

**Devon Communities Together
COVID19 Community Local
Outbreak & Recovery Helpline**
Supporting Village Halls, Community
Buildings, Parish and Town Councils.

Quarterly Report
October – December 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



Helping Communities Help
Themselves for 60 Years



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1. Introduction to phase three

Our support package to communities during Phase three (October – December 2020) comprised three key elements which will be sequentially addressed within this report. Between these elements we reached a total of 306 community contacts.

Firstly a helpline service for town and parish councils, community buildings, and community groups. The helpline has continued to prove its value to communities as a source of information and signposting. This is covered in section 1.

The second element of our support was a series of focus groups delivered in conjunction with the District Councils of Devon. The groups served to support the sharing of information from the District, future planning, peer support, and a valued support need feedback route. The focus groups are covered in section 3.

The third element was our communications which were comprised of a webpage which held an array of tools, case studies, and information. We sent regular bulletins to our extensive contact list containing update information, useful guidance, and case studies. Finally, all elements were supported by extensive social media marketing. Communications and marketing are the focus of section 5.



306 community contacts



10 focus groups

2. Helpline services.

Throughout phase three the helpline was open 9am – 5pm Monday to Friday.

The following levels of calls, totalling 212, were recorded on the helpline during the phase three period.

Table one; Calls to the DCT COVID-19 Helpline during the phase three period

Month	Number of calls	Community Buildings and local councils	Community organisations and services	Businesses	Individuals	Volunteers
October	74	66	4	0	4	0
November	83	62	13	2	4	2
December	55	45	7	1	3	0

Table two; Key helpline issues identified during phase three helpline calls

General Category	Numbers	Specific Issues	Details and support
Operation and management, regulation and guidance	195	The management of community buildings during tier 1 and 2 restrictions and the 'November lockdown' and how to interpret regulations for a variety of community activities.	<p>With regularly changing levels of restriction (tier 1, to nationwide lockdown, to tier 2, and tier 3 in the last 2 days of phase 3) enquiries in this period were predominantly related to the way in which this would impact on community activities.</p> <p>Regular questions related to whether specific activities could go ahead and various local implications. Activities discussed include but are not limited to; parish council meetings, exercise classes, Christmas activities, family gatherings in community buildings, support groups, keyworker training, and children's activities. Often the enquirer was unclear about the regulations, felt they may be open to interpretation, or perceived pressure to allow or not allow an activity and were seeking reassurance.</p> <p>Our helpline staff were able to clarify regulatory changes, and using the frequently updated guidance from ACRE, to clarify and</p>

			give more detail on specific regulations of relevance to community buildings.
Finance	10	Grants	The helpline received a lower number of grant enquiries than in previous phases, mostly owing to anecdotal evidence that communities were already aware that district councils were managing COVID-19 related grants. Callers were talked through available grants and given details for applying to the correct District Council.
Health and social care	5	Access to medicine, access to health and social care services, food distribution, support bubbles.	Here the helpline has received a small number of enquiries stemming from a variety of situations which include; food bank access, connecting an individual with a local support group to collect medicine and advising on rules around support bubbles. This includes one instance where a support bubble was opposed by a home care company.

Emergency planning	1	Taking steps to build a more resilient community	Lewdown Parish Council called to discuss a community emergency planning home pack and the COVID-19 information that would be useful to add.
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3. Local Outbreak Management Planning Focus Groups

At the time of commissioning phase three, Devon County Council (DCC) had produced a Local Outbreak Management Plan, and with local level lockdowns understood as a possible strategy, focus groups were initially designed with two aims: to support communities to understand the Local Outbreak Management Plan, and to support communities liaising with their district council to understand what supportive mechanisms are available at the district level.

Prior to the phase three focus groups, a working group comprised of Devon Communities Together, Devon County Council, and DALC, had produced and circulated a document; ‘The COVID-19 Local Outbreak Management Plan for Local Councils’. This document was produced in acknowledgement that while local councils do not have an official role in any part of the Local Outbreak Management Plan, their awareness of the plan and support available could prove pivotal to the success of local measures.

Focus groups were organised as follows, working with the District Council leads to respond to what they understand reflects their communities best:

Table three; Phase three focus groups

Council	Town’s group	Parish’s group	Total community attendees	Notes
Mid Devon	06/11	04/11	19	DCT have additionally supported two MDDC - led focus groups for community groups on 05/11 and 18/12
East Devon	09/12	07/12	12	
North Devon	NDDC deemed a towns group unnecessary due to the work of One Northern Devon in the towns. We did however liaise with One Northern Devon to ensure that we were not missing any particular insights or support needs.	09/11	14	

Teignbridge	13/11 morning	13/11 afternoon	29	
Torrige	19/11 combined group for both towns and parishes		10	
South Hams and West Devon	20/11	23/11	10	This was set up as three groups, not specified for towns or parishes on the request of the District, and running across the combined West and South Hams Districts area. The third group did not run as all participants signed up to attend one of the first two groups.
Exeter	Exeter are aware of the DCT offer			

By the time the first focus groups ran, the UK was in a national lockdown, and therefore the plan for each session was slightly amended with the session structures running as follows:

1. Introduction, ground rules and overview of the format with an emphasis on peer support. Explanation that discussion will be used to feed back to Devon County Council on themes and support needs.
2. Presentation from the District Council covering grants, support for the clinically extremely vulnerable, referral routes and any other schemes that support local people during the pandemic.
3. Facilitated peer discussion and support session with guiding thematic topics:
 - a. How the communities are managing lockdown two/tiers. Leading topic of volunteer management and engagement. To steer conversation to also cover:
 - i. Town or parish council involvement with the community support group(s)
 - ii. Support for the vulnerable and any emerging vulnerabilities
 - iii. Any noteworthy changes in community support from lockdown 1.
 - iv. Working with local organisations and businesses
 - b. Community communication and information dissemination. Steer to cover:
 - i. What worked before
 - ii. Routes for information with key stakeholders e.g. shops and businesses
 - iii. Vulnerabilities (individuals, groups, and in the communication system)
 - c. Looking forward through winter 20/21. Formalising processes and using community emergency planning to formalise the community actions that have arisen due to COVID-19; adding a pandemic

section to existing plans, and starting the community emergency planning process for new communities.

3.1. Focus group feedback

Our focus groups have provided a space for peer support and reflection, networking, and learning for 94 community contacts. The Focus group feedback can be subdivided to cover the support functions, the key issues, and the support needs. Specific discussions were largely covered in the November 2020 report in which the majority of focus groups specific topics were reported. Therefore here the report will focus on the overall themes that cut across all groups.

3.1.1. Support functions

Theme 1; Restarting support, community need, and volunteer availability

Most communities had undergone a period of time in the summer and early autumn 2020 when they no longer had an active (or very active) COVID-19 community support process. Attention had begun to shift towards recovery. However at the time of phase three focus groups the groups had reconvened to provide support once more as Devon went into tier one and then to a nationwide lockdown. Communities attending the focus groups reported smooth restarting. Local processes that during lockdown one had felt hurried and duplicated support, this time had the structures in place to restart. This included local shops delivering, local helplines 'switched back on', and local level volunteers contacted.

Here attendees all reported a decline in volunteer numbers. Volunteer availability was lower (almost always due to previous volunteers having been furloughed from their jobs and since returning to work. All communities reported a lower demand on their COVID-19 support group than during lockdown one. A variety of reasons were given for this including:

- Lower levels of COVID-19 - both actual and perceived.
- A far lower sense of urgency and/or caution with people who previously avoided shops now going out.
- Informal support structures such as friends, family and neighbours often undertaking tasks regularly for those who are clinically extremely vulnerable.
- A normalisation of asking your network of friends for shopping for those who have to isolate.

Finally, communities reported the return to support as a smoother process due to better integration between different agencies. Whereas during lockdown one lots of existing and new groups duplicated support offers, now at the very local level this appeared to have formed a patchwork of communicating and intersecting local support. This usually took the format of one overarching local lead (be it a mutual aid group, town or parish council, or local charity or service such as the Budleigh Salterton Wellbeing Hub). There was better awareness in towns and larger parishes of what support exists. In the smaller parishes support groups often work closely with existing rural infrastructure such as village halls and village shops, to ensure joined up support.

Theme 2; Communications

Communities have learned from experience and developed an array of channels to enable resilient communications. The earlier concern that there may be local people who are not aware of support available has largely dissipated, and communities have become adept at using a variety of communication methods and tactics to ensure reach. Of particular note were the following:

- Many communities send newsletters, some just digital but many offering physical newsletters too. The newsletters contain a variety of information such as reiterating national public health advice, alongside

volunteer recruitment, support group contact number/email, and local services e.g. restaurants now offering delivery. Likewise, short leaflets were delivered in some smaller communities at the start of lockdown two. This was mainly undertaken in smaller parishes, but in larger communities such as Cullompton they have distributed leaflets to public places as well as delivering to households in areas identified as demographically more likely to require support

- In many cases new webpages and/or Facebook pages were developed during lockdown one, and these have now been updated with information for the second lockdown period
- The 'Next door' app, and Whatsapp have been well utilised
- Articles in the local papers have been used by some groups
- One councillor explained that they have become aware of the hard to reach and more vulnerable and have a list of contacts that they 'phone each week to check in
- Most of the communities represented at the focus groups have a COVID-19 community group helpline which has been restarted as a point of contact
- Simple posters have been displayed in some communities such as Buckfastleigh who were concerned that digital communication may not reach enough residents.

Finally, word of mouth communication remains important. In Bideford, informal street level support as both a way to share wider information, and to ensure extremely local support has proven excellent, and in those streets with this level of support, it really addresses the concern of hidden vulnerable. Bideford even noted some streets have set up 'street pantries' for sharing groceries for those who may be struggling.

Theme three; Formalisation and legacy

For a smaller number of communities, efforts have begun to ensure the legacy of COVID-19 support groups is formalised, while maximising effectiveness. Lapford Parish Council, for example, has prepared a handbook of protocols and guidance for managing volunteers in the village, and Okehampton (Okehampton Town Council combined with Okehampton Hamlets Parish Council) is looking to establish a charitable organisation to be able to secure funding from other sources to buttress existing support. Okehampton was particularly keen to address potential issues with poverty and hunger that may arise for long after the pandemic as a consequence.

Other communities are using the existing structures of the Devon Community Resilience Forum to capture the legacy of their COVID-19 efforts. For those with an existing community emergency plan, many are beginning to write in pandemic planning sections and, for some communities without a plan, this has proven an incentive to begin plan development.

3.1.2. Issues arising

Despite the general theme of support smoothly restarting and lower demand, with structures already in place, some issues remain.

Issue one; digital inclusion

Despite websites, social media, and communications apps proving highly successful for many communities, there are examples where these exclude people. There are two scales to this. Firstly is the individual scale; there are people with no internet connection and/or limited skill. This has only been raised in the case of older populations but could also apply to other categories such as those with learning disabilities or sensory problems. While this remains a concern, it is also something communities are proactive around overcoming. Their communication resilience strategies as outlined in

'Theme two; communications', often come with a targeted approach in communities for known individuals without internet access.

The second scale, poor rural connectivity, effects geographical areas and cross cutting communities. There are some very rural communities, such as Brentor, where it has been noted that the connectivity is so poor in much of the parish that internet based communication methods have to become secondary to other communication channels.

In Buckfastleigh, both the individual level of skill and access, and the community level of connectivity have been an issue. Buckfastleigh has overcome this by focussing extensively on simple, visible posters in the town.

Issue two; compliance and mind-set

"Life feels normal, it doesn't feel like a lockdown"
(Councillor in the Torridge area)

This quote is representative of a theme heard in the focus groups which ran during the November lockdown. Indeed while the support function theme of smooth restarting and low need has in many instances been attributed to good levels of formal and informal structures, it was also attributed to people simply not behaving in the same way as lockdown one.

This was expressed in focus groups from two angles. Firstly, it is expressed as an (often frustrated) observation that many people in the community are behaving in ways that breached the lockdown. This included stories of crowded local shops with no social distancing, scenic routes being overwhelmed at weekends and people staying in holiday parks. Attendees were reminded of non-compliance reporting routes, but also had suggestions such as greater frequency of 'nudge'¹ style signage.

Secondly, and to a lesser extent, town and parish councils attending focus groups also felt this was 'less of a lockdown situation'. For example, one community with an active community emergency planning group reported that in the first lockdown their emergency planning group was very active but they are now concentrating on winter planning issues such as for floods and snow. They reported that this time there appeared to be a perception that lockdown is 'less of an emergency' situation. In all focus groups Devon Communities Together facilitators raised the importance of community emergency planning for intersecting risk in Winter 2020/21, with COVID-19 remaining a high threat that should be considered across all areas of community emergency planning. Some district councils also had their Emergency Planning Officer in attendance and in these cases they were able to provide the most recent data on COVID-19 trends to remind attendees of the ongoing magnitude of risk.

Issue three; Mental Wellbeing

There were widespread concerns about mental wellbeing with attendees expressing concern about:

- Loneliness and isolation
- Restricted support due to COVID-19 restrictions
- Anxiety about the disease itself
- People experiencing high levels of anxiety or loneliness for the first time and not having existing coping strategies.
- A 'time bomb' of combining factors which could negatively impact on community wellbeing, and increase demand for mental health services, in ways which could not previously have been predicted.

¹ Sunstein, C. R. (2014). Nudging: a very short guide. *Journal of Consumer Policy*, 37(4), 583-588.

Some communities are undertaking proactive measures around wellbeing. These include buddy systems, and regular calls to check in, distributions of seed packs, and activities to uplift community spirit. Trails where people spot items in windows in the community are a popular example of this. However such initiatives are patchy in coverage.

Issue four; Streamlining communications

The issue of communities being overwhelmed with communications descending on them from a variety of sources was high on the agenda during lockdown one. This was much less of an issue reported during phase three lockdowns with far better clarity from both communities and the agencies around the delineation of different areas of responsibility, topics, and audience. However it was still mentioned that a higher than usual level of communications to local councils, especially those with only part time clerks, can place a large burden of work on them in filtering and forwarding appropriate information. In some instances this was given as a reason for communities not having read the 'Local Outbreak Management Plan for Communities' document'.

Issue five; Money

The vast majority of logistical issues seen in lockdown one have been resolved. However the issue of money to buy groceries for isolating people remained an issue for some. The main challenge here was around older people that don't have bank cards and wanted to use cheques, but where this wasn't acceptable for the shop. There is still some work to do re finding a solution to this problem that works for everyone but many communities have found ways around this, often working with the local council, who can purchase top up cards.

Issue six; Vaccine concerns

Two concerns were raised around the forthcoming vaccination rollout. While attendees were assured there is no local council responsibility it was recognised by focus groups that a mass vaccination programme may well have local council impact. Concerns raised included rural access to vaccination centres, volunteer driver safety, the use of community buildings as vaccination centres and how this would be managed.

Concerns were also raised around how best to counter anti vaccination discourse. Communities are keen to see communications that they can share that will help increase uptake.

3.1.3. Support needs

As a result of the issues identified above, or as stand-alone support needs, communities identified a number of areas in which support would better enable them to help tackle the pandemic, lockdown, and eventual recovery at a local level.

Support need one; recovery

Communities identified a need for support to plan and implement successful recovery at the local level. For example, to organise events to lift spirit, and strategies to boost local business.

Support need two; mental health support

Community volunteers who are not used to working with people in mental distress are often encountering this for the first time and require basic training. There is a recognition that there will be a strain on mental health provision arising from COVID-19 and, if increased provision is not put in place, it may fall to untrained volunteers to help people who need support.

Support need three; overcoming digital exclusion

The pandemic has highlighted the importance of good internet connectivity and the provision for this both with skills and rural connectivity requires support.

4. The Devon Community Resilience Forum Event and COVID-19 support



2-3 DECEMBER 2020

FREE ONLINE COMMUNITY RESILIENCE EVENT

2 DAYS OF SESSIONS TO HELP YOUR COMMUNITY BECOME MORE RESILIENT

<https://tinyurl.com/y6c3mcje>

Devon Communities Together
Helping communities help themselves

Devon Community Resilience Forum

The Devon Community Resilience Forum event is a bi-annual event that Devon Communities Together organise and deliver as part of the ongoing resilience project work under the Devon Community Resilience Board. The virtual event, over 4th and 5th December 2020, complemented the work of the COVID-19 helpline. 62 individuals representing 42 Devon communities attended the event,

The sessions began with a keynote presentation from Simon Kitchen, Head of Communities at Devon County Council. He emphasised the multiple risks that we face this winter with ‘usual’ risks combining with COVID-19, and therefore the importance of prepared communities. This theme of ‘planning for risk’, with the added element of COVID-19, then ran through the event with further sessions including;

- Preparing for winter; a session from Devon Highways, specifically about preparing for cold weather
- Using Zoom to effectively and safely to meet with your community emergency planning team. In particular to maximise learning from COVID-19 community efforts to formalise COVID-19 actions in their community emergency plan
- ‘Learning from Lockdown’ community case study from Swimbridge
- Communicating with people with hearing loss in an emergency situation; a session from Action on Hearing Loss
- A workshop session on ensuring that emergency rest shelters are COVID-19 secure if it needs to be operationalised in a local emergency

5. Phase three communications

5.1. Website updates

During phase three, the DCT marketing and project teams ensured that the information on guidance for community buildings was updated numerous times as Devon moved from Tier one, lockdown, to Tier Two to Tier three.

Each time new guidance was received from ACRE it was co-branded and re-uploaded to the DCT website in the most recent format, as well as distributed via email to our database.

Additionally, updates were added to the website during this phase regarding district council grants, charity commission guidance, and enterprise support.

The main COVID-19 information page received a total of 1,386 hits during the phase three period, and as shown below, our ebulletins and social media content drove traffic to our website throughout the phase three period.

5.2. E-bulletins

16 COVID-19 bulletins were sent during phase three as listed below. As shown in the engagement analysis for each bulletin, engagement and click through rates remained high throughout the phase.

Covid-19 Updates and Resources from Devon Communities Together – 21st December

- This bulletin featured information for Community Buildings in Tier 2.

Engagements – This bulletin was sent to 2,660 recipients. It received 84 clicks and was opened by 755 recipients. In total, it received 3,057 opens. The most clicked link was to our Coronavirus Information page, which was clicked 82 times.

Invitation to Devon Community Resilience Forum – 17th December

- This bulletin featured a range of updates on COVID-secure practices, information on accessing support to lower winter fuel bills in this uniquely difficult winter, and a festive case study.

Engagements – This bulletin was to 2,663 recipients. It received 53 clicks and was opened by 567 recipients. In total it received 2,094 opens. . The most clicked link was to our Coronavirus Information page, which was clicked on 43 times.

Latest Covid-19 Updates and Resources from Devon Communities Together – 2nd December

- This bulletin featured the latest Covid-19 updates including guidance funding for lockdown 2 and information on group exercise.

Engagements – This bulletin was sent to 2,671 recipients. It received 127 clicks and was opened by 741 recipients. In total the bulletin received 4,066 opens. The most clicked link was the Coronavirus Information page, which received 123 clicks.

LOVE Devon e-newsletter from Devon Communities Together – 1st December

- We featured content on Devon Community Resilience Forum and also Covid-19 helpline content in our main e-newsletter



Engagements – This bulletin was sent to 2,488 recipients. It received 94 clicks and was opened by 469 recipients. In total the bulletin received 1,656 opens. Covid-19 and resilience related links received 42 clicks.

Covid-19 Updates and Resources from Devon Communities Together – 26th November

- This bulletin featured information regarding the continuation of Covid-19 Updates and Resources.

Engagements – This bulletin was sent to 2,676 recipients. It received 143 clicks and was opened by 566 recipients. In total, it received 2,851 opens. The most clicked link was to our Coronavirus Information page, which was clicked 71 times.

Invitation to Devon Community Resilience Forum – 13th November

- This bulletin featured information on the online community resilience forum event which included sessions on coping with the pandemic.

Engagements – This bulletin was to 2,678 recipients. It received 88 clicks and was opened by 649 recipients. In total it received 2,385 opens. The most clicked link was the link to book tickets to the keynote speech from Devon County Council, which was clicked on 72 times.

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

- This bulletin featured the latest Covid-19 updates including guidance funding for lockdown 2 and information on group exercise.

Engagements – This bulletin was sent to 2,680 recipients. It received 147 clicks and was opened by 797 recipients. In total the bulletin received 2,625 opens. The most clicked link the Coronavirus Information page, which received 55 clicks.

Latest Covid-19 Updates and Resources from Devon Communities Together - 6th November

- This bulletin featured a press release from ACRE (Action with Communities in Rural England). In support of Village Halls

Engagements – This bulletin was sent to 328 recipients (community buildings only). It received 54 clicks and was opened by 183 recipients. In total the bulletin received 2,217 opens. The most clicked link the Coronavirus Information page, which received 51 clicks.

Latest Covid-19 Updates and Resources from Devon Communities Together - 4th November

- This bulletin provided information on heading into Lockdown 2 and Remembrance Sunday.

Engagements – This bulletin was to 2,682 recipients. It received 95 clicks and was opened by 676 recipients. In total it received 1,961 opens. The most clicked link was to Coronavirus Information page, which was clicked on 64 times.

Latest Covid-19 Updates and Resources from Devon Communities Together – 2nd November

- This bulletin provided information on heading into Lockdown 2.

Engagements – This bulletin was to 2,686 recipients. It received 49 clicks and was opened by 751 recipients. In total it received 2,017 opens. The most clicked link was Coronavirus Information page, which received 47 clicks.

Latest Covid-19 Updates and Resources from Devon Communities Together - 26th October

- This bulletin provided information on ventilation and heating in places where people gather indoors, Halloween plans and a reminder about the #voicingloneliness sound archive from Devon Highlights.

Engagements – This bulletin went to 2,689 recipients. It received 505 clicks and was opened by 727 recipients. In total it received 2,441 opens. The most clicked link was to a document by the European centre for disease prevention and control (ECDC) regarding heating, ventilation and air-conditioning systems in the context of Covid-19, which received 324 clicks.

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

- This bulletin contained updated guidance for town and parish council meetings, support for people who are clinically extremely vulnerable and guidance for Remembrance Sunday events.

Engagements – This bulletin went to 2,694 recipients. It received 411 clicks and was opened by 714 recipients. In total it received 2,730 opens. The most clicked link was to the gov.uk web page on local authority preparations for Remembrance Sunday, which was clicked on 172 times.

Latest Covid-19 Updates and Resources from Devon Communities Together - 12th October (Corrected Version)

- This bulletin was an update of the previous email featuring updated links in the 'Forest Schools, uniformed groups and other out of school activities' & 'Face coverings at film shows' in order to signpost recipients to the correct resources.

Engagements – This bulletin was sent to 2,696 recipients. It received 258 clicks and was opened by 579 recipients. In total the bulletin received 1,889 opens. The most clicked link was to DCT's Coronavirus information web page, which received 61 clicks.

Latest Covid-19 Updates and Resources from Devon Communities Together - 12th October

- This bulletin featured the latest Covid-19 updates including guidance for places of worship, protocols for face coverings at village halls, updated guidance for community buildings and information about face coverings at film shows.

Engagements – This bulletin was sent to 2,699 recipients. It received 523 clicks and was opened by 668 recipients. In total the bulletin received 2,278 opens. The most clicked link was to the gov.uk website on guidance to help run a charity during the Covid-19 outbreak, which received 119 clicks.

Updated Covid-19 Information Sheet for Re-opening Village Halls – 5th October

- This bulletin featured information on the updated Covid-19 Information Sheet for 'Re-opening Village Halls'.

Engagements – This bulletin was to 2,701 recipients. It received 468 clicks and was opened by 809 recipients. In total it received 3,527 opens. The most clicked link was the link to further information on re-opening village halls, which was clicked on 409 times.

Continuation of Covid-19 Updates and Resources from Devon Communities Together – 1st October

- This bulletin featured information regarding the continuation of Covid-19 Updates and Resources until 31st December 2020.

Engagements – This bulletin was sent to 2,703 recipients. It received 92 clicks and was opened by 741 recipients. In total, it received 2,625 opens. The most clicked link was to our website, which was clicked 64 times.

5.3. Social media

Throughout phase three social media has been used to offer a continuation and extended reach to the service, with posts containing vital information alongside promotion of the service itself. Twitter, Facebook, and LinkedIn have been used. Social media posts through phase three and their reach are summarised in table 4.

Example content from each network:



Above: Facebook post – 1st October



Above: Twitter post – 15th December

Thankfully the heaviest of rain appears now to have passed #Devon, but in light of the recent #floodwarnings and as we head into the trickiest of winters, it's rarely been more important to ensure our communities are as resilient as possible. DCT can help with developing #CommunityEmergencyPlans, whether from scratch or updating (including adding a #pandemic plan). Contact us for support. #DevonResilience



Above: LinkedIn post – 16th December Above: Instagram post - 2nd November

Table Four; COVID-19 social media engagement during Phase Three delivery

Date	Platform	Content	Engagements
2/10/20	Twitter, Facebook LinkedIn	When it comes to #CommunityResilience, #Covid19 adds another layer of complexity to all other emergencies eg flood, snow, fire. Has your #CommunityEmergencyPlan got a #pandemic plan? Get help creating/updating yours. 01392 248919 info@devoncommunities.org.uk. #DevonResilience	Reach (fb): 150 Impressions (t/Li): 420 Retweets:1 Likes: 3 Shares: 1 Clicks: 3
8/10/20	Twitter, Facebook LinkedIn	Has your Village Hall re-opened? You can find updated guidance from @ACRE_national on our website, which will make sure that this important place for your community can be opened safely whilst being compliant with government rules! Visit: https://buff.ly/3jlfqqo #DevonResilience	Reach (fb): 81 Impressions (t/Li): 257 Retweets: 1 Likes: 2 Shares: 2 Clicks: 4
13/10/20	Twitter, Facebook LinkedIn	We are continuing to support communities across Devon, during this challenging time! Through the 'Covid-19 Community Local Outbreak & Recovery helpline' our advisors can provide you with detailed guidance and advice! Visit our website for more information! https://buff.ly/3d6GBbz	Reach (fb): 455 Impressions (t/Li): 245 Retweets: 2 Likes: 4 Shares: 3 Clicks: 4
20/10/20	Twitter, Facebook LinkedIn	Through our #Covid_19 related bulletins, we can provide you with up to date advice and resources which will support you and your community during this time! If you would like to receive these bulletins, you can now sign up here: https://buff.ly/3o80vsa	Reach (fb): 76 Impressions (t/Li): 228 Retweets: Likes: 3 Shares: Clicks: 1

23/10/20	Twitter, Facebook LinkedIn	Through our #Covid_19 resource pages, you can find the information that will support you and your community during this time! To access our main covid-19 information page, visit: https://buff.ly/3d6GBbz Or find out more about our enterprise support at: https://buff.ly/2ZNFxe	Reach (fb):369 Impressions (t/Li): 241 Retweets: Likes: 2 Shares: 2 Clicks: 2
2/11/20	Twitter, Facebook LinkedIn	2020 has demonstrated the value of a #CommunityEmergencyPlan & as we head into #lockdown2uk (plus winter weather) these plans will be invaluable again. We can help create a new plan, finalise one, or add a 'pandemic' section. 01392 248919 https://buff.ly/2TRLblj #DevonResilience	Reach (fb): 148 Impressions (t/Li): 550 Retweets: 2 Likes: 4 Shares: 1 Clicks: 3
02/11/20	Instagram, Facebook	Please remember - if you're a #communitygroup, #villagehall, #localcouncil or any other community-based organisation in #Devon and you need some support with managing #lockdown2UK, we're here to help! Call or email our helpline for up-to-date guidance.	Reach (fb): 642 Impressions (t/Li): 642 Likes: 9 Shares: 6 Clicks: 24
6/11/20	Twitter, Facebook LinkedIn	#Devon #VillageHalls - we have updated our website and emailed out the new guidance from @ACRE_national . https://devoncommunities.org.uk/second-lockdown-community-buildings... Please contact us if you need any further support 0808 1963390. #covid-19 #lockdown2uk	Reach (fb):136 Impressions (t/Li): 264 Retweets: 0 Likes: 1 Shares: Clicks: 9
9/11/20	Twitter, Facebook LinkedIn	#FloodActionWeek is a great time to highlight the importance of Community Emergency Plans, for keeping communities safe and resilient throughout emergencies like flooding, snow, even Coronavirus. Contact us for help with your plan. #DevonResilience	Reach (fb):68 Impressions (t/Li): 605 Retweets: 1 Likes: 2 Shares: 1 Clicks: 1
10/11/20	Twitter, Facebook LinkedIn	Please do get in touch if you need any help at all on how to navigate your way through #lockdown2. Our helpline is open during office hours and we're here to help answer queries, clarify guidelines, signpost to further support, answer questions about #funding and more. #covid19	Reach (fb): 511 Impressions (t/Li): 505 Retweets: 2 Likes: 3 Shares: 2 Clicks: 4
18/11/20	Twitter, Facebook LinkedIn	Listen to DCT's Martin Rich chat to @BBCDevon about what #Lockdown2 means for #VillageHalls and how they're facing the challenges of the pandemic. https://buff.ly/36QCZYI (you'll need to sign into BBC & forward to around 1:08:00!) #ACRENetwork @ACRE_national @carolineadams11	Reach (fb): 172 Impressions (t/Li): 1032 Retweets: 3 Likes: 6 Shares: 1 Clicks: 2
20/11/20	Twitter, Facebook	Our next Devon Community Resilience Forum (online of course!) is taking place from 2-3 Dec. We've got two days of #resilience themed sessions, including	Reach (fb): 349 Impressions (t/Li/l): 409 Retweets: 1

	LinkedIn, Instagram	learning from #lockdown, #flood resilience, #property protection and more. https://buff.ly/2lXtejv #DevonResilience	Likes: 17 Shares: 4 Clicks: 10
23/11/20	Twitter, Facebook LinkedIn	"One in 5 people suffer from some form of hearing loss; often hidden...in the current health emergency the effects are far reaching." Join #ActionforHearingLoss to learn how to better support people in your community. https://buff.ly/3kQ4oPF @rnid @livingoptions @ageukdevon	Reach (fb): 329 Impressions (t/Li): 439 Retweets: 2 Likes: 6 Shares: 5 Clicks: 3
24/11/20	Twitter, Facebook, LinkedIn	As we digest yesterday's news and wait to see which tier (or tiers) #Devon will be in, please remember that our Covid-19 community helpline is still here to help you through the rest of the lockdown and into the #Christmas period. https://buff.ly/3d6GBbz	Reach (fb): 360 Impressions (t/Li): 290 Retweets: 1 Likes: 2 Shares: 2 Clicks: 2
25/11/20	Twitter, Facebook LinkedIn	Have you booked your FREE space on next week's Devon Community Resilience Forum yet? Each session covers an aspect of supporting your #community in an emergency, from #lockdown to #flooding & more. Join speakers from @DevonCC @envagencySW & @DevComsTogether https://buff.ly/2lXtejv	Reach (fb): 192 Impressions (t/Li): 1244 Retweets: 2 Likes: 4 Shares: 1 Clicks: 5
26/11/20	Twitter, Facebook LinkedIn	Need help about what the new tier system will for your community? Each time new guidance is issued we are busy digesting it so we can provide up to date advice to people all over #Devon. Please call or email us if you need help as the details emerge ahead of next week. #Covid19	Reach (fb): 347 Impressions (t/Li): 572 Retweets: 3 Likes: 6 Shares: 2 Clicks: 4
27/11/20	Twitter, Facebook LinkedIn	We were v. pleased to be recognised by Lord Gardner, Parliamentary Under Secretary of State for Rural Affairs at Defra at the @ACRE_national Centenary event, for our work in support of communities during the #pandemic. Well done team! We're still here if you need our help. #tier2	Reach (fb): 301 Impressions (t/Li): 356 Retweets: 1 Likes: 10 Shares: 1 Clicks: 11
30/11/20	Twitter, Facebook LinkedIn	There are still spaces left at our Devon Community Resilience Forum online event this week! Find out how to support people w/ #hearingloss in your community, join sessions on #flooding, #communityshelters & more. Book your FREE space: https://buff.ly/39oBWIT #DevonResilience	Reach (fb): 235 Impressions (t/Li): 437 Retweets: 1 Likes: 3 Shares: 2 Clicks: 2
01/12/20	Twitter, Facebook LinkedIn	Our online Community Resilience event starts tomorrow but there's still time to book your FREE tickets! Ideal for town & parish councils, community	Reach (fb): 624 Impressions (t/Li): 208

		buildings, community organisations and anyone involved in community resilience! https://buff.ly/2IXtejv #DevonResilience	Retweets: 0 Likes: 3 Shares: 3 Clicks: 10
02/12/20	Twitter, Facebook LinkedIn	Two days of Community Resilience events is kicking off over on Zoom as we speak! Last minute bookings can be made here: https://buff.ly/2IXtejv . Join us for sessions on supporting people with #hearingloss, #flooding, #lockdowns and more. #DevonResilience	Reach (fb): 199 Impressions (t/Li): 575 Retweets: 2 Likes: 4 Shares: 1 Clicks: 1
3/12/20	Twitter, Facebook LinkedIn	Day 2 of Devon Community Resilience Forum's online event is about to go live over on Zoom! Check out today's programme here: https://buff.ly/2IXtejv #devonresilience	Reach (fb):64 Impressions (t/Li): 208 Retweets: 0 Likes: 1 Shares: Clicks: 1
10/12/20	Twitter, Facebook LinkedIn	Since May we've allocated 10 grants to communities to support their Community Emergency Plans! If you are part of a community resilience group you may be able to apply to the Devon Emergency Resilience Fund. More details here: https://buff.ly/30G4pgc #DevonResilience	Reach (fb):273 Impressions (t/Li): 226 Retweets: 1 Likes: 5 Shares: 3 Clicks: 4
15/12/20	Twitter, Facebook LinkedIn	Don't forget, our #Covid19 helpline is still here to support communities with the challenges they're facing as we head towards Christmas and beyond. If you need us, call us. We're here to help! #Devon #Tier2	Reach (fb): 417 Impressions (t/Li): 258 Retweets: 0 Likes: 6 Shares: 4 Clicks: 1
16/12/20	Twitter, Facebook LinkedIn	Thankfully the heaviest of rain has passed #Devon, but in light of the recent #floodwarnings and as we head into the trickiest of winters, it's important to ensure our communities are as resilient as possible. Contact us for help with #CommunityEmergencyPlans. #DevonResilience	Reach (fb): 324 Impressions (t/Li): 310 Retweets: 1 Likes: 5 Shares: 3 Clicks: 1

6. Concluding summary

In conclusion, phase three delivery has continued to see a demand for the services DCT provides. Demand on the helpline is typified by community buildings seeking clarifications and advice. With community buildings often the only rural infrastructure available, COVID-19 secure use of the building and clear understanding of regulations amongst the managing committee is essential.

In our focus groups we have supported 94 community representatives from local councils to plan for COVID-19 support in the community, at the time and during future possible restrictions and recovery. These groups enabled us to check in with communities who are largely now well organised with their COVID-19 support. However further support needs were identified around recovery, mental health support, and overcoming digital exclusion, especially in rural areas.

Devon Communities Together has continued to provide a toolkit of online resources, the main page of which received 1386 hits in the phase three period. Our extensive social media and bulletin content has supported toolkit information and ensured a high level of awareness for the helpline and focus groups.