January 2010 Devon County Council - Family & Children Information Service
- February 2010 South West Pound & Citizens Advice Bureau
- March 2010 Job Centre Plus & Pension Service

Councillor Surgeries



West Devon
Borough
Council



Community Days



Good News Story

Something for everyone at community day . . .

SCORE than 30 West Devon organisations and groups gathered at a community day in Tavistock's St John's Square last Sunday.

Three hundred officials help and advice on a whole range of public services by hundreds of volunteers took place on a busy Saturday.

The event, which was organised jointly by West Devon Borough Council, TASS and Devon and

Cornwall Police, took on the mood of last year's community day, with West Devon Borough Council's three local offices, providing opportunities for public help and advice in a wide range of areas, and all in the one day.

Support was provided through West Devon Borough Council's customer services centres (VMS), which brought a

local range of information and support to our residents and visitors.

The community day was organised by a number of local businesses who sponsored the event by providing refreshments in the afternoon throughout the day, as well as

West Devon Borough Council's Public Company, BIC's, Baker and Son's, VMS.

There was something for everyone

during the event, including advice on motor vehicle safety, digital TV, mobile phone and emergency personal protection. There was also a range of local organisations, from the Tavistock High School to the TASS. Some things to be admired.

Partners made a busy morning and evening of it, and the day was a great success. The TASS provided all sorts of information, making the day go with a swing.

Representatives from Devon Air Ambulance, the Fire Service, Devon and Cornwall Police, the Tavistock Children's Centre, Tavistock Youth Fund, the Tavistock Community Support Centre, Tavistock Area Support Network and the Children's Advice Bureau were on hand to help the organisations showcasing the services of children and young people.



LEFT: Parents are well meaning West Devon Borough Council's used as the necessary day.



ABOVE: Several organisations offer 1-800 numbers in the Royal Hallmark Institute for Great Devon (DASH) and volunteer staff support.



ABOVE: Today's kids: Beth and Christopher and Matthew Phillips pose for the photographer.



ABOVE: John Bennett and Ben Taylor of 'WhaleMusic'.

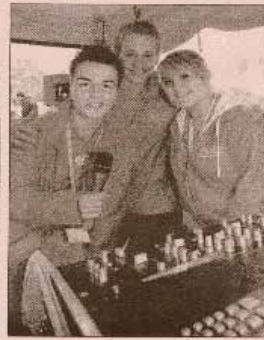


ABOVE: Staff at the public facilities in Tavistock's new park.



RIGHT: Members of the Tavistock House Group's Theatre group with words that come from the heart of the...

Pictures by James Bird



ABOVE: BookWise young authors: Tavistock College student Jack Stevens is pictured with Luke Whitehouse and Freddie Bennett at the West Devon...

MICHELLE: Deputy Mayor of the Tavistock Area Forum (left) is pictured with Cllr Margaret Gwynne and her husband, John.



ABOVE: Simon Ford, Mike Spry and James Goodwin at the Tavistock Area Children's Centre stall.

Courtesy of the Tavistock Times

Going Mobile



West Devon
Borough
Council



Outreach goes 'door to door'

- Teamed up with Neighbourhood beat manager
- 2 days – 7 villages
- Using local knowledge 60% of residents were in.
- Approximately 160 themed packs were given to residents
- Excellent response and feedback.
- Agencies reported increased take up of services



Back to school

- February 2009 Bere Alston Primary School



What's next?



- South West Regional Efficiency Improvement Program are funding research into 'The Village Hub' – Community access and information points for rural communities.
- Expansion of connect brand
- Torridge Connect
- South Hams Connect
- Devon Connect??