

## Dartmoor National Park Authority Grants Scheme

# Information Facilities within Communities IGS 2c

Local Information Point - Grant aid for the support of information facilities within Dartmoor communities

## A Guide for Applicants

Local Information Points are localised providers of information. They are generally located in village shops or small businesses and provide a basic level of National Park information. The proprietor is willing to advise visitors and support National Park purposes.

The information point scheme is an integral part of a National Park Information Service network and provides economic support for local commercial enterprises. A basic standard of commitment and delivery is encouraged with clearly defined expectations for both the Authority and the provider.

### Why does Dartmoor National Park Authority (NPA) give this grant?

Grants are given by NPA in line with its statutory purposes and these are to:

- ◆ to conserve and enhance the natural beauty, wildlife and cultural heritage, and
- ◆ to promote opportunities for the understanding and enjoyment of the special qualities of the National Parks by the public
- ◆ and to foster the economic well-being of local communities

Specifically this grant is for the support of information facilities within Dartmoor communities. It is our intention to ensure all facilities providing information to the public do so to certain set standards known as Minimum Service Standards (see pages 2-3).

### Who is eligible for this grant?

Anyone who runs a shop, public house, tourist attraction or any other facility that may be freely visited by the public may apply for this grant. Providing that they can reasonably prove that they respond regularly to visitor enquiries. A site which is located near to another NPA owned or aided facility will not be eligible.

### What are the Minimum Service Standards and Operating Guidelines that recipients of the grant have to comply with?

The Minimum Service Standards are nationally agreed standards set by National Park Authorities in England and Wales.

The operator of the facility and the employees or volunteers must adhere to the Minimum Service Standards and Operating Guidelines. The operator of the facility will sign an annual agreement to this effect.

### What is the process once you have put in your application form?

- ◆ Grant applications will be acknowledged within 10 working days of their receipt.
- ◆ If you have further queries about a refusal, you may write to the NPA's Monitoring Officer.

This is part of NPA's Citizen's Charter statement.

**To apply for this grant please complete and return the accompanying application form.**



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## Minimum Service Standards and Operating Guidelines: Local Information Points

### General

- 1.1 All operators/proprietors within the Local Information Point scheme will adhere to these Minimum Service Standards and Operating Guidelines.
- 1.2 An annual agreement will be signed in acceptance of the Minimum Service Standards and Operating Guidelines.

### 2 Location

- 2.1 The LIPs will be located in areas not covered by other National Park Centres.
- 2.3 The LIP will have established visitor patterns or high community value/contact, or both.

### 3 Access

- 3.1 The premises will be accessible to the public with a range of information available. Personal assistance to enable access for all (those with special needs such as families and people with disabilities) should be provided.

### 4 Image and Identification (external)

- 4.1 The LIP will carry corporate identification as provided by the National Park Authority which must be displayed in a mutually agreed position.
- 4.2 The external image must be easily identifiable from the outside of the property by all users, with signage in line with planning regulations.
- 4.3 All facilities to be described as Local Information Points.
- 4.4 LIPs will be referred to on the National Park web site.

### 5 Information Provision and Display (external)

- 5.1 'Out of hours' information must be displayed for the periods of closure and should include the following:
  - ◆ National Park logo
  - ◆ alternative sources of information – nearest National Park Authority Centre, National Park Authority headquarters or TIC

- ◆ National Park Ranger
- ◆ Local Police
- ◆ Nearest Hospital (casualty)
- ◆ Local Health Centre
- ◆ Garage (for vehicle breakdown)
- ◆ Garage (for fuel)
- ◆ Vet
- ◆ LIP operating hours

- 5.2 Out of Hours information must also be available in appropriate languages. Symbols should be used where possible.

### 6 Information Provision and Display Material (internal)

- 6.1 The LIP will display an information board or literature as supplied by the Authority. It will be displayed in a mutually agreed location, not to be altered without prior agreement from the Authority. Available information on display or for reference will include:
  - ◆ a basic map of the National Park
  - ◆ the National Park visitor newspaper or general information leaflet
  - ◆ 'Access for All' information
  - ◆ information about National Park services
  - ◆ public safety information (where available)
  - ◆ accommodation guide for the area
  - ◆ National Park Authority contacts
- 6.2 The LIP proprietor will be responsible for keeping literature fully stocked and available for the public and to notify the National Park Authority named contact for replenishment of stocks before expiry.
- 6.3 The designated display will be only be used for National Park Authority literature, unless otherwise agreed
- 6.4 The LIP proprietor will agree to display posters as requested by the National Park Authority.

### 7 Operating Period and Times

- 7.1 Operating times may fall into two categories:
  - (i) non-seasonal (open all year)
  - (ii) seasonal

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7.2 The times of information availability must be clearly displayed, particularly if these times vary from the usual opening times of the premises. These should not be amended without prior agreement with the National Park Authority.

## **8 Service**

- 8.1 LIP to provide assistance to members of the public relating to information about the National Park and the immediate locality.
- 8.2 Ensure that staff working in the LIP are aware of the scheme and are able to provide information about the National Park and the immediate locality.

## **9 Monitoring/Feedback**

- 9.1 LIPs to contribute to the operation, monitoring and development of the scheme by:
- (i) attending a meeting at least once a year
  - (ii) liaising with National Park Authority representatives as required.
- 9.2 LIPs should be monitored by regular visitor surveys (at least every other year) to assess the effectiveness of the scheme.
- 9.3 LIPs will maintain a record of visitor enquiries and supply them to the Authority upon request.