

Devon Communities Together COVID-19 Community Local Outbreak & Recovery Helpline

Supporting Village Halls, Community Buildings,
Parish and Town Councils & Rural Businesses

End of Phase 2 Report

2nd July - 2nd October 2020



Covid-19 Community Local
Outbreak & Recovery Helpline
From Devon Communities
Together

Supporting Village Halls, Community
Buildings, Parish and Town Councils
into the recovery phase

Call 0808 1963390



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helping communities help themselves



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1.0 Introduction

Premised on intelligence gathered and evaluation of local community needs that emerged from our phase 1 emergency response activities, DCT continued to provide support to communities within phase 2. This was constituted of delivery of a Covid-19 community outbreak and recovery support for the period 2nd July to 2nd October 2020.

Within this period, DCT has consistently provided a county-wide Covid-19 community outbreak and recovery support to our cohort, comprising of Village Halls, Community Buildings, Rural Businesses, and Town and Parish Councils. Overall, through our activities, our cohort have had prompt access to all key Covid-19 information and resources and have been actively engaged to make plans and be prepared to readily respond to any unforeseen local outbreak and lockdown.

Key achievements of our Covid-19 phase 2 delivery are illustrated below, with further details in subsequent parts of this report per project deliverables.



410 community contacts



8 themed online focus group meetings



4 intelligence gathering surveys



3 CV-19 monthly reports on intelligence
gathered



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2.0 Covid-19 Local Outbreak and Recovery Helpline Activities

Local outbreak planning and community support

For the past three months, DCT has continued to operate a dedicated helpline rebranded as a community recovery support helpline. This was operated by experienced project delivery staff every Monday to Friday, from 9am to 5pm. There has been a total number of **410 community contacts** within phase 2, with **304 contacts** via the helpline within this period.

Also, to enhance effective needs based delivery of our recovery support, DCT facilitated a total number of **8 themed online focus group meetings** with **106 local community leaders and representatives** participating. Each themed focus group meeting was tailored to specific members of our cohort to foster effective engagement.

4 out of the 8 themed focus group meetings were targeted at Town and Parish Councils, particularly on the Devon Local Outbreak Management Plan (LOMP) in community resilience planning. This was mainly constituted of sensitising local councils on the Devon LOMP as a key resource to communities' local outbreak and recovery management.

Similar to the above, rural businesses (including community shops and social enterprises) were also engaged in a focus group to discuss their experiences during the lockdown, create awareness of the Devon LOMP, and discuss plans in case of a local outbreak or lockdown, and its implications on the recovery and resilience of their businesses.

Two themed focus groups aimed at overcoming health inequalities; and legacy building & recovery respectively, were held with local councils, community organisations, community groups, and rural businesses. Both of these online focus groups had the underlying objective to foster effective collaboration among key players within communities, for sustainable community recovery and resilience.

The first of these focus group meetings, on overcoming health inequalities, enabled local community leaders and representatives to identify local health inequalities, areas for improvement/support needs, and proposal of potential ways to collaborate to overcome identified health inequalities in communities.



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Through the legacy building and recovery focus group meeting, participants were able to evaluate local relationships and collaborations that had emerged during the emergency response in the beginning of the lockdown period. This included exploration of a diverse range of mechanisms to strengthen and maintain such relationships to enhance vibrant community recovery and resilience in the future (especially, response in case of a local outbreak or lockdown).

Last but not least, is the online focus group meeting that was facilitated by DCT specifically for village halls and community buildings, considering the pivotal social connection role they play in communities. Village halls and community buildings provide diverse services including being the main facilities for many social /recreational activities (weddings, parties, group meetings, etc.). The focus group meeting provided the platform for participants to learn and share by exchanging their own experiences. Also, this was an opportunity for local representatives to seek clarity on rather extensive and continuously changing national Covid-19 guidance.

Also, in order to add further value to our Covid-19 recovery response, our Covid-19 project activities were connected with other DCT projects which are intrinsically linked to Covid-19 response. This includes; Devon Highlights, Devon Community Resilience Forum (DCRF), and Princes Countryside Fund rural business support services.

Over the past three months, DCT has worked closely with Devon County Council (DCC) Communities and Economy Teams and contributed to the Team Devon strategic response and collaborated with DCC and the Devon Association of Local Councils (DALC) to develop a community LOMP premised on the overall Devon LOMP. The purpose of the community LOMP is to provide local councils with adaptable guidance to support planning and inform their actions in case of a local outbreak and lockdown. Dissemination, promotion and testing of the community LOMP is anticipated to continue as part of our Covid-19 phase 3 delivery activities.



**Total of 410 community
contacts (helpline and
proactive contacts)**



**8 focus group meetings
with a total of 106 local
community leaders**



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Collaboration with key stakeholders (DCC & DALC)



Linkage with other DCT projects

Below is a summary of some of the key issues and best practice that have emerged from our community engagement (both helpline and proactive contacts), as reflected in monthly reports

Disclaimer : *The points of views outlined below represent views expressed by communities during online themed focus groups and do not represent the views of DCT.*

2.1 Key Issues

- Need for further clarity on national covid-19 guidance / regulations, especially by village halls and community buildings around covid-secure social distancing, risk assessment, reopening for community activities, dynamics on the use of face coverings, maintenance of hall, and concern of financial stability for sustenance.
- Difficulty of the majority of local councils in comprehending the high level content of the Devon LOMP. This has been addressed through constant promotion and streamlining of the LOMP via DCT facilitated online focus group meetings, in conjunction with ongoing collaboration with key stakeholders (DCC and DALC), to develop a bespoke LOMP for communities. The community LOMP is anticipated to provide clear, concrete and adaptable actions in case of a local outbreak and lockdown, in response to a strong need having been identified by local councils.
- Concern regarding the potential impact of a local outbreak and lockdown on the financial sustainability of our cohort, and their ability to provide consistent support to their community members in such a situation. DCT, throughout our covid-19 recovery



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response activities, has consistently provided our cohort with relevant information and assistance in accessing available grants. However, there is still a lingering concern among our cohort on the availability of such financial resources in the long term.

- Requests for further clarity on the implementation and management of Test and Trace procedures in village halls and community buildings. This need was discussed, and further advice provided during one of our online focus group meetings specifically for village halls and community buildings. This was further buttressed with dissemination of the ACRE guidance for reopening of village halls via weekly bulletins and the DCT covid-19 webpage.
- Decreased local volunteer engagement, including management of volunteer fatigue and retainment of volunteers for the long term. There is the need for ongoing support to assist local councils to figure out ways to remodel to cater for long term requirements, harness and mobilise the energy and enthusiasm of younger emergency response/ mutual aid group volunteers in local communities.
- Difficulty in enforcing social distancing and other covid secure regulations in communities. For example, in local transport and schools, which have been identified as unsteady areas re adherence to covid-secure regulations, compared to more steady areas of congregation such as churches, village halls, etc.

Another aspect of concern of community members around local enforcement is its potential impact on community networks and relationships. There is the need for advice, guidance and increased clarity on actions for local communities on how to effectively manage enforcement of covid-19 regulations, to maximise compliance and community trust.

2.2 Best Practice

- Establishment of a structured programme to engage with local support groups and community organisations. To include developing efficient and sustainable processes for recruiting and retaining younger volunteers in local communities and DCT facilitating a platform for learning and sharing among local communities, envisages ongoing support to local communities in this regard.



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- In an effort to build better relations for coherent support provision, most communities have developed stronger collaboration between local councils and community support groups.
- Harnessing and strengthening use of all available platforms (including digital platforms) to engage volunteers and community members. This has mostly constituted of distribution of information leaflets, creation of social media accounts (including community WhatsApp and Facebook groups), to manage activities of volunteers, and also provide fast track support and access to information for community members, especially vulnerable groups. These methods have been identified to enhance the response services of communities throughout the emergency response and current recovery phase of the Covid-19 pandemic.

2.3 Geographical location of communities engaged

A total number of **196** communities have been engaged with in phase 2. This includes engagement with communities, community organisations/ groups, and local businesses via both helpline and proactive activities in the months of July to September. The total numbers vary from the total number of engagements due to multiple engagement with our cohort from some communities. Below is the number of communities engaged per each district in Devon.

- | | |
|--------------------|--------------------|
| • East Devon – 40 | • West Devon – 20 |
| • Mid Devon - 33 | • Torridge – 19 |
| • South Hams - 26 | • Exeter City – 12 |
| • North Devon – 24 | • Torbay - 1 |
| • Teignbridge – 21 | |

In order to foster effective reach of our recovery support provision to our cohort across Devon, DCT rolled out a **Local Outbreak Management Planning Support survey** to contact communities that had not yet engaged in our themed online focus group meetings. Results of the survey are as outlined below.

When asked why they have not yet booked to attend any session on Devon LOMP for communities, the majority of respondents identified issues around poor internet connection as the main influencing factor. Subsequent reasons included inconvenient timing and existing



knowledge of the Devon LOMP and its relevance to their communities. This is depicted in the bar chart below.

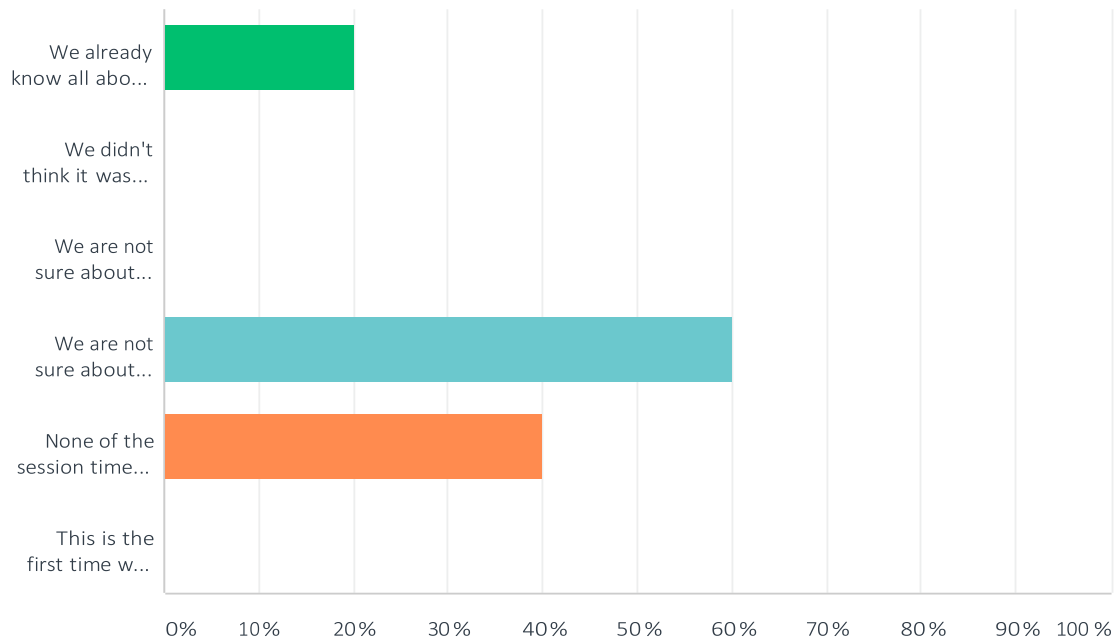


Figure 1: Bar chart responses from local communities re engagement in Devon LOMP session for communities.

60% of respondents additionally reported having a moderate capacity to respond locally in case of a local outbreak and lockdown. The rest of the 40% (20% each) identified having adequate and limited capacity respectively, in responding locally.

Below is the link to the map and related keys, showing the total number of communities engaged during phase 2 of the Covid-19 project.

https://www.google.com/maps/d/edit?mid=1esx2TdXSKeHC7yLB4vXwcmFCJtCq_fWA&usp=sharing



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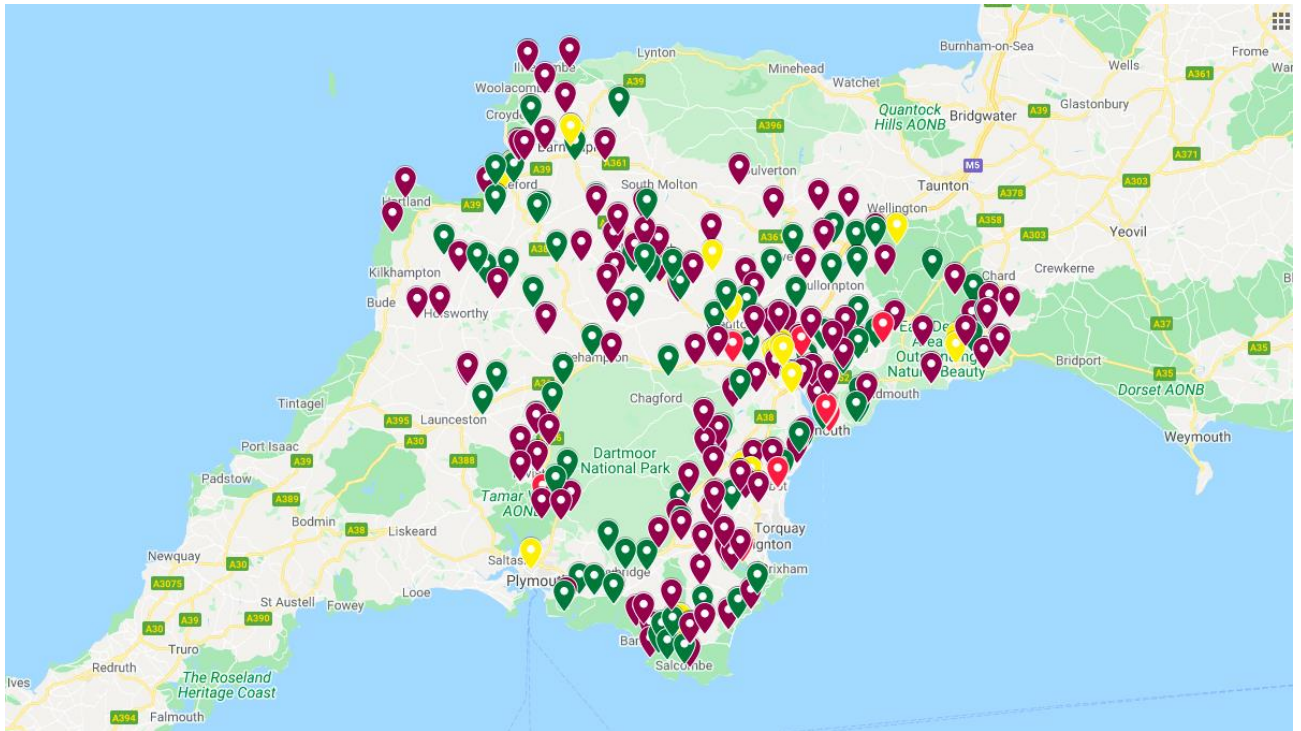


Figure 2: Screenshot of google map showing communities engaged with from July to September

Keys Include the following:

Town and Parish Councils



Social Enterprise and Business



Community Buildings/ Village Halls



Community Organisations / Groups





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3.0 Increased Community Safety and Public Health

Overall, intelligence gathered through our Covid-19 helpline and themed online focus group meetings enabled DCT to provide tailored support to village halls, community buildings, rural businesses, and town and parish councils to enable them reopen safely and support their overall recovery and regeneration.

Our Covid-19 recovery helpline and webpage has been a one stop portal for fast tracked signposting of our cohort to relevant national guidance and information disseminated by Public Health England (PHE) and ACRE.

In tandem with our themed focus group meetings, DCT has been working in collaboration with key stakeholders to develop a consolidated plan to guide communities to proactively respond to potential Covid-19 contingencies. The focus group meetings provided the platform for communities to engage with another and come up with collective mechanisms to advance their recovery and resilience. Village halls and community buildings especially were provided with guidance on incorporating Test and Trace into their daily operations, in an effort to support Public Health initiatives. This included individual QR code development, booking process to ensure test and trace compliance, and accurate record keeping of test and trace data.

DCT also enhanced its recovery support services through linkage with other existing DCT projects. This includes Devon Highlights; Devon Community Resilience Forum (DCRF), and Princes Countryside Fund rural business support project. All individuals aged 55+ that were identified as socially isolated and lonely via our Covid-19 recovery helpline were referred to our Devon Highlights team, to participate in 121 telephone calls and zoom group meetings aiming to combat loneliness and social isolation among the elderly in communities.

In addition, aside boosting promotion of our Covid-19 recovery helpline, which is intrinsically linked with resilience activities, DCT through DCRF activities has provided both 121 and group support to communities regarding their community emergency planning (including local outbreak management planning). This includes support to communities to develop new Community Emergency Plans (CEP), as well as make Covid-19 related updates to existing CEPs. A total number of **32 communities** have been supported re community emergency planning.



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4.0 Community Business/ Social Enterprise Local Outbreak and Recovery / Regeneration Support

During the second phase of our Covid-19 project, DCT has delivered 1 rural business online focus group meeting and scheduled 2 workshops for small/rural businesses and social enterprises (Customer Journey Mapping and Digital Transformation workshops). The online focus group provided the platform for businesses to share their experiences during the lockdown, create awareness of the Devon LOMP; and discuss plans in case of a local outbreak or lockdown, and its implications on the recovery and resilience of their businesses.

Largely linked to our Covid-19 activities, **3 surveys on Enterprise support** were rolled out as part of DCT's PCF business project activities, to reach out to community shops and small/rural businesses respectively. This was mainly to gather further intelligence on their resilience and recovery needs to inform targeted support provision.

Also, an online toolkit (<https://www.devoncommunities.org.uk/advice-southwest-businesses-around-covid-19>) has been developed and is consistently populated with key business related resources and information around the areas of funding, technical support, volunteer assistance, marketing support, training resources. This was made accessible to our contacts through consistent dissemination of information via our weekly business focused e-bulletins. Resources and information displayed on the business online toolkit was strongly informed by feedback received from the surveys which were rolled out.

Below is a summary of results from the three enterprise support surveys.

4.1 Enterprise Support Surveys

Covid-19 Support for Rural Businesses and Social Enterprises

These surveys were rolled out in August and September to ascertain the impact of Covid-19 pandemic and lockdown on businesses (including challenges, support needs, etc.), and how DCT can support them effectively. 49 Respondents identified issues around managing increased demand for home deliveries with few frontline workers; Health and Safety; consistent availability of PPEs; Social distancing; and increase of product prices by some suppliers, when asked about the main social/ economic challenges they were facing post lockdown.



Respondents noted adherence to the national Covid-19 guidance but were concerned about the implications (financial ones especially) of an unforeseen case of a local outbreak and lockdown on the survival of their business. Despite the tough climate as a result of the Covid-19 pandemic, many rural businesses have been able to maintain a satisfactory position through dedication and collaborative work from staff, customers and community members.

The survey data was collected to build understanding of the impact of Covid-19 on rural businesses and social enterprises across Devon, as well as key areas of need or further assistance to inform targeted support provision via our online business toolkit.

The second survey outlined potential areas relevant for business resilience and recovery for respondents to vote on.

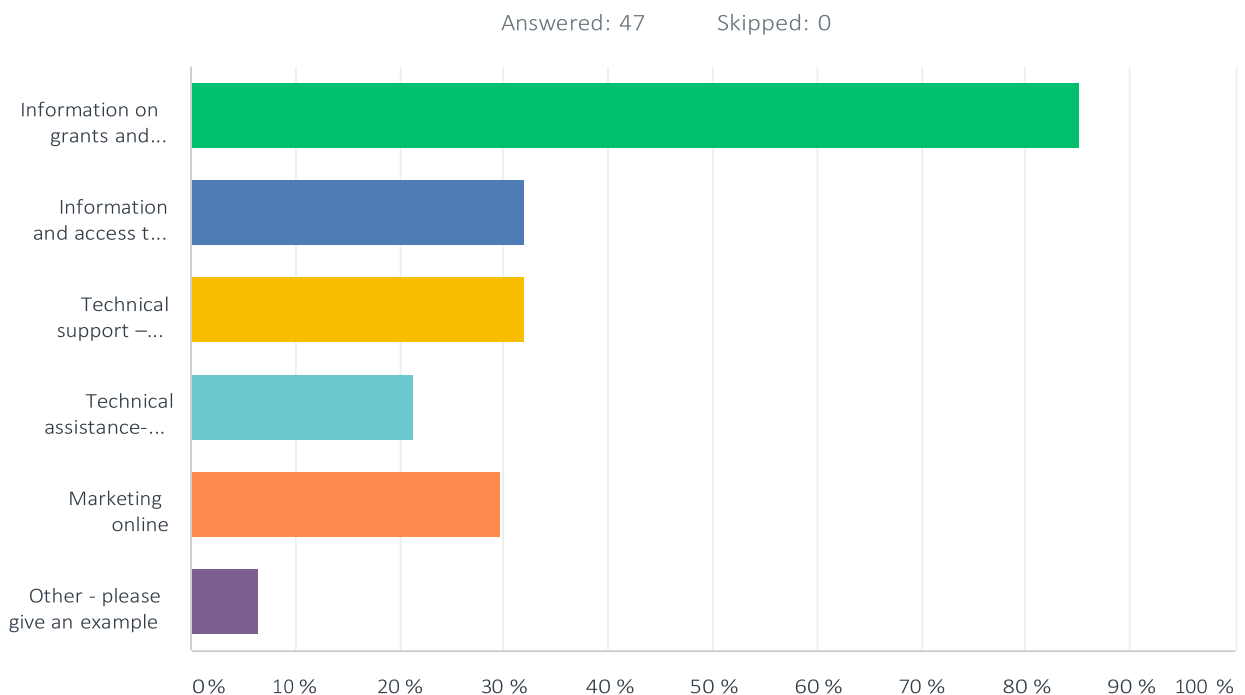


Figure 2: Bar chart showing poll results on key areas for further assistance.

Data depicted on the bar chart above shows a high percentage (85.11%) of need in the area of Information on grants and funding. This is clearly evident in the observed and reported impact of the Covid-19 pandemic and lockdown on the finances of most businesses. Additionally, this has been further emphasised as an area of concern through engagement with rural businesses and social enterprises via our themed online focus group meetings.

DCT has used all intelligence gathered from our Covid-19 activities (including surveys) to provide tailored support to our cohort. In this specific area, rural businesses and social



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enterprises have been provided with updated information and resources especially on funding and grants, in tandem with other key areas via our online business toolkit.

Below is an outline of the survey data outcome in descending order.

- Information on grants and funding - 85.11%
- Information and access to digital training - 31.91%
- Technical support (digital platforms) - 31.91%
- Technical assistance (building websites) - 21.28%
- Marketing online - 29.79%
- Other (please give an example) - 6.38%

From the survey, respondents also identified business coaching and support, and digital transformation to improve productivity and client engagement as other key areas for support. Resultantly, DCT in addition to our online focus group meetings, has developed business related trainings (on Customer Journey Mapping and Digital transformation for businesses) to be delivered via our Devon Community Learning Academy (<https://www.devoncommunities.org.uk/courses>). This shows our proactive response to the needs of our business cohort towards improving their overall resilience and recovery post Covid-19 lockdown.

Community Shop Survey

A total number of **10 participants** representing community shops from 10 communities trading in diverse commodities, responded to the survey.

Out of the 10 respondents, 71.43% continued to trade with modifications during the lockdown period with the rest of the 28.57% continuing with normal trading at the same level during lockdown. None of the community shops ceased trading for a period of at least three weeks or more.

The majority were able to maintain levels of essential goods during this period, with support from staff and volunteers. According to the data, 57.14% had sufficient staff/ volunteers to run the community shop despite the challenging circumstances posed by the Covid-19 lockdown. Some (42.86%) did not have sufficient staff but were able to employ certain modifications such as home deliveries, online shopping, phone and collect services, etc., to achieve continued operation of their shops to meet increased demands.



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The majority of the community shops identified the tremendous assistance via communal support as one of the main influencing factors of their ability to continue operating within their respective communities. This includes, community members volunteering to help with delivering on foot within the community; assisting with assembling orders; sorting and delivery of orders, etc. The quick response from volunteers aged below 50 to replace the gap left by existing volunteers mostly aged 50+ was particularly very helpful. These community volunteers enhanced the effective delivery of emergency response by community shops and organisations in various communities.

During this recovery phase, most community shops are considering diverse ways to improve their businesses and return to business as usual. This includes consideration of maintenance or modification of working hours; Rearrangement of shop layout to meet changing covid-19 guidance and weather conditions; Continued recruitment of new volunteers and Covid secure ways of reinstating elderly volunteers who had to shield during the lockdown, etc. All these alongside ensuring adherence to all Covid-19 national and local guidance (especially around social distancing and use of face coverings), where applicable for community shops.

Out of the 10 respondents, 57.14% do not have a plan in place in case of a local lockdown, with the rest of them (42.86%) having a plan in place. This depicts the need for further engagement of communities in understanding the Devon LOMP, and how it can inform their community emergency planning for effective actions in case of a local outbreak and lockdown.



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5.0 Publicity, Information, and Promotion of Communication Channels

DCT has continued to provide our cohort with advice, information and fast track signposting to key resources and services with a focus on community local outbreak and recovery.

Additionally, we ensured our cohort had first-hand access to information through consistent circulation of all relevant Covid-19 information, advice, and opportunities via our communication channels and social media platforms (Facebook, twitter, Instagram). This includes regular update of our Covid-19 webpage and circulation of weekly e-bulletins to our contacts.

5.1 General Promotion

Updated Email Signatures

At the beginning of phase 2 the general DCT email signature was amended to reflect how the helpline had developed and who it was now targeted at.



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With this email signature we wanted to show continuity and we wanted previous users of our helpline to see familiarity between the two phases; it was decided that we would therefore use the same logo, colours and layout that was used for the original signature image. The text was the only aspect that had been altered. This was to reflect how the pandemic had changed and the issues we would now be primarily focussing on.

When this image was included in the email signature, we linked it to our 'Covid-19 Information' website page. A link to the covid-19 'FAQs' page was also provided.



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[Find our FAQs here](#)

[Help us to help others by donating to LOVE Devon](#)

All DCT staff were once again asked to use this signature. It allowed us to show that the helpline and covid-19 related services were prominent.

Social Media Graphics

Another aspect of promotion that was altered were the promotional images we used within social media content.

0808 196 3390

**Covid-19 Community Local
Outbreak & Recovery Helpline**

Mon-Fri 9-5

Call us now for specialist covid-19 recovery and local outbreak support for:

- Emergency Planning Teams
- Sport and Play Organisations
- Parish Meetings
- Community Buildings
- Parish and Town Councils
- Community Support Groups
- Local Businesses



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This main image had been altered to reflect how the covid-19 services would now support local businesses. After this image had been developed, the remaining promotional images were also edited to show a consistent and recognisable design:



As well as using these images for social media content, they were also used within our covid-19 related e-bulletins. In each of these bulletins a different image would be used to not only promote a different sector of our services but used to link audiences to our covid-19 website page. This helped to make the website page more accessible.



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Website Content

As of the 28th September, 17 updates to our main covid-19 information page had been made. This website page was used as a landing page, where an array of covid-19 related resources could be accessed.

Coronavirus Information

Devon Communities Together is running the Covid-19 Community Local Outbreak & Recovery helpline - **0808 1963390**. We are here to help communities come together to respond to the pandemic with the most effective, safe, and co-ordinated responses.

Our helpline staff have access to emerging information, extensive expertise in community resilience, and hold an oversight of community responses across Devon. We are experienced in setting up and supporting networking and resilience, especially within rural areas, and as a rural community council and member of Action with Communities in Rural England, we can access a wealth of knowledge sharing and best practice from across the country. We can help with a range of issues including but not limited to:

- Organising volunteers and setting up community support groups
- Supporting parish councils and community groups through the pandemic
- Looking after your community building and public spaces throughout coronavirus restrictions
- Linking individuals to their local covid-19 response group
- Best practice in handling a wide range of covid-19 related issues at a community level
- Supporting vulnerable members of your community
- GDPR and safeguarding

Each time a revision to this page or to any embedded subpages had been made, we would update our audience about it. This was to inform them that the information they would access was up to date and was reflecting the stage of the pandemic.

The most frequent updates were made to the 'National Village Hall Guidance' subpage. As we had many queries about this it was important to emphasise that it had been updated. Featuring a link to the subpage also meant that those in need of the information could access it quickly.

Pages Updated: 28th September 2020: Guidance for Village Halls and downloadable appendices have now been updated! Find out more, [**HERE**](#)

Please note: ACRE have issued guidance to help community buildings comply with the NHS covid tracing system, which includes a requirement for QR codes to be made available for use by those with smart phones. The full guidance has been published as appendix 'M' to the general guidance.

You can now access covid-19 enterprise support! Find resources, advice and events [here!](#)



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Subpages

Between July – September the main website page had been developed, to feature 16 subpages. These subpages were presented in an easy to access grid format:



Through these links, our audience could be signposted to resources that would support a wide array of different sectors within our community. Three significant alterations had been made to this set of links:

- The FAQ's page was listed first, to give immediate support.
- The previous covid-19 report was featured to inform our audience of the support that we had previously given and the impact that it had.
- Enterprise Support page had been developed, to give local businesses the opportunity to find resources and advice that would exclusively cater to their needs.

Overall these subpages featured over 85 embedded links. These other links would take our audience to external websites or further subpages.

Visual example of subpage links and pages:



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CORONAVIRUS INFORMATION

[Access the Coronavirus Information contents page here](#)



COVID19, LOCKDOWN EASING, AND PUBLIC CONVENIENCES



REOPENING PRE-SCHOOLS IN VILLAGE HALL PREMISES



NATIONAL GUIDANCE FOR RE-OPENING VILLAGE HALLS



COVID19, LOCKDOWN EASING, AND PUBLIC CONVENIENCES

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Our helpline has received a number of calls asking about reopening public conveniences as with the ending of lockdown has come calls for the re-opening of public toilets. While there is no single source of guidance on this, we have put together the following advice based on Government, and from the actions of those local authorities who have opened some units following risk assessments.

Only open those units where social distancing can be reasonably managed. We would suggest 'reasonable management' of social distancing may include:

- An attendant to control access / signage and two metre markers / single access units.
- Close, deep clean and sanitise frequently - say every two hours (see below on cleaning)
- Reduced opening hours to match the available cleaning regime.
- Provide external hand sanitisers.
- Provide paper towels or electrical non-contact driers

One page that was found to need consistent changes throughout July-September was the **National Guidance for Re-opening Village Halls** page. (This received 17 revisions during this phase) Each time ACRE issued an updated document, it would then be uploaded to this page.



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We are working with Village Halls and Community Buildings throughout Devon to support them as they begin to re-open following the UK's lockdown period.

Below you will find downloadable national guidance on how halls may safely re-open, shared from ACRE (Action with Communities in Rural England), of which Devon Communities Together is a member.

If you need any support with your community building, please call our helpline on 0808 196 3390.

[DOWNLOAD THE LATEST GUIDANCE HERE](#)

UPDATED REVISED EDITABLE WORD VERSIONS OF THE INFORMATION SHEET APPENDICES.

Please note the appendices remain accessible in PDF format in the guidance document.

[Appendix A](#)

[Appendix B](#)

[Appendix C](#)

[Appendix D](#)

[Appendix E](#)

[Appendix F](#)

At the time of writing, this page featured version 6 of the updated guidance. This was followed by 12 downloadable appendices, with 'Appendix M' reflecting the need for community buildings to comply with the NHS covid tracing system.

All of these documents, including the main guidance document, were edited to feature our logo, helpline number and website link. The use of this branding meant that our audience knew that we would offer advice and support about this, through our services.

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Enterprise Support Website page

In July (with funding from the Prince's Countryside Fund), we developed our covid-19 enterprise support page, which was named 'COVID-19 Lockdown and Recovery; Enterprise Support'. This was aimed at supporting small business, enterprises and business start-ups during this time.

This page featured links to the business support survey (where businesses can submit case studies) and polls. It also featured a sign up link for the audience to receive our enterprise support bulletins (further details will follow).

As of the 29th September, the page featured 2 business case studies, which could give other businesses an insight into how others overcame challenges during and after lockdown.

Overall this page featured 11 subpages which included links and resources from external organisations. The page also signposted the audience to our covid-19 related events and training.

The following resource pages were included:

- Information about The Prince's Countryside Fund awards emergency grants
- Link to the National Directory of Farm and Rural Support Groups
- Better for Business Reopening Toolkit
- Webinars from Citation
- Links to training resources
- Links to covid-19 related events
- Links to volunteer assistance resources
- Advice and links to funding resources
- Business case studies
- Resources for marketing
- Resources relating to technical assistance



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This website page can be found here: <https://www.devoncommunities.org.uk/advice-southwest-businesses-around-covid-19>

Visual examples of website pages:

Our information for Devon enterprise is supported with a **grant** from the Prince's Countryside Fund.

Browse our tiles below for support and resources and access the most up to date advice for Southwest businesses around COVID-19, [here](#) For us to know how we can support your business or social enterprise, please participate in our

SURVEY

Are you involved in running and business or enterprise? Can you spare one minute to vote in our quick poll to help us understand what topics you need most support with at the moment? There's only question but your feedback will really help us shape the support and resources we provide.

VOTE NOW IN OUR QUICK POLL

Are you involved in running your local community shop? We'd love you to share your feedback about experiences and challenges now and during lockdown. Please access the survey below.

TAKE THE COMMUNITY SHOPS SURVEY NOW

Check back for further focus groups and workshops including;

- Building a post-COVID-19 legacy of greater enterprise and community connections
- Networking for recovery



THE PRINCE'S
COUNTRYSIDE
FUND



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FUNDING AVAILABLE FOR LOCAL GOOD CAUSES

Local charities and good causes are being encouraged to apply for funding for their organisation.

The funding boost is available thanks to players of People's Postcode Lottery.

Interested organisations can apply to one of four trusts, which each support projects focussed on different themes:

- **Postcode Neighbourhood Trust** will help good causes affected by COVID-19. Groups looking to adapt or expand services, or to increase their resilience should apply.
- **People's Postcode Trust** funds projects aimed at promoting human rights, combatting discrimination and helping to prevent poverty.
- **Postcode Community Trust** supports initiatives working to improve health and wellbeing in communities, including those that look to reduce isolation. The Trust also supports projects that increase participation in arts and physical recreation.
- **Postcode Local Trust** is for groups looking to increase community access to outdoor space and improve biodiversity. Groups looking to improve sustainability or combat climate change are also encouraged to apply.

OTHER RESOURCES

Insight into Events Promotion

From July – September we promoted 12 events, including July's Devon Community Resilience Forum Virtual Event. All of these events have been promoted through the covid-19 information page, enterprise support website page and our Devon Community Learning Academy website page. Information about events (including focus groups) have also been promoted via bulletins and through the contrasting Eventbrite pages. Information about the DCRF virtual event was also sent out via individual emails to 31 researched covid-19 community groups.



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Visual example of events promotion:

The Devon Community Resilience Forum on 29th and 30th July includes community case studies, flood response during COVID-19, Local Outbreak Management Planning, and a workshop session on community emergency planning lessons learned from COVID-19. Sign up to sessions [HERE](#)

Focus Groups

27th July 2020 - Recovery and Local Lockdown; Building Resilience for your Enterprise. A session for Devon based SME and micro enterprise. Sign up here <https://www.eventbrite.co.uk/e/recovery-and-local-lockdown-building-resilience-for-your-enterprise-tickets-113754071490>

4th August 2020 - Stronger Communities; COVID-19 Recovery and Local Outbreak Management Plans. A session for Town and Parish Councils and community groups and businesses involved in supporting the COVID-19 and lockdown community response. Sign up here - <https://www.eventbrite.co.uk/e/stronger-communities-covid-19-recovery-local-outbreak-management-plans-tickets-114435491636>

More focus groups coming soon so keep checking back!

Upcoming Devon Community Resilience Forum Event from Devon Communities Together

1

Good Afternoon,

Please find information about the upcoming virtual [Devon Community Resilience Forum Event](#)! This event will feature six sessions, all of which will provide advice and support to help your community during the recovery stage of covid-19!

You can simply book your place for each free session, by following the links provided!

Read on to find further information about each session, running from the 29th-30th. Book to attend your chosen session(s) today!

Please share this information to anyone within your community who will be interested!

Schedule for the 29th:

11.15 - 12.15 Broadclyst Community Case Study A community case study reflecting on community emergency planning and the pandemic response in the large and diverse rural parish of Broadclyst.

Sign up to secure your place here: <https://www.eventbrite.co.uk/e/resilience-forum-session-broadclyst-case-study-tickets-113352004898>

Website Page Views

Away from the main coronavirus information landing page and subpages, there are a number of other website pages that contain information about our services.



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Below is a list of views from all of the significant website pages. This data has been collected from the 1st July – 29th September and is in order from most – least views.

- Guidance for re-opening village halls received 5,247 views
- Welcome page (featuring 5 links to covid-19 information page and helpline information) received 3,537 views
- Coronavirus information page received 1,464 views
- Devon Community Resilience Forum page (features link to covid information page) received 921 views
- Advice for Village Halls & Community Buildings (subpage) received 297 views
- COVID-19 Lockdown and Recovery; Enterprise Support (resource page funded by Princes Countryside Fund) – 11 subpages which include business resources, case studies and links to main information page. This received 257 views.
- Re-opening subpage which includes links to village hall guidance and other re-opening resources received 220 views.
- Enterprise support subpage (includes link to business toolkit) received 102 views

The remainder of the covid-19 related pages received 64 – 16 page views. All together, we received **12,301** views for our covid-19 related website pages. The main information page and guidance for re-opening village halls have consistently been two of our most viewed pages throughout the course of the last 3 months. The page that was viewed most frequently was the 'Guidance for re-opening village halls' page. On average, this received a viewing time of 4 minutes and 57 seconds.

5.2 E-bulletin data

From July to September 23 covid-19 related e-bulletins have been sent to our recipients (This includes covid-19 business support bulletins). Previous monthly reports for phase 2 contain data for July and August. Data for September can be found below:



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September Bulletins

Covid-19 Business & Enterprise Support from Devon Communities Together - 3rd September

- This bulletin featured links to several business support resources and programmes. The bulletin also included links to three polls; one relating to the South West Property Flood Resilience Pathfinder and another to our business support poll, which asked our audience what topic they would most prefer support on. Finally, we included a link to our 'Community Shops' which asked our audience to let us know their concerns for their businesses during this time.

Engagements – This bulletin was sent to 1,671 recipients. 394 recipients opened the bulletin. Overall it was opened 1077 times. Links received 215 clicks. The most clicked links were to our covid-19 enterprise support page.

Latest Covid-19 Updates and Resources from Devon Communities Together - 3rd September

- This bulletin featured updates from the Devon Community Resilience Forum, links to a range of useful printable resources put together by DCC, guidance on outdoor sport and children's out-of-school activities, updates on focus groups available for Devon Town and Parish councils, and a request for case studies from community buildings.

Engagements – This bulletin was sent to 2, 716 recipients. It was opened by 547 recipients and was opened 2, 402 times. The links were clicked 226 times. The most clicked links were to book attendance to our Devon Local Outbreak Management Plan focus group. The other most clicked link was to download compliance posters and resources.

Covid-19 Business & Enterprise Support from Devon Communities Together - poll reminder email – 7th September

- This email was sent to remind recipients about our business support poll.

Engagements – This was sent to 1,651 recipients. It was opened by 455 recipients and received 1,187 opens. With 127 clicks, the link to vote on the poll received the most clicks.

Latest Covid-19 Updates and Resources from Devon Communities Together - 11th September

- This included information about; our focus groups, action cards and covid-19 regulations from ACRE, access to covid-19 data for Devon and the importance of 'Test and Trace'



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Engagements – This was sent 2, 716 recipients. It was opened 3,333 times by 636 recipients. Overall it received 621 clicks with government guideline links, being the most clicked.

Covid-19 Business & Enterprise Support from Devon Communities Together – 15th September

- This included information and booking links to focus groups, details about funding schemes, links to training resources and to our community shops and business support polls.

Engagements – This was sent to 1,822 recipients. It was opened 988 times by 406 recipients. This received 224 clicks with the link to our business support website page being the most clicked.

Keep COVID Secure in an Emergency – 15th September

- This bulletin included information about emergency planning and funding support from the Devon Community Resilience Forum.

Engagements – This was sent to 311 recipients. 108 recipients opened this 356 times.

Latest Covid-19 Updates and Resources from Devon Communities Together - 17th September

- This bulletin featured advice about testing and how to keep 'covid secure' in an emergency. Alongside this, there was an insight into Public Health England's new mental health campaign for children. Finally, it featured an update from ACRE regarding covid-19 regulations.

Engagements – This was sent to 2,711 recipients. It was opened 2,715 times by 716 recipients. This received 230 total clicks. The link to book attendance to our 'Village Halls and All Community Buildings' focus groups was the highest clicked link.

Latest Covid-19 Updates and Resources from Devon Communities Together - 21st September

- This bulletin featured information about the launch of the new NHS covid-19 app and how businesses and venues should become prepared for its use. Readers were signposted to updated Village Hall guidance from ACRE. There was also an opportunity sign up to upcoming focus groups. Also featured was a link to sign up to Devon Community Resilience Forum.



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Engagements – This was sent to 2,719 recipients. It was opened 3, 056 times by 741 recipients. This received 899 total clicks. The highest clicked link was the link to ACRE’s ‘Re-opening Village Hall Guidance’ on our website.

Latest Covid-19 Updates and Resources from Devon Communities Together - 29th September

- This final bulletin of the month featured information and advice about; the need for QR codes, advice about the group limit of 6, the re-opening village halls information sheet and non-compliance prosecutions. We also gave an insight into the need for community spaces and advised our readers about insurance cover for unoccupied halls.

Engagements – This was sent to 2,708 recipients. At the time of writing this report, it was opened 1,442 times by 449 recipients. It has received 178 clicks with the highest clicked link being for ACREs guidance sheet regarding QR codes on our website.

As mentioned previously, all bulletins featured promotional images, with a different being used each time. This was to remind our readers about the services that we can provide. Each of these images were also used as links to our website.



Other e-bulletins

Alongside these covid-19 resources and advice bulletins, we have sent five bulletins which focused on the Devon Community Resilience Forum Virtual event. Each bulletin featured a summary about each of the six sessions and booking links. We also included a helpline promotion image, which also linked our audience to the covid-19 information page. Read on below, for engagement details:



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- Book to Attend Our Free Devon Community Resilience Forum Sessions, Starting Soon! (Sent on the 29th July) Was sent to 2,922 recipients. Received 105 clicks and was opened by 563 recipients. In total it was opened 879 times. A link featured in the bulletin as last clicked on, on the 30th July. The most clicked link was to the DCRF event page on our website. The highest clicked booking link was to the 'Local Outbreak Management Plan' session.
- Invitation to attend the Free Devon Community Resilience Forum Virtual Event (Sent on the 27th July). Was sent to 3087 recipients. Received 141 clicks and was opened by 752 recipients. In total it was opened 1, 711 times. Links were last clicked on the 30th July. This was sent to 6 of our contacts list – this enabled us to promote the event, helpline and information page to different sectors of our audience. The link to DCRF event page was the highest clicked link. The booking link to the 'Local outbreak management plan' session was the second highest clicked link.
- Invitation to attend the Free Devon Community Resilience Forum Virtual Event (Sent on the 23rd July). This was sent to 312 recipients and received 21 clicks. It was opened by 100 recipients and was opened a total of 379 times. Links were last clicked on the 29th July. Please note recipient number is lower than others, as this version of the bulletin was sent to one contact group. The highest clicked link was the booking link to the 'Introduction to Property Level Resilience, the Pathfinder Project, and how to access support for your community' session.
- Upcoming Virtual Events from Devon Communities Together (Sent on the 21st July) featured information about the DCRF event, alongside four of our other virtual events. Was sent to 1,889 recipients. It was opened by 525 recipients, 1,371 times. The links to the DCRF event were the highest clicked links, having received a total click rate of 28.87%.
- Invitation to attend the Free Devon Community Resilience Forum Virtual Event (Sent on the 15th July). This was sent to 2,897 recipients. As well as sending this to our specific audience for covid-19 resources, we also promoted events to our 'Training, events and conferences' list. It received 345 clicks and was opened by 793 recipients. In total it was opened 2, 836 times. Links were last clicked on the 29th July. The link to DCRF event page was the highest clicked link.

Information about our helpline, coronavirus information page and related events were featured in our recent Love Devon Newsletter bulletin. This was sent to 2, 520 recipients. It



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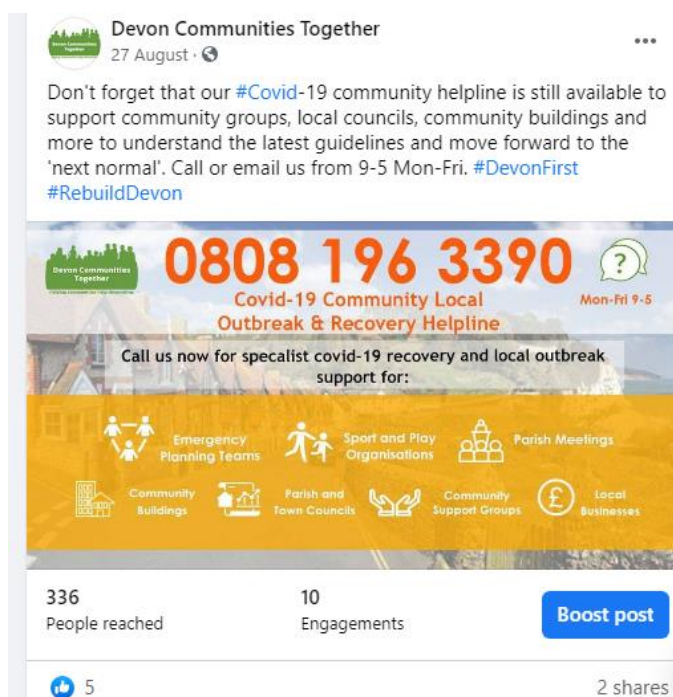
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featured four links to our Covid-19 related services. The highest clicked link was the link to our previous Covid-19 report.

5.3 Social Media Data

On the 27th August a covid-19 services social media post was 'pinned' to our Twitter and Facebook pages. This was so new followers of DCT social media pages could instantly find out about our services. It was also so the information could be consistently accessed by those in need.



By the 29th September this post had received a total of 9 likes, 3 shares/ reposts and 1 comment it had reached a total of 833 followers.

Below you can find tables of social media engagement for September. Social media engagement for July and August reflected in previous monthly reports for phase 2.

September Data

Date	Platform	Content	Engagements
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03/09/20	Twitter, Facebook, LinkedIn	Calling all #businesses, #enterprises & #entrepreneurs. Have you got 1 minute to spare? VOTE in our quick poll to let us know the topics that you need most support with during these challenging times. https://buff.ly/3hNtHkB #VoteNow	Reach (fb): 561 Impressions (t & LI): 205 Reach (F): 82 Retweets: 0 Likes: 2 Clicks: 1
05/09/20	Twitter, Facebook & LinkedIn	Are you involved in running a #CommunityShop ? If so, please take a few minutes to let us know your experiences of #lockdown and #recovery from #Covid19 . Your feedback will help us build a picture of the challenges being faced and how we can help! https://buff.ly/352HcJO	Reach (fb): 516 Impressions (t & LI): 163 Likes: 1 Shares: 2 Clicks: 8 Comments: 1
06/09/20	Twitter, Facebook & LinkedIn	STILL TIME TO VOTE: #businesses , #enterprises & #entrepreneurs . Have you got 1 minute to spare? VOTE in our quick poll to let us know the topics that you need most support with during these challenging times. https://buff.ly/3hNtHkB	Reach (fb): 71 Impressions (t & LI): 183 Likes: 1 Shares: 0 Clicks: 2 Comments: 0



11/09/20	Twitter, Facebook & LinkedIn	On the 21st September we are hosting our next FREE 'Covid-19 Business Recovery' Focus Group! This #webinar will help to ensure that rural businesses, social enterprises and organisations will get the resources they need to face this challenging time! https://buff.ly/3ijDMGh	Reach (fb): 80 Impressions (t & LI): 174 Likes: 1 Shares: 0 Clicks:0 Comments: 0
15/09/20	Twitter, Facebook & LinkedIn	Our covid-19 #helpline , information page and bulletins are all here to support and advise you during this stage of the pandemic! By going to our website, you can access a range of resources and find out more about what we offer! Please visit: https://buff.ly/3d6GBbz	Reach (fb): 166 Impressions (t & LI): 290 Likes: 7 Shares: 6 Clicks:4 Comments: 0
16/09/20	Twitter, Facebook & LinkedIn	Do you run a #community shop? We would like to know about your experiences of #Covid_19 ! Please fill in our short survey, so we can find out more about the challenges that you are facing. Importantly, from this survey we can understand how we can help you: https://buff.ly/3kntNjH	Reach (fb): 166 Impressions (t & LI): 790 Likes: 9 Shares: 1 Clicks:2 Comments: 0



17/09/20	Twitter, Facebook & LinkedIn	<p>Coming up on Monday is our free #business recovery focus group #webinar! This session will be exploring ways that businesses can communicate during this time of social distancing and shielding, so all clients can be reached! Book today</p> <p>Find out more: https://buff.ly/3iECO7r</p>	<p>Reach (fb): 67</p> <p>Impressions (t & LI): 172</p> <p>Likes: 2</p> <p>Shares: 0</p> <p>Clicks:1</p> <p>Comments: 0</p>
23/09/20	Twitter, Facebook & LinkedIn	<p>Our covid-19 #helpline and online resources are here to support communities during this difficult and rapidly changing time! This #CommunitiesWeek, please do take a look at the advice and support that is available to help! Visit: https://buff.ly/3d6GBbz #WeAreDevon</p>	<p>Reach (fb): 753</p> <p>Impressions (t & LI): 218</p> <p>Likes: 3</p> <p>Shares: 3</p> <p>Clicks:9</p> <p>Comments: 0</p>



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6.0 Conclusion, Recommendations & Way forward

Overall, communities have been able to continue providing ongoing support to their community members despite prevailing Covid-19 challenges. This includes strengthened delivery of recovery responses and services, informed by lessons learnt through ongoing support provision and best practices shared via shared local community virtual engagement platforms.

The themed online focus group meetings facilitated by DCT created an effective platform for learning and sharing and fostering engagement and collaborative work among local communities, key emergency response service providers and community support groups, backed up by ready access to all key Covid-19 information and resources, through our Covid-19 recovery helpline and webpage.

DCT anticipates providing ongoing support to our cohort during phase three by identifying emerging areas of needs and exploring transformative opportunities through intelligence gathered from our phase 2 delivery. This ongoing support is envisaged to be particularly premised on a structured programme of active collaborative work with DCC, District Councils and DALC. in development and subsequent promotion and testing of the community LOMP with communities. Additionally, we will continue with operating the weekly Covid-19 recovery helpline, strengthen relationship with key partners and projects, to enhance communities' overall resilience, recovery and capacity to actively respond in case of any emergencies (especially Covid-19 related emergencies).

6.1 Recommendations/ Actions

- Need for increased clarity on the role of local communities, key contacts, and concrete actions around management and implementation of the LOMP in case of a local outbreak and lockdown. This will include enhanced coordination support in clear determination / messaging of geographical boundaries in case of a local outbreak.
- Need for continued support and advice on the critical discovery of ways and means to address financial sustainability of key support provision stakeholders, especially district and local councils, village halls, and community businesses over the next 12 months, in case activities/operations do not return steadily as before.



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- Ongoing support for promotion and facilitation of Digital training for our cohort, especially, local councils, and rural businesses to enhance additional digital upskilling to enable more video conferencing council meetings. Also, increased digital technical, marketing and overall communications support and upskilling opportunities, to improve communication for advancement of rural businesses and social enterprises in communities.
- Easy accessibility of covid-19 testing in local communities.
- Enhanced collaboration with local community organisations and businesses for a more seamless support provision during the current Covid-19 recovery period, especially in case of a local outbreak or lockdown.