



MEASURING OUR
IMPACT

Q4 REPORT 2020/21



April 2021



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



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 Q4



LOCKDOWN THREE: SUPPORTING COMMUNITIES THROUGH THE LATEST RESTRICTIONS

At the start of quarter 4, the Government announced that England was heading into a third full lockdown which has lasted throughout the quarter. This meant that many of the groups, organisations and community buildings that we had previously been supporting to 'open up' or 'become Covid secure' were again forced to close down and cease activities as restrictions tightened.

Some of the key issues that we supported people with via our helpline service between January and March, were:

10 e-bulletins issued to 2,700+ people



23 pieces of social media content shared

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



 Village halls, community buildings, local community businesses and organisations seeking further clarification on national guidelines for national lockdown, including permitted activities.

 Commercial activities in a community building during lockdown - such as a pop-up takeaway or for workplace training.

 Q4 saw a significant increase in the numbers of community buildings and village halls requesting information and support on how to access available Covid-19 relief grants, mostly how to access the Covid-19 compensation funds for village halls and community buildings, as well as help in interpreting and filling in the grant application forms. All contacts with this concern were provided with information and referred to their respective District councils for further support.

 Individuals asking to be signposted to support groups, enquiring about the parameters of daily exercise, or asking about the possibilities of continuing to run community services e.g a bookloan/library service.

IMPACT

Against the backdrop of the 'second wave' of Covid-19, the new variants and the third national lockdown, key community groups and individuals were supported to comply with the latest guidelines, access funding and stay safe, while continuing to support vulnerable people in their communities.



COVID-19 RESPONSE DURING Q4 (CONT ...)

SUPPORTING THE MOST VULNERABLE IN OUR COMMUNITIES DURING LOCKDOWN 3

Every so often we receive a call to our helpline that falls outside of the more commonplace areas of support we provide (some of which are detailed on pg. 3). In these instances we work quickly to engage the relevant experts and/or undertake our own investigations to resolve the query.

Here, one of our key helpline staff, Martin Rich, explains how we reacted to concern about a vulnerable elderly person in Devon ...

“A call came in from a home care alarm company that one of their clients was not contactable, that they were unable to put someone in the field to support, and that the only known relative was not able to assist. They asked if we were able to help.

We contacted the relative, who lived in the Midlands and was unable to travel due to health and age-related heightened covid risks. We were given the background to the subject's health and circumstances and were told that regular phone calls had been missed. They were not contactable either by landline, mobile or email and there was growing concern for their wellbeing.

Next, we contacted the Parish Clerk, who proved to be a member of the local Covid support team. The clerk then activated one of the team members who was able to make a visit to the home, which revealed that the landline was damaged and the mobile was inoperative. The response team were able to repair the landline and re-charge the phone but they were unable to ascertain why the mobile was not working and

arranged to have a professional assessment. The response group were prepared to use local funds to provide an alternative phone if necessary.

The responder expressed concern at the general living conditions, state of health and the fact that the front door was permanently open to facilitate a charging cable to a mobility scooter. We had a further conversation with the relative and determined that, whilst the person had reasonable capacity, their condition was deteriorating. Previous offers to assist with finding supported living arrangements had been declined. We suggested that it was time to seek professional assistance and alert DCC's Care Direct service. This we did, with the details being logged for referral to an interventions team.

We shared this course of action with the local Covid response team and asked that the local DCC Member be asked to follow-up the referral to ensure that there was a meaningful outcome. The alarm provider has been informed that the phone and alarm line has been repaired.

IMPACT

A vulnerable older person has been supported to reestablish phone contact with their family and has been referred to agencies which can better support their health and wellbeing going forward.

COMMUNITY MUTUAL AID GROUPS

During Q4 we undertook research and engagement with 26 community mutual aid groups across Devon, which have developed as a result of the pandemic. Our aim was to learn about how they established, what they do, how they work and to glean as much intelligence as possible to inform the support we are able to give these groups. Key findings included:

- ▶ Most groups did not want or need to be more formally organised or structured with committees or constitutions. They had reacted quickly to the needs of their community and were operating successfully.
- ▶ There are some instances where an informal response has organically developed into something more formal. Some groups, for example community pantries, are investigating becoming social enterprises.
- ▶ There was a perceived need for some volunteer training, especially around engaging with people living with dementia and looking after one's own mental wellbeing.

IMPACT

Our learnings from this research help us to paint a picture of the fantastic grassroots support that has spring up over the past year and more deeply understand what these groups want and need so that a) we can better support them going forward and b) they can continue to support their communities in innovative ways as we recover from the pandemic.



Picture: Ray Girvan / Bradninch from Castle Hill / CC BY-SA 2.0

▶ Community mutual aid group case study: Catch 77 Bradninch - Mid Devon

Catch 77 (named after the 77 towns and villages in Devon) was set up in May 2020 by Bradninch locals in response to the pandemic. Working alongside local schools, the project reached out to help families who found themselves in financial difficulties during the first lockdown.

Through providing a 'Food Hamper' of free ingredients and meal plans for five hot meals a week, Catch 77 has been able to provide food-stability to parents who have been struggling to feed their families during this time. The project has since expanded to deliver to other areas, including Tiverton, Willand, Uffculme, Coplestone, Honiton and Cranbrook.

22 volunteers have provided over **5,000** free food boxes to families that self-refer or who are referred by agencies. The project is now supporting, on average, **95** families per week, with **107** families registered.

The initial Covid 19 grants from the local

authorities proved invaluable help to set the project up, but rapid expansion spurred the group to apply for Covid 19 Emergency Funding from the National Lottery Community Fund, allowing them to employ a part time Co-ordinator for Catch 77 as well as paying someone to plan menus and source free food for the project to use. Some people who were clients of the scheme have also developed confidence to volunteer as food deliverers.

Catch 77 also received funding to enable them to set up a website <https://catch77.org/> and to set themselves up as a Community Interest Company.

The group's vision is to expand Catch 77 to be able to reach more of the 77 towns and villages. In addition to continuing to provide free food boxes, meal plans and menus, the group has a vision to become a mobile kitchen and family education point. They want to raise funds to obtain a bus from which they can promote healthy food, bring in chefs to teach cookery skills and sell meals at market rate to cross-subsidise the free food boxes they will continue to supply.

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COMMUNITIES BECOME
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WELLBEING**



DEVON HIGHLIGHTS: DIGITAL TOOLS, PHYSICAL ACTIVITIES, & A VOLUNTEER BASED BEFRIENDING SERVICE



Our Devon Highlights project supports people in later life who are at risk of loneliness and social isolation.

THE CHALLENGES:

Since the first lockdown all of the social friendship groups we organised for people have been delivered entirely online, which as well as having benefits (people from all corners of Devon have had the chance to meet each other and become friends!), have posed some challenges, namely:

- ▶ Many of our existing and new participants needed new or refreshed digital skills
- ▶ Our project partners needed new skills in understanding how to get the most out of digital groups and support their clients with digital technology
- ▶ We were aware that staying at home and attending digital groups only meant that some people needed more opportunities for physical exercise

An additional challenge was posed by our 1-2-1 telephone befriending service, which required new volunteers to manage the demand of people who were not ready to, couldn't, or did not want to join the online groups.

THE SOLUTIONS:

- We designed new digital tools and training, and upskilled our partners and participants

- **135** health and care services/partners (including domiciliary care) received a Zoom guide on digital literacy that we designed specifically for health and social care professionals to use with their clients to help them to participate in Zoom activities
- **137** older people received our Zoom guide by post and electronically
- We engaged with **20** care providers to digitally upskill carers in place-based referral pathways
- We have trained **18** health and social care professionals in how to use Zoom for running groups with older people, with the aim of taking the knowledge into their services and upskilling other colleagues/carers
- We created and shared a **recorded training session on our YouTube channel**, which potentially increased the reach for the training to **400** carers
- We have set up weekly, 1-hour Being Active Zoom exercise sessions with **5-10** participants regularly attending
- We recruited and trained **12** volunteers to do befriending weekly 1-2-1 calls. We held **3** online training sessions and set up regular support meet-ups for our volunteers

[www.devoncommunities.org.uk/
projects/devon-highlights](http://www.devoncommunities.org.uk/projects/devon-highlights)

IMPACT

Older people at risk of loneliness have new skills which allow them to connect with other Highlights participants as well as friends and family living remotely. Making regular connections like this can lead to improved wellbeing and physical health, as well as minimising loneliness and increasing confidence.

Hundreds of key healthcare workers also have new skills in how to use digital groups and support their clients with digital technology, broadening the reach of this important project.

“*Devon Highlights reaches out to people who feel alone and creates an atmosphere where there is sharing of anxieties and fears e.g. of whether the vaccine is worth having, and those with some information can help. Just talking about what to cook or coping with situations helps build moral. It also creates, when there is a meeting, a reason to get things done beforehand or to look forward to.*”

“*I think it did help me to feel that I'm not as lonely as I thought I might be during lockdown, I thought that once we finished our meetings it will be over, but then Aggie came to this project and she was so positive and friendly so I agreed to keep going with our 1-2-1 occasional calls and I'm happy I made this decision.*”

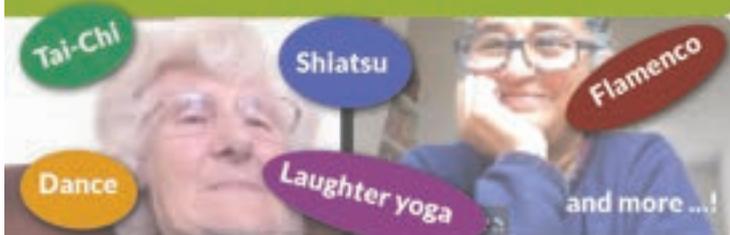
“*It helps me, as I always watch the recorded Zoom session and I have noticed that at the end of each Zoom session people say hello to people like me as (who can't join live session) which meant a lot to me.*”

“*[the 1-2-1 calls] definitely help me to reduce my anxiety and made me feel that I'm not as lonely as i used to be.*”

“*These phone calls - this activity helped me to reduce ... my loneliness.*”

Over 55 and looking for new ways to get active at home?

Join our friendly online groups every Friday 11-12.



Our Being Active sessions have made a real difference ...

One woman, who has been joining our Being Active zoom sessions from the beginning, said that she has noticed **big improvement in her flexibility**. She is now able to lay down on the floor and put her legs up and down. She is able to stand up from lying position without pain and discomfort. She said that she couldn't do all of these things before.

have gone after she started exercising more regularly.

Another participant said that her **headaches**

One person mentioned that her **sinus hasn't been as bad** since she started moving, exercising and changing her body position.

All participants have said that they feel **better, happier and calmer**.



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AN ALTOGETHER DIFFERENT APPROACH TO COMMUNITY LED HOUSING

In March, Devon Rural Housing Partnership, made up of 10 Housing Associations and Local Authorities, voted for a new and innovative approach to continue our work to support Community Led Housing Initiatives.

The vision is to grow the Partnership by including and involving a wider range of stakeholders, and to deliver a financially sustainable service.

There will be four key deliverables of the new service:

- **Provision of a single point of contact for all affordable housing queries and to share best practice and information**
- **A Devon Rural and Community Led Housing (CLH) Network support service, including**

servicing network/partner liaison meetings and facilitating a co-ordinated approach to the promotion of CLH concepts and opportunities

- **The creation of a stand alone website/virtual hub platform hosted and administered by Devon Communities Together**
- **Maintenance of a Devon-wide pipeline updated and providing figures for national, regional and local organisations i.e. ACRE, DEFRA, MHCLG, etc.**

In addition, a Housing Needs Survey and Community Consultation and Engagement Service will be continued. The Service will be delivered by DCT and aims to provide an industry expert to work with local communities.

IMPACT

Communities will be able to access a single, comprehensive hub for all community and rural housing-related support and advice, promoting the creation of more affordable homes in the future that will allow people to stay in their own communities.



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www.devoncommunities.org.uk/devon-maternity-voices-partnership

DEVON MATERNITY VOICES PARTNERSHIP (MVP): INCREASING INCLUSIVITY THROUGH BROADER ENGAGEMENT

Devon MVP is a group that aims to give parents and parents-to-be a voice in developing maternity care in Devon. During Q4, the Chair and Vice Chairs have been busy ...

- ▶ Listening to families' voices via our calls for experiences, either via social media outreach or focus groups; then sharing this feedback with our hospitals and the Local Maternity and Neonatal System (LMNS). This spring, themes have included postnatal breastfeeding care, pelvic girdle pain and informed consent.
- ▶ Working towards increasing representation of ethnic minority groups - our focus group will meet regularly to discuss maternity issues through an ethnic minority lens.
- ▶ Communicating positive feedback for staff morale and to reassure people who may be choosing a hospital to birth at. We're doing

this via our positive quote posters and our positive birth stories Instagram account.

- ▶ Forming relationships with our hospital trusts so we have good contacts and a strong platform from which to share the voices of Devon families.
- ▶ Preparing to launch our experiences survey, which will provide an ongoing flavour of how Devon families are experiencing maternity care.
- ▶ Sitting on workstreams that are working to improve maternity services.
- ▶ Working with our Trusts to help launch their new pregnancy Personalisation Journal - My Body, My Baby, My Choices.



IMPACT

MVP involvement helps families' voices and experiences become a core part of the conversations around maternity care. By engaging with more people, including BAME families, there are greater opportunities for people to have a say in their maternity services.



Sharing Positive Birth Stories Project



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SOVEREIGN HOUSING ASSOCIATION: UNDERSTANDING OUR SOCIAL VALUE

SOVEREIGN  *Our partnership
with Sovereign
Housing is designed
to allow our two
organisations*

*to work collaboratively to achieve
overall community development in Devon
communities with Sovereign Housing stock.*

As well as developing new pilot projects in Sovereign areas, we are also working closely with Sovereign to measure the social value of DCT's existing projects using the HACT social value tool (developed specifically to measure the social value around housing www.hact.org.uk/social-value-bank). Each month we look closely at the work we've been undertaking and how it translates to particular targets, allowing us gain a deeper understanding of its existing and potential impact.

The data shows that DCT has created a total of **£1,440,406 social impact** during Q4.

Examples of how this has been achieved include

exceeding the targets set through our Big Energy Saving Network, with **177** community engagements from September 2020 to the end of Q4. These engagements have enabled people to more effectively take control of their fuel costs while keeping their homes warm and well insulated, and reducing their energy usage.



For our 'Ageing Well' targets, our Devon Highlights Project (pg. 6) has been increasing social connections and fostering a sense of belonging and relationships between individuals and communities. In the last two months we have recruited an additional 10 older people to the project bringing our total participants to **170** this year. This target group needs sustained and consistent activity to encourage them to feel part of a community or 'family'.

Work around our Listening Ear (pg. 12), New Start Devon (pg. 13) and Devon Community Resilience Forum (pg. 17) projects also contributed substantially to the social value figure for this quarter.

IMPACT

By working with Sovereign on gaining a deeper understanding of our social impact, both organisations have a greater level of intelligence to inform future projects that will benefit areas of the community that are most in need, with initiatives that have the greatest impact and value.

WELCOME TO SHERFORD

EST. 2015

DCT OBJECTIVE

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

SHERFORD: A NEW HUB FOR A NEW COMMUNITY

Sherford is a new town being developed in South Devon. When complete, Sherford will have 5,500 homes in three distinct neighbourhoods, four schools, community facilities, shops, businesses, abundant green space, a 500-acre community park and so much more.

DCT was commissioned to prepare an organisational management and finance plan for a temporary community building that has been supplied by one of the developers of Sherford. The commission involved contacting all of the 35 organisations that had expressed an interest in using the building, to discuss how spaces for a variety of community and service delivery activities might fit together.

In order to carry out this consultation against a backdrop of CV19 regulations, we hosted separate Zoom sessions with the Sherford Trust Board members and potential users of the community building, with the aim of understanding the perspectives of both parties and gaining intelligence to ensure our recommendations fulfilled the community's needs.

Following the consultation, DCT produced an organisational management plan for the building, with a year's projected cash flow.

IMPACT

The community in Sherford will have a sustainable, well-organised space to meet up, which will help to create an inclusive community. The new building will also provide an important space from which to deliver much-needed services to families in the town.



“*[the report] reads very well and I know this is going to be extremely useful, thank you it's exactly what we need...*”

Gina Small, Urban Fringe Delivery Team Manager, South Hams District Council (seconded from Devon County Council)



DCT OBJECTIVE

COMMUNITIES BECOME
ECONOMICALLY
STRONGER

LISTENING EAR: WELLBEING SUPPORT FOR BUSINESSES

Listening Ear was a pilot service set up for business owners to have someone to talk to in the current climate. People were offered the chance to chat informally to an experienced volunteer about whatever was making them feel stressed.

The service, which was launched in December 2020, offered 1-2-1 support calls with trained volunteers. One of the first tasks for DCT when we assumed the project management role of this Devon County Council-funded project, was to recruit an initial target of five volunteers.

Having advertised throughout our networks for volunteers with a business or coaching background, we quickly built a group of **13** volunteers, along with a waiting list of **7** people.

DCT provided volunteers with an induction and chance to meet digitally, along with a volunteer handbook. 11 of our volunteers also undertook session 1 of the Connect5 mental health support training in anticipation of dealing with stressed and upset callers.

Although take-up of the 1-2-1 phone calls from business owners was lower than anticipated, the project ended up supporting **64** people through the development of two business support webinars;

one with a general 'holistic business support' theme to include wellbeing support, and another specifically aimed at the hospitality and tourism sector, which is one of the hardest affected in Devon.

We held a reflective session with our volunteers on 25th March, to mark the end of the project. In the session volunteers reflected on the pilot project and their involvement, undertook visualisation activities thinking about a future Listening Ear service, and discussed their experience of volunteering with the pilot project.

All volunteers were positive about the experience despite some having only low involvement. Two volunteers particularly stand out:

One described their experience of the Connect5 training that all volunteers were offered: **“I got a lot out of it, personally it was good, almost like a therapy session”**

Another volunteer, themselves a self-employed business owner, explained that having gone through the Listening Ear induction, Connect5 training, and supporting an event, they felt a renewed sense of confidence in their own coaching skills. This led to them successfully applying for paid mentoring work. This was incredibly fortuitous for this volunteer whose main business is working in festivals so has been very quiet over the past year.

IMPACT

64 people were supported through our business wellbeing online events, at what has been an incredibly tough time for small business owners. Despite not always fulfilling the 1-2-1 phone support role they signed up for, our volunteers benefitted personally and undertook high quality training which will allow them to fulfil similar roles in the future.

DCT OBJECTIVE

COMMUNITIES BECOME
ECONOMICALLY
STRONGER



The Happy Bear
COACH

NEW START DEVON: CLAIRE SNOW

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

The challenge for one of our clients, coach Claire Snow, was for us to help her decide on a focus area, and plan and project income over the next three years.

By using the Business Model Canvas and Value Proposition Canvas, as well as Miro online, our business coach, Matthew Porter, helped Claire to really define what her business is offering and to whom. It also helped her to realise that by just focusing on one area she could still generate the revenue required.

“*The coaching with Matthew has given me a huge amount more confidence in launching my business, understanding the costings and how to market to my ideal client and I am 100 times further forward than I would have been without his support.*



I left each session feeling energised with a list of actions I couldn't wait to get started with. 🐾 Claire Snow

She and Matthew worked on a launch/marketing plan for the next 12-18 months, which helped to break down all the ideas into manageable chunks and examined how to price the product, interact with a client during an onboarding session, practice pitching and be more comfortable talking about price and saying no.

Claire launched a new website: www.thehappybearcoach.co.uk. She started posting more consistently on LinkedIn, with a more targeted message and posts went from having up to 150 views to regularly receiving 500 + views.

Claire also set up her first ever eventbrite event and started marketing it ‘Happiness Is...’

IMPACT

The work in developing a scalable business model succeeded in upskilling, training, supporting and advising the founder to start to make changes and give the business the best opportunity to achieve positive results in the service of others.

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



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

DCT OBJECTIVE

COMMUNITIES BECOME ECONOMICALLY STRONGER

CREATE YOUR PORTFOLIO

GIVE IT A GO

EXPLORE MORE

Employer's Space



CREATE YOUR PORTFOLIO



GIVE IT A GO



EXPLORE MORE

EXPERIENCE WORKS: 'EXPLORE' GOES LIVE!

EXPERIENCE WORKS

Late last year, DCT joined a new partnership that will support over 1,000 young people

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

Alongside developing impact measurement frameworks and evaluation strategies for the project, DCT has been creating 'Explore' for the Experience Works project.

Explore is a website that will support young people in Devon who, due to a vast range of both personal circumstances and systemic barriers, don't have the qualifications, work experience or confidence that one might usually pull out to account for their skills and enthusiasm when applying for work.

Explore aims to equip them to reflect on their life experiences and holistic self, to reframe all that they have experienced and explored so far in life, and identify the skills, ideas and potential that they have inevitably gained along the way. Explore goes on to support these young people to clearly communicate and evidence this value to potential employers.

The website also signposts to a whole host of

resources that can provide insight and guidance to these young people on their journeys towards a bright future, including information on post-18 education, interview skills and techniques, job application support, information on rising sectors, and more.

After mocking up a drafted website, structure and content in early 2021, March saw us support various youth mentors trial out the tool with some young people. We then held a consultation and co-design session where young people and mentors offered valuable insights for revisions.

All present felt that Explore will be a helpful tool when preparing for future applications. One participant shared that they feel Explore **"helps with the first steps and breaks down the barriers, rather than sitting there with a blank application form!"**

We held a second co-design session with employers, who helped us better understand their priorities.

This is just the very beginning of this piece of work, but we are excited to develop it further, with the first version of the Explore website launching in May 2021.

Contact anna.lane@devoncommunities.org.uk for more information on Experience Works.



IMPACT

Although early days, the EXPLORE website is set to be a hugely transformative tool for young people in Devon, supporting them to give themselves the best chance at securing training and employment opportunities.

DCT OBJECTIVE

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

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.



HM Government



CONSTRUCTING FUTURES DEVON LTD: GETTING BACK TO WORK

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.

Progress continues at our current construction site in Torquay, despite the challenges involved in getting learners on site in a COVID-secure way. We recently received a small grant to support work experience placements on the project alongside our apprentices and other trainees.

We currently await the outcome of a planning application but once this has been decided we anticipate bringing more learners on-site to gain valuable 'real-life' skills.

IMPACT

Our young learners are gaining invaluable experience, not only in the trades they putting into practice but also in all the additional workplace health and safety measures required by CV19 regulations.

DEVON COMMUNITY LEARNING ACADEMY: SPECIALIST BENEFITS SYSTEM TRAINING

During Q4 DCT facilitated 9 online training events, networking opportunities and focus groups, with 195 participants.

We, once again, facilitated a programme of benefits and money advice training sessions from Citizens Advice Devon, which covered a range of specialist topics including Benefits for Older People, Universal Credit for People with an Illness or Disability and Personal Independence Payments. We (virtually) welcomed attendees from local Citizens Advice centres, housing organisations, a Church and a library service.

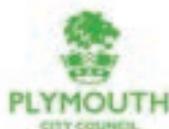


www.devoncommunities.org.uk/courses

IMPACT

By understanding the intricacies of some of the more specialist areas of the benefits system, delegates are able to better support households that are at additional risk due to Covid, such as older people and those who are ill, to maximise their income and avoid payment gaps at this very challenging time.

DCT OBJECTIVE COMMUNITIES BECOME MORE RESOURCEFUL AND RESILIENT



PATHFINDER: PROPERTY FLOOD RESILIENCE

DCT is one of the key partners in the Pathfinder project here in the South West, which itself is a multi-partner (see above), multi-faceted project. The project has received funding to boost research into, and uptake of, Property Flood Resilience (PFR), which aims to better protect homes and businesses from flooding.

DCT's role is primarily to support the strategic remit, especially around communications and other relevant areas as required. The project dovetails with our work on both Devon Community Resilience Forum and Community Emergency Plans (CEP) (pg. 17) and the Climate Emergency (pg. 18).

Since February 2021 we have already delivered two CEP joint events (pg. 17), and are working with colleagues within DCT and beyond to establish coordinated working practices to share expertise and enhance the reach of the PFR message.

BeFloodReady

We are also working to gather testimonials to highlight the importance of PFR and the difference it can make (see Andy's story, below), as well as supporting website developments at befloodready.uk.

During April, the Pathfinder project is also offering training for SW businesses with flooding issues, and will soon be launching a separate series of workshops for communities and other organisations at risk of flooding across the region.

In July we are opening a demonstration site at Heartlands: www.heartlandscornwall.com, and we are currently organising a tour of the South West with our Flood Pod, including a presence at a planned Devon Community Resilience Forum summer event.

IMPACT

PFR can lead to improved community resilience, mental health and wellbeing improvements for property owners, and practical domestic and commercial benefits for people at risk of flooding.

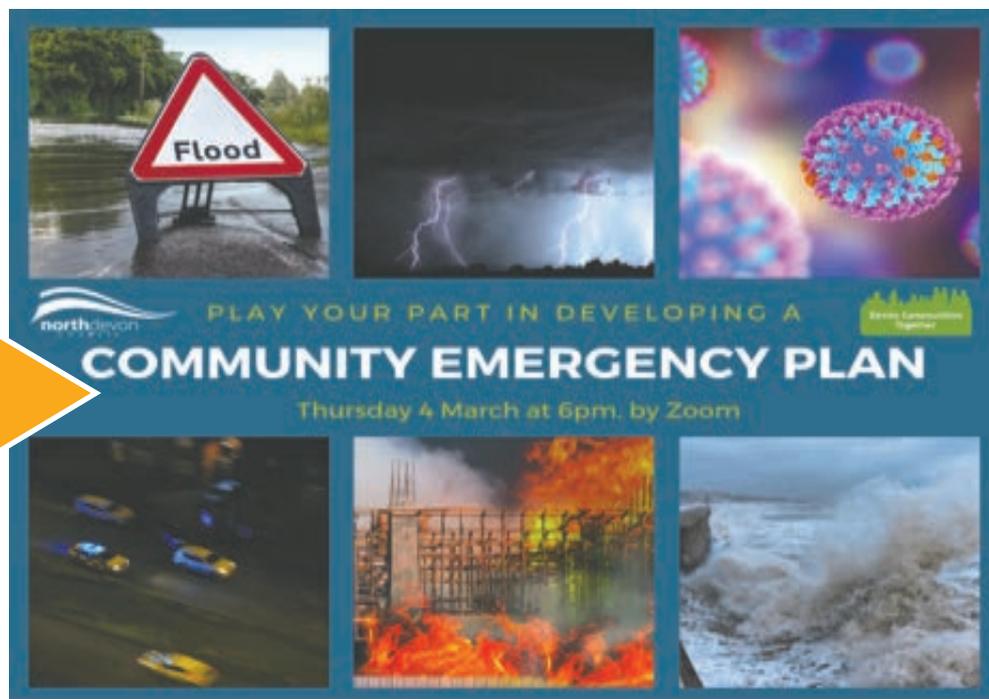
▶ PFR - Andy's Story:

Andy's property was flooded by the nearby Landkey Brook in January 2018.

Flood water surrounded the property and entered the building through the front door. Using a grant scheme, Andy had three flood gates installed in the existing stone wall that surrounds his property. Gaps in the stone wall were also filled and a non-return valve was also fitted in the manhole to prevent sewage from backing up into the property.

"For me it's peace of mind. To know that I can go away for a weekend and not worry unduly about it raining and the property flooding again."

**DCT
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COMMUNITIES
BECOME MORE
RESOURCEFUL
AND RESILIENT



DEVON COMMUNITY RESILIENCE FORUM: COMMUNITY EMERGENCY PLANNING EVENTS IN TORRIDGE AND NORTH DEVON

Community Emergency Plans (CEP) allow communities to have appropriate strategies in place in an emergency situation to support emergency services and help protect people and property.

A need was identified to promote the value of CEPs in the Torridge and North Devon districts, so DCT worked with local partners to devise and promote two online events:

Torridge District Council (TDC) - 25th Feb

North Devon District Council (NDDC) - 4th March

Each event covered the support that DCT is able to give to communities that wish to develop or improve a CEP, as part of our work with Devon Community Resilience Forum.

Presentations were given by key partners, including: the Pathfinder project (pg. 16), the EA, Devon County Council Flood Management Group, and Councillors from each area.

Individuals and organisations were able to field their questions and anxieties to a panel of experts on each evening, and were provided with contact details to follow up if they wished.

Chat functions were also available on each event.

Approximately **70** attendees attended the events, giving a wide reach to the parishes in the areas.

Compared to face-to-face events, where 4 or 5

parishes may be reached per meeting, this proved a valuable exercise.

A Local Forum meeting was scheduled for April 2021, in order to bring NDDC and TDC together to facilitate their coordination in the future.

IMPACT

By encouraging communities to be enthused and informed about starting or developing a CEP, we are increasing the chance of them submitting finished plans and potentially applying for funding to assist their efforts. Ultimately this will lead to more resilient communities in these areas.



Contact louise.macallister@devoncommunities.org.uk for support with your Community Emergency Plan.



DCT OBJECTIVE

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

DEVON LOCAL COUNCILS: COLLABORATING ON CLIMATE EMERGENCY

DCT had received several enquiries, either direct to us or via the Devon Association of Local Councils (DALC), seeking advice on how a Parish Council can respond to the Climate Emergency.

Notably, Parish Councillors involved in our Covid support networks, are seeking similar support networks on this topic.

From December 2020 to February 2021, a survey was shared to all town and parish councils in Devon. The survey sought to a) understand the existing work, being done by parish and town councils across the county; b) understand the support needs of councils; c) understand the demand for a local council support network.

Following results from this survey DCT analysed the findings and shared **a report with all local councils (click here to view)**.

107 responses from **97** local councils responded to the survey, and their views are represented in a findings report. We reported on some initial survey results in our last Impact Report but we're pleased to share some of the final results here:

43% of respondents expressed interest in having representatives at a county network, with **50.5%** seeking further information, and only **6.5%** not interested at this stage.

The main areas of support requested by survey respondents are around:

Community engagement and consultation to develop future plans - 49.5%

General awareness raising and communications - 42.9%

Support in creating baseline analysis of relevant environmental issues - 41.9%

Baseline analysis specifically on CO2 emissions in their community - 36.2%

Local Council Members and associated individuals were invited to attend a meeting to address some of the main support needs raised in the survey (with speakers on CO2 baselining and Community Engagement) and to plan for further meetings and a sustainable network. Between **70-75** people were in attendance for different parts of the session.

IMPACT

Communities are supported to develop strategies to protect and regenerate their natural environment, with the sharing of skills, knowledge and best practice allowing them to respond locally, yet collaboratively, to the Climate Emergency.

Attendees listened to expert speakers on the topics of CO2 baselining at a parish level (and were shown how to use the software available at <https://impact-tool.org.uk/>) as well as an expert speaker on community engagement techniques. Attendees also shared links to resources and contact details amongst each other.

Conversations are in progress with several key stakeholder organisations across Devon (such as Sustainable South Hams; New Prosperity Devon; Community Action Groups Devon) to synchronise offerings and develop a sustainable network meeting the needs of local councils in Devon.

The following are examples of feedback and intelligence from the survey and the subsequent online group meeting...

"... it would be good to hear one clear direction and guidance rather than just info. Model policies and plans would be really helpful."

"Our key objective is to share with other local parish councils which may not have access to the resources required and to avoid them having to do all the preparatory work."

"Really interesting thank you so much for so many links and chats."

"Thanks a lot, Harry, for such a very efficient hosting this afternoon, a good mix of surveys, individual voices and overview."

"Very useful calculator, thanks. Having used this footprint calculator for Rattery, I found that over 50% of our emissions are outside our local control - housing and transport particularly."

"Looking ahead I would like expert input into dealing with farmers/landowners. How to persuade them to make changes..what grants/income sources are available to lubricate these changes"



OUR ACTIVITIES

Community and parish plans

Advice & training for parish & town councils

Helping communities mobilise their assets

Supporting social enterprise and community businesses

Enterprise start up and small business support

Supporting communities to prepare for an emergency

COMMUNITIES BECOME HEALTHIER, MORE VIBRANT AND INCLUSIVE WITH IMPROVED WELLBEING

Providing training and skills opportunities for young people

Reducing fuel poverty

COMMUNITIES BECOME ECONOMICALLY STRONGER

OUR OBJECTIVES

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

Tackling rural isolation and loneliness

COMMUNITIES BECOME MORE RESOURCEFUL AND RESILIENT

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

Providing a wide range of training opportunities

Supporting village halls and other community buildings

Enabling affordable housing

Helping with sport and play facilities

Improving health and wellbeing for people

Influencing development through neighbourhood planning

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.