



October 2021

DEVON COMMUNITIES TOGETHER: MEASURING OUR IMPACT

Q2 REPORT 2021/22

OUR VISION is of dynamic communities shaping their own futures.

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

KEY ACHIEVEMENTS



- KEY**
- DEVON COMMUNITIES OUTCOMES FRAMEWORK:**
- Understanding Community Needs
 - Brokering Relationships
 - Capability Building Within Communities
 - Support for Community Resilience
 - Opportunities for Individuals to Become Active Citizens

COVID-19 RESPONSE DURING Q2

LOOKING BACK AT OUR DEDICATED COVID-19 SUPPORT HELPLINE

Our dedicated COVID-19 support helpline and e-bulletin service came to a close on 19th July, to coincide with the Government's 'freedom day', when the majority of the COVID-19 restrictions were lifted.

During our final couple of weeks in July, we handled 11 incoming queries and supported 9 community groups, including helping 4 groups with funding support.

Community feedback

As we have started getting out and about in Devon since restrictions have lifted, we've been incredibly pleased to meet people whom our helpline directly helped.

Several people visited our stand at the Devon County Show just to tell us how valuable our support had been over the past 18 months and our Village Halls advisor even received a standing ovation at a recent meeting of the village halls scheme, Hallshare, to say thank you for our helpline service.

Since March 2020 ...

Since our helpline began in March 2020, the DCT team has handled **1,170** phone and email contacts from Devon's communities.

We have conducted **7** community surveys to better understand the challenges and needs of people in Devon.

We have facilitated **20** webinars and workshops to focus on recovery support and share best practice.

We issued **54** e-bulletins to share vital information to around **2,500** community contacts.

"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!"

IMPACT

A major part of the legacy from our COVID-19 helpline is the many community and voluntary groups that have catalysed with our support, and which are continuing to provide valuable support in the community. We will continue to support these groups in a variety of ways through our ongoing services and projects, as you will see in the rest of this report...

DCT OBJECTIVE COMMUNITIES BECOME HEALTHIER, MORE VIBRANT AND INCLUSIVE WITH IMPROVED WELLBEING

SUPPORTING COMMUNITIES TO HELP THOSE WHO ARE SELF-ISOLATING

In September 2021 we were pleased to begin working with Devon County Council on a new grant funding scheme: Covid Outbreak Management Grant (Self-isolation).

The fund will provide funding for groups and projects in Devon that aim to:

- improve awareness about when and why people need to self-isolate

AND/OR

- deliver practical, social, and emotional COVID-19 compliant support for those affected by COVID-19

DCT has provided strategic and administrative support to help launch the fund and we have developed a proactive marketing plan to raise awareness and drive applications.

The response has been positive, with the fund receiving 23 applications in the first 10 days following the launch.



Find out more and apply here: <https://www.devon.gov.uk/coronavirus-advice-in-devon/keeping-safe-well/covid-19-outbreak-management-grant-self-isolation-guidance/>

IMPACT

This fund will help to keep communities safe during the winter by encouraging people to self-isolate at the right time, therefore reducing community spread of COVID-19.

DEVON MATERNITY VOICES PARTNERSHIP (MVP): BIRTHING DURING A PANDEMIC

Devon MVP is a group that gives parents and parents-to-be a voice in developing maternity care in Devon.

DCT was pleased to support the recruitment of two new Co-Chairs for the Partnership, George Reed and Rowan Burrows, and a Vice Chair for Torbay and South Devon, Nikki Higginson, to support the ongoing work that has been carried out by the three Vice Chairs, Leona Miles, Beth Steele and Abigail Beech.

Here is a small selection of what the team has been up to ...

- The quarterly meeting was based on the theme of “Having a baby during a pandemic” and attendees heard from 3 women who shared their experiences.
- A survey was launched to gain views and opinions of maternity service users across Devon. The (so far) 112 responses are being analysed and shared with the Devon’s NHS Trusts.
- Vice Chair Leona undertook a 15 Steps challenge with volunteers and staff at North Devon District Hospital. This NHS challenge focuses on seeing care through a patient or carer’s eyes, and exploring their first impressions. It was a positive experience for all involved and they are hoping to expand this to other trusts soon. www.england.nhs.uk/get-involved/resources/15-steps-challenge/

For more information, contact: info@devonmaternityvoices.org.uk or visit www.devoncommunities.org.uk/devon-maternity-voices-partnership



IMPACT

Maternity care in Devon is both challenged and supported by sharing the views of service users across the county, allowing for a better informed service and improved care and experience for the users.

SOVEREIGN HOUSING ASSOCIATION

Our partnership with Sovereign Housing Association allows us to work collaboratively to achieve overall community development in Devon communities with Sovereign Housing stock.

Part of this involves measuring our engagements with communities, and during Q2 alone, we have achieved the following outputs in Sovereign communities:

- 30 community organisations provided with support

- 260 engagements with people aged 26-54
- 16 engagements with young people (aged 25 and under)
- 80 engagements with ageing well populations

Delivering community development services under this contract has fostered the expansion of DCT’s work across Devon, especially in urban areas, and has created a platform from which to explore opportunities for further work in developing new pilot programmes to benefit our target communities.

DCT OBJECTIVE

COMMUNITIES BECOME ECONOMICALLY STRONGER



“Sue was one of the only people I could talk openly with about my eating disorder. That was something I really struggled to talk about. Sue has helped me turn something that has so negatively impacted my life and could now become my life long career.”

Rory, Eat That Frog participant, on the support of her mentor Sue as she begins an apprenticeship as a chef at the Cantina.

“Bob persuaded me to get a camera, because for the whole of the courses before that I didn’t have a camera, because I didn’t like having my face shown. But since then I’ve had to do Zoom interviews with Travis Perkins and make two 60 seconds videos for Kickstart - so the practice was so important. ”

Will, Young Devon Participant, on the support he’s received from Empowering Enterprise

“This is a cracking bit of feedback - well captured. It will be great to contrast and compare the two formats alongside each other as different, but equally as powerful, ways of gathering voice. ”

Andy Miller - Participation Coordinator, Young Devon

EMPOWERING ENTERPRISE: CELEBRATING AND REFLECTING ON SUCCESS STORIES

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

With lockdown easing, case study production got firmly underway during Q2, when we focused on helping project partners and young people celebrate and reflect. We worked with 5 young people to create case studies (including 2 videos) and interviewed 9 young people to inform partnership employer engagement strategy. An example of the feedback is pictured above.

Capturing Young Devon’s success stories

DCT’s approach to case study production is to

ensure value is added to all parties involved. When appealing for stories about participants we were put in touch with Young Devon’s Participation Coordinator (and team). They are currently reviewing and educating their organisation on how to include young people’s views to inform delivery, and they saw our work in case study development as an opportunity to contribute to this agenda.

DCT met 2 young people who Young Devon mentors had helped into employment via the Government’s Kickstart Scheme. We interviewed these young people on their experience, creating one written and one video (forthcoming) case study. These will be showcased at Young Devon’s internal learning event on October 26th.



Will (right), pictured with Bob Mullen, his mentor at Young Devon.

IMPACT

DCT’s work on co-design and evaluation supports 7 delivery partners working across Devon to develop best practice, as well as reflect upon and publicise their work. This will lead to further recruitment of, and better support of young people across Devon as they seek to face their challenges and enter into education or employment.

For more information, contact harry.bonnell@devoncommunities.org.uk / www.devoncommunities.org.uk/projects/building-better-opportunities-empowering-enterprise



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



EXPERIENCE
WORKS

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.

During Q2 we trained 15 people in 9 Partner organisations on the production, and value of, high quality case studies. We also supported the creation of 3 new case studies to celebrate the amazing achievements of the young people on the project.

We also produced the 1st impact report for the project, covering October 2020 - March 2021. You can read this report here: www.devoncommunities.org.uk/projects/experience-works-0

Contact harry.bonnell@devoncommunities.org.uk for more information on Experience Works.

IMPACT

9 more organisations in the Partnership are now able to work with the young people to produce high quality case study content. This helps to spread the positive message about the project to more people, encouraging new participants and greater support.

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.

NEW START DEVON

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

We were pleased to welcome an experienced new business coach to the New Start Devon programme over the summer, Hannah Reynolds, who is now delivering the 12 hours' 1-2-1 business support.

Hannah reports that up to September 2021, 75 people had benefitted from the enterprise coaching programme. Unsurprisingly, following the pandemic, many of the recent business ideas have centred around wellbeing e.g. improving physical or mental health and building confidence and resilience.

These businesses particularly may benefit from using governance and legal structures that relate particularly to social enterprises, so, in a co-working activity across DCT initiatives,

New Start Devon Enterprise Coaching has collaborated with the Devon Community Learning Academy to organise two social enterprise online workshops in October 2021, as well as experience-sharing workshops for the enterprise coaching clients on topics such as 'Do I need a website to market my business?'.

Contact hannah.reynolds@devoncommunities.org.uk to find out more.

IMPACT

Entrepreneurs are supported to develop their businesses/social enterprises, giving them a greater chance of success. Many of the enterprises will also provide important wellbeing services to their communities.



European Union
European Regional
Development Fund



HM Government

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



TACKLING FUEL POVERTY THIS WINTER

DCT is once again part of the Big Energy Saving Network, which works each autumn/ winter to help people reduce their energy bills and output, helping to reduce fuel poverty among vulnerable people.

This year, our focus is on giving free workshops in community spaces, whether that's speaking to existing groups or organising standalone events for anyone in the community to attend.

At these workshops, our Energy Champion Martin Rich gives practical advice about how to minimise energy costs. He can cover a

whole range of topics, including lots of practical tips.

We began promoting these workshops during September 2021 and so far have organised eight sessions to take place in October and November, including one to a group of single parents in Exeter.

To arrange a presentation in your community, contact our Energy Champion Martin Rich: martin@devoncommunities.org.uk / 07984 001542.

Domestic energy efficiency workshops for YOUR community

WE CAN HELP PEOPLE SAVE MONEY AND STAY WARM THIS WINTER

01392 248919
info@devoncommunities.org.uk
www.devoncommunities.org.uk

BIG ENERGY SAVING NETWORK

Devon Communities Together

IMPACT

This winter people are facing the end of furlough, the rise of the energy price cap and the reversal of the £20 Universal Credit uplift. There will be people all over Devon who are worried about how they will afford their fuel bills and heat their homes.

Our workshops will help people reduce their fuel bills and keep their homes warmer during what is set to be a challenging winter.

DCT OBJECTIVE

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

CONSTRUCTING FUTURES DEVON LTD: SUCCESS ON THE SALES MARKET

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 trainers to carry out the works.

We reported during the last quarter that planning permission for converting our large Torquay property into two separate new homes was granted. We're pleased to report that we have accepted a full asking price offer on the first of the properties and the other one will be hitting the market later this month. Thanks go to the hard work of the young learners from South Devon College and their trainers in creating such a lovely home! We have also purchased our fourth property, so the chance for the learners to continue their valuable work experience will continue seamlessly.

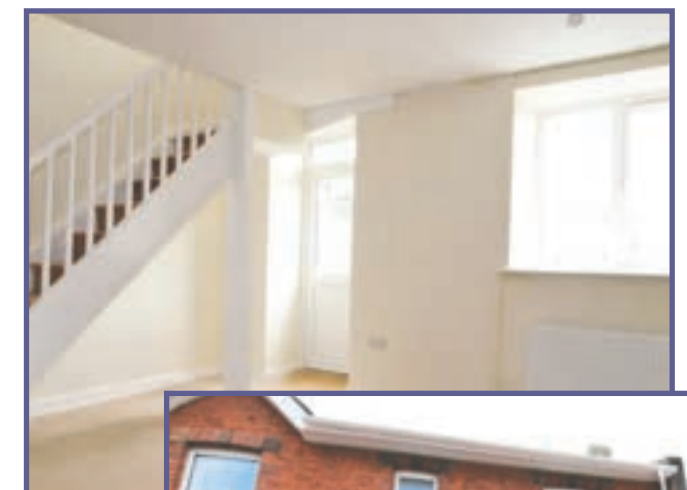
IMPACT

Success on the property market means that a continuing stream of young learners can practise their trades in more 'real life' settings, improving their learning experiences.

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.



Look at what the team achieved ...



BEFORE



AFTER



DCT OBJECTIVE

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



DEVON COMMUNITY LEARNING ACADEMY: NEW AUTUMN TRAINING PROGRAMME

During Q2 we welcomed 465 attendees to 14 online workshops, including a number of COVID-19 recovery sessions. Looking forward, we also prepared a comprehensive new training programme for Devon Community Learning Academy, with around 20 new courses for community groups, enterprises and businesses, Local Councils and the VCSE sector. We drew on our own staff team expertise and once again worked with Citizens Advice Devon to develop new benefits training sessions. We launched the new programme in September 2021, with the first training dates starting in October 2021. Find out more here: www.devoncommunities.org.uk/courses

IMPACT

All of the training courses we've developed will increase the skills and capacity of people and communities to rebuild from the pandemic.



DEVON RURAL HOUSING PARTNERSHIP: SUPPORTING COMMUNITY LED HOUSING

The 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...

Housing needs surveys provide evidence of need for new housing in communities. We have completed 7 housing needs surveys during 2021, with 1 in progress and a further 6 planned. One of the Community Land Trusts that we supported with a survey has already started to progress with a new development, which will provide much needed housing for local people.

We've also been busy spreading the message about community led housing, having presented to a Town Council and hosting 4 other meetings with individuals who want to know more about it - including a landowner who is considering releasing his land for affordable housing.

IMPACT

If approved, the housing schemes we're supporting communities to develop will provide quality housing for local people to help keep communities together and thriving.

Contact caroline.shephard@devoncommunities.org.uk for more information.

DEVON RECOVERY CO-ORDINATION GROUP

The Devon Recovery Co-ordination Group (DRCG) was established following the first response phase to the pandemic in 2020.

It brings together multi-agency representatives across Devon to work with communities to help reset, restart and regrow Devon, and to reflect on what we have learnt together in order to reimagine and redesign public services within the setting of pandemic recovery in a climate emergency.

Seeing the bigger picture: thematic workshops

Devon County Council invited the DRCG VCSE Task & Finish subgroup (co-chaired by DCT's Nora Corkery) to co-design and co-produce the series of thematic workshops examining the impact of the pandemic in Devon. DCT co-ordinated the Devon VCSE input into the to co-design and co-production of a series of 8 thematic workshops held over the summer which enabled understanding of public sector data on the impact of covid to be enriched by VCSE input, providing community lived experience. We looked at 8 themes across the workshops:

- Economy
- Housing and homelessness
- Safeguarding and wellbeing
- Education and learning
- Health
- Community safety



- Transport, environment and climate change
- Food poverty

Creative conversations

DCT, as strategic engagement workstream lead for the Devon Recovery Co-ordination VCSE sub-group, has been co-designing a series of 'creative conversations' held in September & October this year between commissioners and senior officers in DCC, Public Health, CCG/ICS and representatives from the VCSE. The conversations are focusing on three areas - (1) collaborative commissioning, (2) community wealth building and social value and (3) co-production and will inform the creation of a joint leadership framework (between VCSE and public sector) for strategic engagement and locality-based commissioning in Devon.

IMPACT

Following the workshops, DCT compiled all the data from the workshops into a single report that will be shared with the Devon Recovery Co-ordination Group and all key stakeholders in Devon's Covid-19 recovery.

This facilitated the development of a common understanding of the impacts of Covid-19 on Devon's communities, and gives the VCSE sector a strong, reputable, united voice in representing the important issues for communities at a strategic level.

DCT OBJECTIVE

COMMUNITIES BECOME MORE RESOURCEFUL AND RESILIENT



Contact janica.birch@devoncommunities.org.uk for support with your Community Emergency Plan.

DEVON COMMUNITY RESILIENCE FORUM

The Devon Community Resilience Forum (DCRF) continues to support local communities to create community emergency plans and improve their overall resilience; alongside providing a responsive and proactive support service, and a grant programme.

In July we hosted our bi-annual DCRF event, attended by representatives from 65 communities, which featured a range of online presentations from sector leaders including Climate Vision and The Environment Agency.

Community resilience in Sidford

Sidford has experienced floods and continues to be at risk. The community is currently covered under an existing Community Emergency Plan for the wider area of Sidmouth however this does not make provision for responses specific to Sidford.

DCT worked alongside the Environment Agency (EA) to communicate with at-risk properties to introduce community emergency planning. We

then visited Sidford with the EA to meet with a local Councillor and members of the public. We visited four previous flood locations and listened to local concerns, as well as meeting with two businesses that had been impacted by flooding.

We advised on short and long term alleviations and discussed how and why to create a local emergency plan and build a response team. We will continue to help the community in Sidford to work towards a dedicated plan.

“Many thanks for your help yesterday. I thought the meeting was very productive ... residents have already been in touch with me ...”

Cllr. Marianne Rixson, EDDC Councillor, Sidmouth Sidford, Portfolio Holder - Climate Action & Emergencies

IMPACT

Providing support to local Councillors to understand the challenges and engage the community, will help to further the process of creating an emergency plan and mobilising a voluntary team. This will ultimately increase resilience and safety for local people and property.

DCT OBJECTIVE COMMUNITIES BECOME MORE RESOURCEFUL AND RESILIENT



PATHFINDER: CREATING A PFR LEGACY

BeFloodReady

The Pathfinder project delivery came to an end at the end of September

2021. DCT was one of the key partners in the project here in the South West, which received funding to boost research into, and uptake of, Property Flood Resilience (PFR), which aims to better protect homes and businesses from flooding.

The project covers the SW and during Q2 we have continued rolling out a programme of

PFR, flooding and climate change training/ workshops. These workshops have been expanded and we have delivered sessions for builders, those in construction, planning, property development and other related areas. Through all our workshops we have trained over 200 participants.

“Although some of the information was familiar, it was a useful reminder and very good to see the range of products available and the differences between them. This will help when negotiating with developers and writing planning conditions.”

“Really good presentation, better than a lot of online webinars that I have joined.”

IMPACT

The impact of the Pathfinder project is far reaching across the South West, leading to improved community resilience with mental health and wellbeing benefits, as well as the clear practical domestic and commercial benefits of improved flood resilience.

The Pathfinder project's legacy includes:

- The BeFloodReady brand, including all the resources on the website www.befloodready.uk. These include the Aardman Animation's piece 'Missy's Tale', testimonials, PFR animations and national animations, to name but a few
- The demonstration centre at Heartlands (pictured pg 16), now named 'the South West Climate Change Centre', where climate change, flooding and PFR go hand-in-hand
- The Flood Pod (pictured above) which will be available for use
- Future events and training opportunities
- Future information will be available from www.befloodready.uk, or info@befloodready.uk



DCT OBJECTIVE

COMMUNITIES ARE SUPPORTED TO DEVELOP STRATEGIES TO PROTECT AND REGENERATE THEIR NATURAL ENVIRONMENT



Contact harry.bonnell@devoncommunities.org.uk to find out more.

DEVON CLIMATE ASSEMBLY

As part of Devon's Net Zero Task Force, DCT supported the delivery of the Devon Climate Assembly.

Devon Climate Assembly brought together 70 residents from across Devon, selected to be broadly representative of the population of the county.

The meetings involved members in 25 hours of learning, dialogue and deliberation about the context of the climate emergency and the specific topics they were being asked to address. These topics were:

- Onshore wind
- Roads and mobility

- Retrofitting of buildings

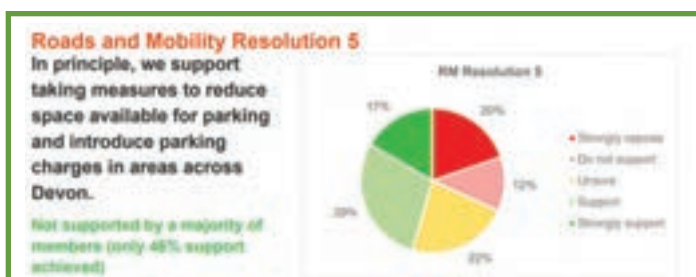
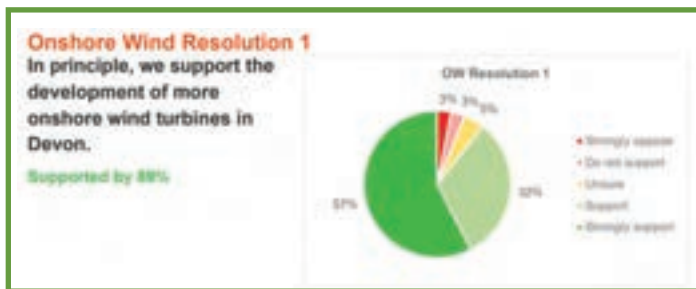
The key themes that members focussed on were the need for:

- Wider communication and information about the climate emergency
- Greater community involvement and engagement
- Urgent action
- Ambition locally
- Strong leadership
- Accountability to the public
- Central Government to play an enabling role

IMPACT

Politicians and decision makers in Devon are better informed of public opinion and are able to be more confident on their mandate to deliver on potentially contentious issues as we collectively strive towards a zero carbon Devon.

Examples of the resolutions discussed at the assembly.



COUNCILLORS' CLIMATE SUPPORT NETWORK

DCT was instrumental in establishing a support network for local councils in Devon to address the climate change emergency.

In Q2, DCT hosted a second peer support meeting for the network. Speakers provided information for attendees on a) visioning method for community engagement and b) Environmental Land Management Schemes (ELMs) and the changing funding context for farmers.

Over 50 people attended the meeting. 44% represented communities of less than 1,000 people, demonstrating the deep reach of this network into rural Devon.

47% of attendees said they were not confident personally discussing topics related to the climate emergency, which highlights the need for this peer support network to improve levels of confidence.

We also ensured those who couldn't attend the meeting were kept informed, with 200 people receiving speakers slides and signposting materials.

Feedback on the session was excellent: 94% found the break out room conversations useful and 94% found speaker input on ELMs and the agricultural transition useful. 88% found speaker input on visioning as a method for community engagement useful.

IMPACT

People are now more confident to take important climate change issues to their communities and peer-to-peer support relationships have started to develop.

“Really helpful and interesting. It is good to get the 'bigger picture' on these issues which are changing and developing all the time so that we can apply them locally.”

“Well managed. Great to see a definite way forward with ELMs. Not just talk.”

“Good meeting, good mix of speakers and attendees. Future visioning is an important system to open minds to change. Farming insights and info very helpful.”



DCT has adopted five social objectives.

All of our key activities are measured against one or more of the objectives to enable us to assess impact and to share the evidence with funders, stakeholders, policy makers and commissioners.