

OUR VISION is of dynamic communities shaping their own futures.

OUR MISSION is to inspire and support communities to be thriving, resilient and inclusive.

\* These figures represent where we have had direct, personal contact. Support and funding advice was provided in all e-bulletins, so many more will have had the opportunity to benefit from our advice.

# **KEY ACHIEVEMENTS**



RESPONSE **DURING Q1** 

COVID-19

#### HELPING COMMUNITIES NAVIGATE THE GOVERNMENT ROADMAP

During the first quarter of 2021-22, much of the focus of our helpline team was on supporting communities to work through the new guidance around the Government's roadmap to unlocking, originally due to end on June 21st (later to be extended to July 19th).

Some of the key issues that we supported people with, were:

Village halls, community buildings, local community businesses and organisations seeking guidance on their re-opening after 17th May

Use of buildings for meetings, including cleaning frequency and the serving of food, for example at Parish Council meetings

wearing in children's play areas

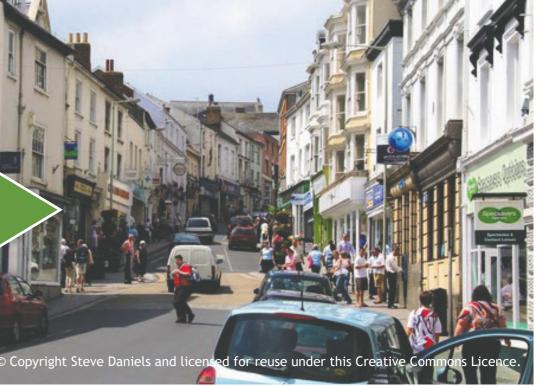
CV-19 restart/recovery grants and how they may be used

#### **BUILD BACK BETTER: TOWN CENTRE** RECOVERY

During June DCT facilitated two 'Build Back Better' online workshops for Bideford and Hatherleigh, attended by key figures in the towns' high street economies. These workshops, with a total of 21 attendees, were designed to help local teams set actions towards strengthening their local high street economies in a post-Covid world, including potential funding opportunities.

Charity No. 1074047, Company Limited by Guarantee no. 3694095, Registered Office: Devon Communities Together, 73-74, Basepoint Business Centre, Yeoford Way, Marsh Barton, Exeter EX2 8LB. VAT No. 942 0496 27. President: David Fursdon, HM Lord Lieutenant of Devon. Chair: Nicola Gurr

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bulletins issued to 2,7500+ péople

27 pieces of social media



208 contacts with communities to provide advice, through the helpline. online focus groups and training

#### Regulations around outdoor activities including, for example, community BBQs and mask

#### IMPACT

Thriving high streets can ultimately support local jobs, and improve inclusivity, accessibility and wellbeing. We have since engaged two more towns to begin similar activities.



#### **COMMUNITY BUILDINGS: OPENING UP TO** THEIR COMMUNITIES

During this quarter we directly supported 157 community buildings, as well as issuing guidance and updates to many more via our e-bulletins programme.

Whether it was helping Witheridge Parish Hall to make grant applications and recover lost income; supporting **Charleton Village Hall** to facilitate the return of parish council meetings; giving

Harberton Village Hall (pictured) advice on how they could re-start their community market; or helping St Boniface Centre in Crediton plan oneto-one professional counselling clinics to support vulnerable people, all our contacts with Village Hall committees have supported them to re-open their halls safely and provide vital services and spaces for their communities.



## IMPACT

Community buildings remain Covidsecure while gradually unlocking and contributing to community life.

**66** I have just seen that your Covid-19 updates are coming to an end and I wanted to convey what a fantastic job these have done throughout the pandemic. Here at Knowle Village Hall (Budleigh Salterton) your support has been invaluable! **99** 

**Knowle Village Hall** 

#### COMMUNITY MUTUAL AID GROUPS - DELVING DEEPER

During this guarter, DCT expanded on the research we conducted in March of community-based mutual aid schemes' activities. We wanted to gather insights and evidence from groups and volunteers to understand the best way to harness the energy of community volunteers as a positive legacy into the future.



Volunteers want to work in areas that capture their interest, e.g climate emergency, environmental protection, emergency planning or creative community projects

We explored the issues further in two focus groups, which suggested that:

#### 'there's an appetite for volunteering, but it depends what you do'.

The consensus was that people volunteer when their heart or interest is stirred to volunteer.

More about the surveys and focus group can be read in our May Covid-19 report here:

www.devoncommunities.org.uk/news/dct-helping-rebuilddevon-read-our-latest-cv19-report

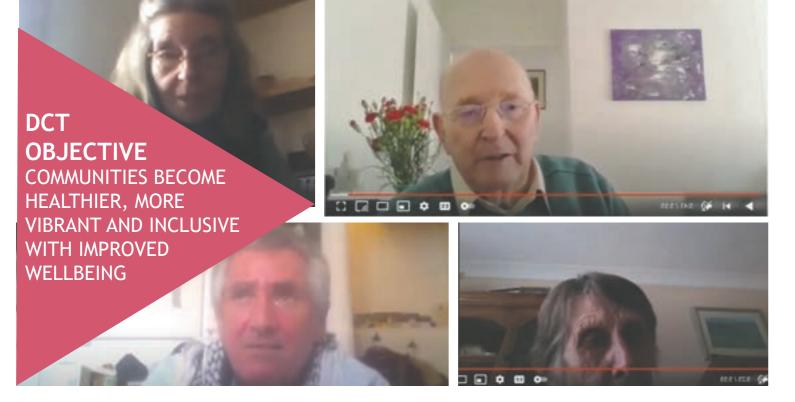
#### IMPACT

We better understand how community mutual aid groups and volunteers have been operating over the past 18 months and how they could, and would like to, operate in the future. We can target our support to maximise the momentum created by these fantastic volunteers.



96% volunteers came forward because they wanted to help their community

66% of groups are still active!



#### DEVON HIGHLIGHTS: EXTENDING THE PROJECT TO THE END OF LOCKDOWN



In April 2021 Devon Communities Together received additional funding from Public Health Devon to support the Devon Highlights project until end of June 2021.

This project supported those aged 55+ in rural communities across Devon, who are facing issues of isolation and loneliness, with the associated mental and physical health challenges.

During the final three months of the project, we hosted **31** online friendship sessions, attended by 15 regular participants and made 140 weekly befriending support telephone calls.

We also helped 4 people to get to grips with Zoom and continued to promote Devon Highlights to many other agencies that may have clients who would benefit.

#### LOOKING TO THE FUTURE ...

The groups did not feel they had the resources to run the meetings themselves so a decision was taken to finish the online zoom sessions and await the outcome of furture funding opportunities, which DCT is exploring.

To help the participants maintain their confidence after the meetings stopped, we ran a series of 'digital skills' sessions. These covered topics such as finding and accessing local services/social groups; using the internet to support hobbies and interests; using other befriending services.



#### IMPACT

Participants can take their new digital skills and online friendships forward, equipping them tools to reduce their loneliness.





The Devon Highlights project is supported by the National Lottery's Community Fund and HM Government - together forming the Building Connections Fund.

#### **EVALUATING OUR IMPACT**

We surveyed to help us compare different outcomes to one year and three months ago.

Areas that had generally improved were: **confidence**; **empowerment in everyday life**; feelings of life being worthwhile; feeling able to rely on others; and confidence making video calls.

Some areas had not improved: anxiety levels; sense of belonging in a local community; and **frequency of chatting to neighbours.** In our view these have been negatively impacted by changing Covid-19 restrictions.

We were delighted to receive some insightful, honest feedback as part of these surveys, demonstrating the unquantifiable value of this project in terms of supporting people during some of the very toughest of times ...

#### 66

Aggie's kindness and inclusivity on Devon Highlights Zoom sessions has been key. She is the glue that helps us bring out the best in each other. I'm physically disabled and in a great deal of pain all the time. Being positively distracted helps enormously. My outlook fluctuates. I think that's normal. I lean on the side, just about, of positivity.

[The] friendliness of the 2 people who run them. The laughter, discussions and fun we have. The appropriate exercise classes. They bring people together and create a bond also I have seen people open up and interact who very quiet, there is a lot of laughter and fun. Opinions have been exchanged

I have been a part of Devon Communities Together for the past 6 months by calling people in their homes who are on their own, particularly during Covid 19.

I have found that this been a rewarding role and that the people I ring, usually in their 80s, have felt a benefit from receiving calls. It helps to them lift out of low moments, when their health has not been so good and when they have not had visitors for a while. The thought that someone cares has made all the difference.

Without the co-ordination through DCT these people would have felt very lonely and at times quite scared.

**Devon Highlights Volunteer** 

Due to lockdown the only social groups are Devon Highlights. Zoom meetings with Harry & Aggie [are] the highlight of my week...

66

Thank you for everything you have done in regards to this, it has been a life line to so many people. I managed to connect a lady to your virtual meets who I failed to connect to anything face to face prior to lock down (admittedly I don't think she has come along for a few months now), I wonder whether there is an on-going need for something like this for people who do not like to join groups in person. **99** 

**Community Connector.** 



#### DEVON MATERNITY VOICES PARTNERSHIP (MVP): INCREASING REACH AND INCLUSIVITY

Devon MVP is a group that aims to give parents and parents-to-be a voice in developing maternity care in Devon. During Q1, the team focused on a number of initiatives, including:

**Increasing reach to hear more families' voices**, through social media campaigns, a new poster, a new feedback form and outreach with local peer support groups.

**Improving our BAME and diversity outreach** by forming relationships with community groups.

#### **Embedding families' voices into hospital decisions, publications and policy,** by contributing to workstreams, reviewing maternity

and neonatal websites for each Trust in Devon, giving feedback about post-natal breastfeeding support and contributing to post-natal literature.

#### **Engaging our existing members at our MVP Spring meeting**, which was also attended by NHS staff, including an anaesthetist who

presented the new Caesarean section choices form to improve families' experiences of elective C Sections.

We also **representated Devon families at several workshops and gave a presentation** at the Maternity and Neonatal Safety Improvement program meeting on birth experiences.

For more information, contact: info@ devonmaternityvoices.org.uk



## IMPACT

In a very busy few months, the MVP team has integrated a wide range of Devon voices into discussions around key maternity care processes and services, directly influencing future plans to improve experiences of care for women, babies and families.

# ENTERING OUR SECOND YEAR WITH SOVEREIGN HOUSING ASSOCIATION

This is the second year in which Sovereign and DCT have been working together to support Devon's communities.

The partnership has proved very successful in achieving, and indeed surpassing targets set by Sovereign for community work and support in their target Devon communities with Sovereign housing stock. We moved into the first quarter of 2021/22 with the aim of building on the partnership and from April - June 2021 we worked with Sovereign to measure the ways we had been supporting communities in some key areas:

**339** Community organisations provided with support

**677** individual engagements with people aged 26-54

#### WEST DEVON YOUTH PROJECT

The West Devon Youth Project is an ongoing piece of monitoring that DCT is undertaking, evaluating the 'Young People's Voices' project which is delivered by four youth centres in West Devon.

During June 2021 we held an evaluation working group meeting to ensure the youth centre workers were refreshed on understanding the data gathering ahead of an upcoming monitoring point, which would help to ensure accurate, rich data from the participants and ultimately contribute to the success of the project's evaulation.

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# 47 engagements with young people aged 25 and under

444 engagements with older people

#### IMPACT

We achieved £710k of social value through our work in Q1, as measured in conjunction with Sovereign using the HACT social value measurement tool.

Close collaborative work with the Sovereign team, has created the platform for effective community development work, as well as exploration of other interesting opportunities for further work to benefit our target communities in Sovereign housing stock areas.



#### HEALTH AND WELLBEING IN LITTLEHAM

The Exmouth Health and Social Care Team wanted to better understand services that could boost health and wellbeing in the area of Littleham, Exmouth.

DCT provided support during June 2021 to help them design a survey, ensuring the questions being proposed would support the generation of the information that they want to gather - and that it would do so while providing an important voice for respondents.

Managed by Petroc, Empowering Enterprise is delivered by a partnership of organisations with a wide range of expertise and experience in working with young people across the South West. This is a Building Better Opportunities (BBO) project funded by The National Lottery Community Fund and the European Social Fund.

DCT **OBJECTIVE** 

COMMUNITIES BECOME **ECONOMICALLY STRONGER** 

#### **EMPOWERING ENTERPRISE: LISTENING TO YOUNG PEOPLE**

Empowering Enterprise is a Devon-wide partnership project that supports 18-24 vear-olds who are NEET (Not in Education, Employment or Training) towards a positive outcome. DCT is the external evaluation partner for the project.

We are listening to the voices of young people to inform how the project develops in the future by asking them:

#### "How can employers best support you (i.e. young people) to thrive in the workplace?"

So far we have had 15 responses to a survey and have held 1-2-1 interviews with 3 young people.

Although the enagement is ongoing, the top areas they've asked for support in are:

#### 1. First day on the job

"The first day is always the most nerve wracking. So if there is significant support on the first day then the individual is more likely to complete the tasks more efficiently."

2. Mental health support

"I think it's important because people struggle to ask for help with mental health. So if there is support in place for it then it might be easier for people to access that support."

Follow-up interviews are interrogating these thoughts further and will provide additional gualitative data.

Contact anna.lane@devoncommunities.org.uk to find out more.

#### IMPACT

The process of engaging with us supports young people to think about what they want, and feel a sense of ownership in helping us co-design the project. Being aware of their needs and how we can help them to overcome challenges will allow for greater health and achievements in their communities and workplaces.







#### **NEW START DEVON**

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DCT's New Start Devon enterprise coaching project provides one-to-one business coaching for Devon start-ups.

As well as continuing to support entreprenuers with online 1-2-1 coaching (we welcomed 9 new business people to the programme, supporting 14 overall this guarter), we devised and piloted a new monthly webinar series with a small group of existing and past Enterprise Coaching participants. These webinars will add extra value to the coaching programme going forward.

Contact matthew.porter@devoncommunities. org.uk to find out more about our coaching.

#### TAKE THE LEAP

Devon Communities Together was commissioned by Devon County Council to design and deliver a pilot business start-up coaching programme to support, train and help new entrepreneurs who have a business idea but may need some support to get it off the ground.

We hosted six 90-minute training sessions on a whole range of business start-up topics, supported by 1:1 coaching. We welcomed 7 participants from the 12 applications we received.

"Loved the coaching, felt the bookings of coaching slots afterwards were really helpful and felt inspired after every session."

> "I thought the training was excellent. Really helped me to formulate my ideas and get a clearer picture of where my business is heading."

## IMPACT

Each workshop gave participants new knowledge and skills to develop their fledgling businesses. The business coaching was received with enthusiasm from each participant, with 100% up-take, giving them professional support during a time of isolation and helping them to achieve their goals and true potential.

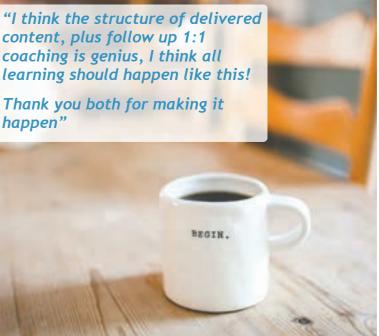
#### IMPACT

All the enterpreneurs we've supported this guarter are upskilled to move their businesses forward and grow in line with their own tailored plans, growing their contributions to their local economies.



European Union European Regional Development Fund

New Start Devon is receiving funding from the European Regional **Development Fund** 



"Big thanks for your help, running a social enterprise feels less scary now that I have some tools to help develop, manage and promote the project."



#### **EXPERIENCE WORKS: LAUNCHING 'EXPLORE'**



DCT is part of the Experience Works partnership whose aim

is to support over 1,000 young people across Devon towards a positive future. Managed by Petroc, Experience Works supports young people aged 15-24 who are NEET (Not in Education, Employment or Training), or are risk of becoming so.

This quarter, we were delighted to launch the 'Explore' website www.exploreexperienceworks.com.

Explore, which has been co-designed by young people and partner organisations, allows young people who may not have a great amount of work experience or gualifications to work with mentors to showcase their strengths. The website also provides access to great advice and templates for completing job applications, and for finding work.

The website and the tools have been received very positively:

"[Its] good and easy

to understand. I wasn't bombarded with questions, was given room to expand on my own. I liked the layout, it wasn't bland and boring. Lots of space to use pictures and manipulate these. Wasn't just a list of text boxes to fill in."

Referring to the accompanying guides:

"[It's good] to have it all there and giving me examples there to refer to without me having to fish for things. Having it there for me to work at my own pace. Make things a lot easier. It helps with the first steps and breaks down the barriers, rather than sitting there with a blank application form and having to get it all out that way."

Contact anna.lane@devoncommunities.org.uk to find out more.

#### IMPACT

Explore encourages young people to find confidence in their strengths and communicate them to employers, giving them new tools to improve their own wellbeing and contribute to both their communities and workplaces.

Managed by Petroc, Experience Works is delivered by a partnership of organisations with a wide range of expertise and experience in working with young people across the South West. This project is funded by the European Social Fund.



European Social Fund

## IMPACT

quality homes.

More than 45 young learners have worked on our Torquay site this quarter, giving them a chance to practice thier skills as well as contribute to two new homes for their local community.

trainers to carry out the works.

#### DEVON COMMUNITY LEARNING ACADEMY: ASSET BASED COMMUNITY DEVELOPMENT



Alongside another successful programme of benefits training courses with Citizens Advice Devon, DCT also facilitated another of our popular Asset Based Community Development (ABCD) online courses, attended by representatives from District Councils and a new community group. Delegates increased their knowledge of the key prinicples of ABCD and how they could apply them in practical scenarios.

#### IMPACT

Delegates at the ABCD course were able to take their learning back to their organisations to allow them to develop and support community projects by working with a maximising their communities' existing assets.



# DCT



**OBJECTIVE** COMMUNITIES HAVE **INCREASED CAPABILITY,** SKILLS AND CONFIDENCE IN ADDRESSING LOCAL ISSUES

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#### CONSTRUCTING FUTURES DEVON LTD: NEW HOMES FOR TORQUAY

**Constructing Futures Devon Ltd** (CFDL) is a property company which purchases dilapidated properties and brings them up to modern standards using local construction learners and

We are pleased to report that planning permission has been granted at our latest Torquay property, in which we are converting a large dilapidated property into two new, high

It's also pleasing to announce that Jack Vaughan (pictured) has successfully completed his apprenticeship, having worked on our Constructing Futures sites almost full-time alonsgide the trainers since we began the company.





Constructing Futures is partly funded by £574,320 from the Heart of the South West LEP's Growth Deal funding. The Heart of the South West LEP's total Growth Deal is worth £598m; including £239m from Government and £359m match funding. Over the lifetime of the Growth Deal: 2015 -2021: HotSW LEP estimates the investment will create up to 22,000 new jobs and 11,000 new homes.

#### During Q1 DCT facilitated 13 online training events, networking opportunities and focus groups, with 176 participants.



#### **DEVON RURAL HOUSING PARTNERSHIP:** LAUNCHING A NEW COMMUNITY HOUSING HUB

The new Devon Community Housing Hub has been launched by the Devon Rural Housing Partnership, which will support communities to create more rural housing for local people in Devon, contributing to thriving, active communities.

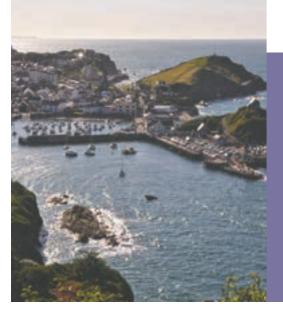
After a competetive interview process during Q1, we're delighted to announce we've appointed Caroline Shephard to manage the new Hub. Caroline has a background in both housing associations and digital projects, making her a great fit for the role, and she has already begun working with three Devon communities to develop Housing Needs Surveys with the aim

of supporting the development of new rural housing.

We've also been engaging Partnership members in co-producing the new website. Two local social enterprises, Stir to Action and Cosmic, are supporting us with this, and it will be launching later this summer.

## IMPACT

Work being done to develop and launch the new Devon Community Housing Hub will ultimately support communities to understand what the need is for housing and how they can successfully meet that need with community-led housing.



#### NORTH DEVON HOSPITALITY PILOT

We've helped Petroc College to evaluate a training pilot it delivered to the hospitality

sector in North Devon. We boosted the rate of response to the post-training survey, making phone calls to 12 participants which also enabled qualitative interviews for more in depth understanding of the impact of the training. The report we produced will be used to help evaluate the decision on whether to commission further training.

**COMMUNITIES BECOME MORE** RESOURCEFUL AND RESILIENT

DCT

**OBJECTIVE** 

#### **DEVON COMMUNITY RESILIENCE** FORUM

The Devon Community Resilience Forum (DCRF) helps communities improve their resilience through creating a community emergency plan and other engagement to support resilience.

In Q1 we supported 18 communities as part of our work within DCRF. This has included practical advice and support, and proactively reaching out to communities at risk of flooding.

#### An example of the tailored support we've povided includes...

A local Councillor made contact with DCRF to seek our support. They represent a village on the edge of a larger town that has a community emergency plan, however they don't feel that it adequately covers the village in planning detail.

We recognise that in larger towns or dispersed parishes, a single plan may not be the best way to ensure a resilient approach in all areas covered.

To help progress the situation, we liaised with the Environment Agency to secure flood data for the location and shared this with the Councillor. They have decided they would like to run a public meeting to begin the process of setting up a separate community emergency plan for the village. We have offered to attend the meeting and have also encouraged an application to funding under scheme one of the Devon Emergency fund (to aide the development of a local emergency planning group).

## IMPACT

Communities are encouraged and supported to raise gueries around Community Emergency Planning, knowing that DCRF is here to support them to ensure their communities become more resilient.





allocated one grant of £160 to provide a parish with a sandbag store for their parish.



#### PATHFINDER: GETTING ANIMATED ABOUT PROPERTY FLOOD RESILIENCE

BeFloodReady

DCT is one of the key partners in the Pathfinder project

here in the South West, which has received funding to boost research into, and uptake of, Property Flood Resilience (PFR), which aims to better protect homes and businesses from flooding.

It has been a busy few months for the project, with training events and an exciting new animated video taking centre stage. The partnership has:

• Delivered both Flood Group, community and private sector training (including builders, property agents, planners & developers) on PFR, and have worked with Devon

Community Resilience Forum (DCRF) to deliver Community Emergency Planning events, and supported the planning for the DCRF online conference

- Developed our BeFloodReady.uk website resources, including our BFR PFR booklet and newsletters/articles
- Expanded our PFR demonstration at the Heartlands site in Cornwall, to encompass climate change
- Continued to arrange our South West Flood Pod tour
- Developed a South West Communications network to share PFR messages and maximise impact, leaving a legacy post project

#### IMPACT

Since April we have trained over 100 individuals in PFR, increasing individual and community resilience against flood risk and damage in advance of the autumn/winter months where risks are likely to be higher. The communications work being undertaken is increasing the reach of the PFR messaging across the South West.

"I really enjoyed the workshop. I thought you came across really well, enthusiastic and knowledgeable. It was informative and clear in a friendly manner."

"I really enjoyed finding out more, my knowledge isn't great about climate change but it's been a great starting point to help me take action from home and my business"

#### **MISSY'S TALE**

#### Watch the film here: https://www.youtube.com/watch?v=kKJhttx0kCl&t=102s



















Contact janica.birch@devoncommunities.org.uk to find out more.











LOS Department for Environment Food & Rural Affairs



#### RUBY COUNTRY NET ZERO FARMING FORUM

DCT supported the successful running of 6 workshops to bring together researchers, experts and those working in the agricultural sector to answer the question:

#### "How can Ruby Country beef farming best transition to net-zero GHG emissions by 2050?"

We supported the 23 participants to ensure they were comfortable with the digital format of the workshops. This engagement resulted in 14 participants receiving training in Zoom and the loan of a tablet to one participant, to ensure full accessibility for all.

**66**These Net Zero forum meetings are so interesting. I look forward to them every week, and will be very sad when they've ended. Such interesting people.

#### **66**Thanks very much for the use of the tablet. It was all a very worthwhile experience for me.

#### IMPACT

Participants are more knowledgeable about the farming industry and its position in Devon's climate emergency, and are inspired to further explore ways that it can become carbon neutral by 2050.

Additionally, participants are now capable of using Zoom platforms, thereby allowing them to be more resilient in an emerging digital society.

#### 66

...a huge thank you for all your work in the run-up to the Forum and over the past 6 weeks. We've got huge amounts of really valuable material in no small part to your excellent, accurate and comprehensive notes, and it is not by chance that the Forum ran absolutely flawlessly. The training and advice that you administered in advance of the Forum and the technical management of Forums themselves meant we were able to navigate what was an absolute minefield of potential technical issues without any problems at all, quite remarkable!

Dr. Steven Guilbert, Devon County Council, Project Manager - Ruby Country Net-Zero Farming Forum



# **RUBY COUNTRY NET-ZERO BEEF FARMING** FORUM

#### **DEVON CLIMATE ASSEMBLY**

DCT has been involved in the planning of the Devon Climate Assembly (DCA), which began on the 23rd of June. The DCA is a citizens assembly bringing together a representative sample of 70 Devon citizens to discuss the areas of the carbon plan which prior public consultation has said need further discussion - they are focusing on the topics of transport, energy and land use.

The recommendations of the assembly will be directly passed onto all of Devon's Local Authorities, amongst others, as part of being incorporated into the Devon Carbon Plan.

https://www.devonclimateemergency.org.uk/citizens-assembly/



