

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

**Monthly Report**  
January & February 2021



Covid-19 Community Local  
Outbreak & Recovery Helpline  
From Devon Communities  
Together  
Supporting Village Halls, Community  
Buildings, Parish and Town Councils  
into the recovery phase  
Call 0808 1963390



Helping Communities Help  
Themselves for 60 Years

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## 1.0 Phase 4 – Summary of Covid 19 activities January and February 2021

In January 2021, the start of Phase 4, the country remained in the third lockdown of the year. Communications from central government and NHS were changing fast and Devon Communities Together (DCT) 's Covid 19 Helpline for Devon queries reflected the confusion felt in the rest of England in respect of 'Tiers', 'Rule of 6', 'permitted activities' that could take place in community buildings. The most frequent query to the Helpline from individuals in January related to how far they could travel for daily exercise.

As January drew to a close and more information became available about the processes for vaccinations, there was a noticeable reduction in the Helpline calls – perhaps as people began to see as the Prime Minister termed it, 'the light at the end of the tunnel'.

January saw the start of DCT's new project 'Listening Ear' – a one-to-one confidential listening service for those running businesses in Devon which had been adversely affected by the Covid 19 crisis. By February, the vaccination and testing processes were well under way and discussions were taking place at national level about schoolchildren returning to school very soon. DCT mustered very quickly at the end of February to get out a 'call to action' for recruiting volunteers to help in schools with the testing process.

DCT has continued to actively engage in Devon strategic partnerships working to support the recovery process in Devon and supporting the "Build Back Better" roadmap, including:

- Devon Local Outbreak Engagement Board – attended Feb and sent out summary of notes as e-bulletin
- Team Devon Recovery Co-ordination Group (DRCG)
- DRCG sub groups including VCSE Recovery (co-Chairing fortnightly meetings); Data and Impact Assessment; Employability, Skills and Business
- Devon VCSE Social Prescribing Reference Group
- Monthly meetings with the NHS Devon System Lead Director of Communications and Engagement
- Local Care Partnerships Community Engagement meeting
- Heart of the South West Skills Advisory Panel Board meeting
- Heart of the South West Rural Productivity Group meeting
- Devon Rural Churches Forum meeting
- Local Resilience Forum (Vaccination) Volunteer Cell meetings
- Devon Together Alliance Board meeting

We have also contributed to national intelligence gathering to inform the recovery process, through providing fortnightly intelligence reports as a registered Devon Local Infrastructure Organisation (LIO) for the NAVCA National VCSE Emergency Partnership and submitting a Devon Covid Recovery intelligence report for the quarterly ACRE report to DEFRA at the end of January.

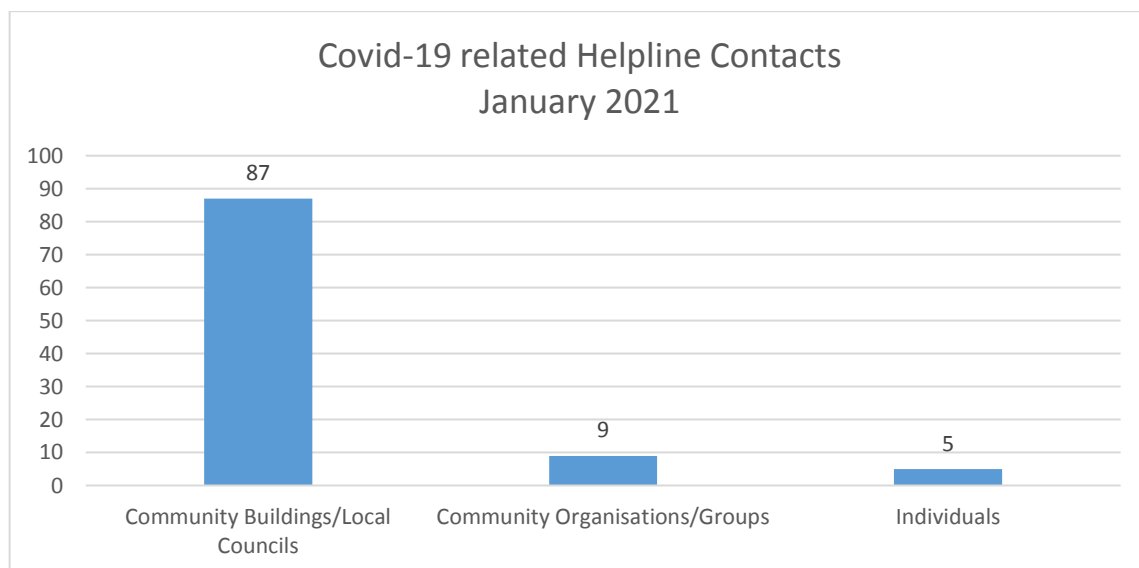
Following a meeting of District Council and Devon County Council officers with DCT it was felt that if, as it seems, we were heading for Covid 19 recovery in Phase 4, then it would be helpful for DCT to carry out some light touch sampling to see how the small community mutual aid groups around the county were now operating and if they had any support needs to aid their own recovery. These small community based groups (mutual aid and other groups) which had stepped up to deliver vital shopping, collect pharmacy items, walk dogs and make befriending calls service delivery during the crisis, may themselves be suffering the adverse effects of nearly 12 months of volunteer action.

DCT’s research with these groups during February is detailed below, as are the Helpline Activities and other communications we have sent out in January and February to keep communities informed of Government requirements and local strategies.

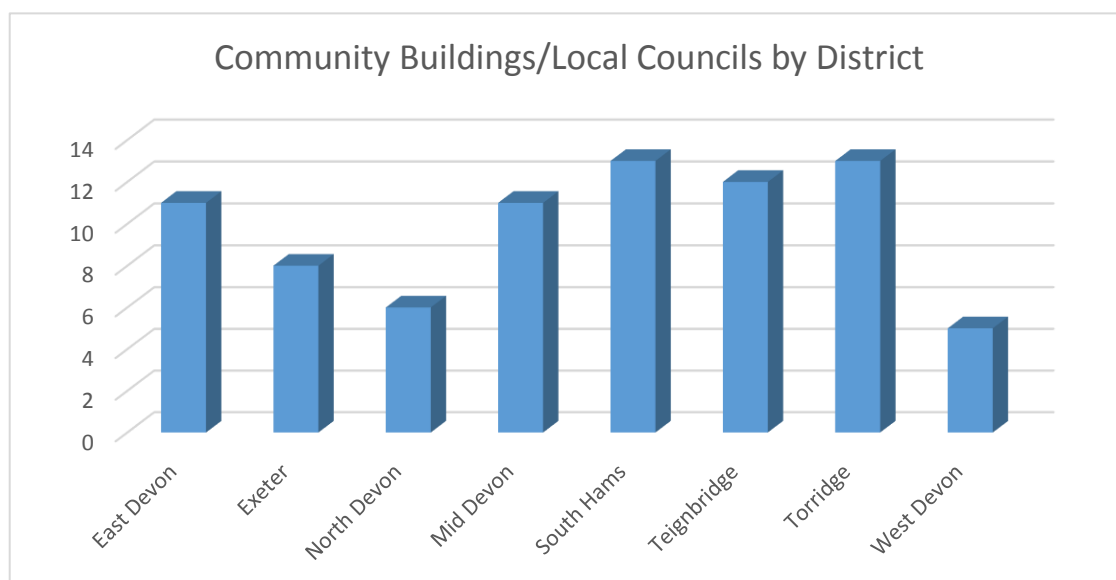
## 2.0 Covid-19 Local Outbreak and Recovery Helpline Activities

### 2.1 Group Type

There were a **total number of 101 helpline contacts** in January and February, mostly from community buildings and local councils, with others from community organisations, and individuals. The majority were contacts from village halls and parish councils spread across the county.



**Figure 1: Bar chart illustrating total number of helpline contacts for January and February 2021.**



**Figure 2: Bar chart illustrating contacts from community buildings and local councils in January and February 2021 by District area**

## 2.2 Key Issues Identified January and February 2021

The majority of key issues identified on the helpline for Jan/Feb were on Organisation and Management, Finance, and Health & Social Care. Table 1 below provides further details on this.

KEY ISSUES			
General Category	Frequency	Specific Issues	Details and Support Provided
<b>Organisation and Management</b>	63	Management of operations and community buildings, community organisations, and community groups.	The majority of enquiries were centred on village halls, community buildings, local community businesses and organisations seeking further clarification on national guidelines for Tier 3 and the parameters and regulations for national lockdown in January and February.

			<p>Specific requests were about permitted activities that could take place in community buildings during 3<sup>rd</sup> lockdown and in January and February.</p> <p>A small number of requests related to commercial activities in a community building during lockdown – as pop up takeaway or for workplace training.</p> <p>The majority of contacts (especially village halls and community buildings) were uncertain about some of the guidelines due to certain gaps in govt information on some activities that can or cannot be held or dates when lockdown might be eased, or unlocking procedures generally.</p> <p>DCT helpline staff provided assistance to all contacts. This included dissemination of key information such as the ACRE guidance for Village halls, since this often provides clarity on guidelines specifically for village halls and community buildings.</p>
<b>Finance</b>	33	Financial Support	<p>January and February saw a significant increase since December (7) on the numbers of community buildings and village halls requesting for information and support on how to access available Covid-19 relief grants.</p> <p>The majority of the above mentioned cohort were specifically interested in 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.</p> <p>All contacts with this concern were provided with information and referred to their respective District councils for further support.</p>
<b>Health and Social Care</b>	5	Access to Health Care	<p>Enquiries asking to be signposted to support groups; from individuals enquiring re the parameters of daily exercise and about the</p>

			possibilities of continuing to run a bookloan/library service.
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**Table 1: Table showing and providing details on specific issues identified**

## 3.0 Covid 19-related Mini Case Studies from DCT Helpline calls

### 3.1 Mini Case Studies from DCT Helpline contacts

- a. We were contacted by a village hall that needed advice on funding urgent repairs. Upon enquiry, we found that the cost of repairs would severely diminish the trustee's reserves at a time when their income was negligible due to enforced closures. We found that they had not claimed the compensation payments available to village halls for lockdowns two and three, they were not aware that they were eligible despite having received DCT's newsletters informing halls of the availability of grants. They have been able to claim the current grant and a retrospective claim for lockdown two. We have also signposted them to other sources of funding so that they may be able to commission improvements as well as repairs whilst keeping an adequate level of reserves.
- b. We were contacted by a person who was concerned at travelling across the County to visit a parent, in response to a request from a care provider for help in managing behaviour. The person receiving home care had refused to wash or change clothes for several weeks. We were able to assure the inquirer that such a journey was permissible under the lockdown regulations, give advice on documentation to have to hand and 'rehearse' a conversation with a police officer should that be required. We also gave advice on forming a care 'bubble', on PPE and working with the care provider.

## 4.0 Research of activities, Current Status and Support Needs of Community Mutual Aid Groups

### 4.1 Planning the Research

In January, DCT consulted the District Councils, Devon County Council and Devon Association of Local Councils on next steps following the findings from Discussion Groups organised in each District Council area in November and December.

The discussions were aided by East Devon District Council who provided the notes of a discussion group meeting held in January specifically for East Devon voluntary and community groups, which identified specific challenges and support needs of voluntary groups in the District.

Finally, as part of the planning, it was decided that Exeter groups would not form part of this research as Exeter Community Initiatives and Exeter Mutual Aid groups had already co-ordinated a report for Exeter City Council.

## 4.2 Purpose

It was agreed that DCT would go ‘under the radar’ in February to contact a sample of small local community mutual aid groups, to find out:

- a) their current status – e.g. still active, or now dormant or disbanded
- b) any challenges they have faced during the last 12 months
- c) any need for support they may have going forward

to complete the picture of local Covid 19 community activity.

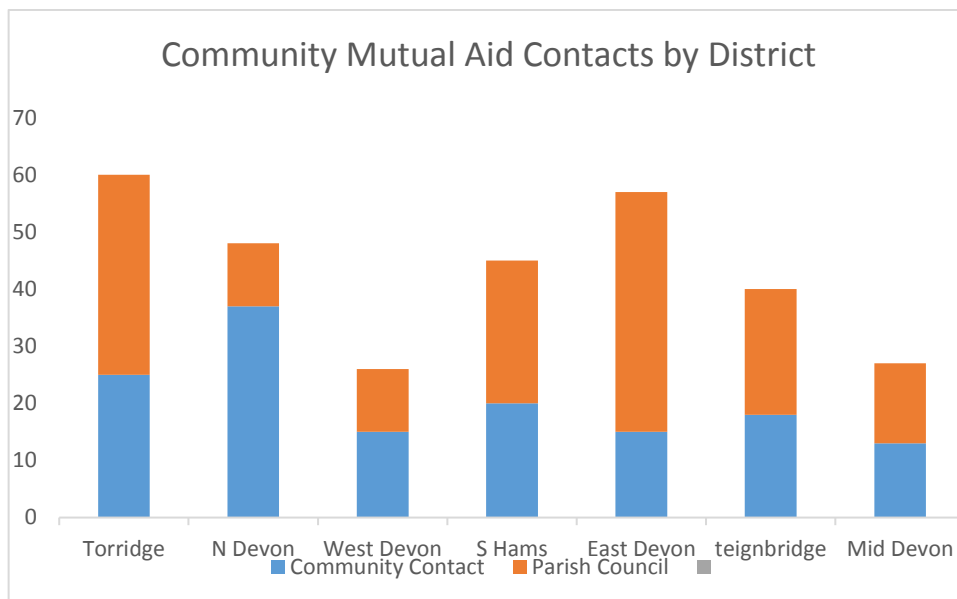
## 4.3 Collecting the Data

DCT collected the lists of all the community groups that had registered on the District Council websites as being ready to give community support. **There were 303 contacts.** Some groups had the parish council contact details (160) and some had the contact details of individuals or community group co-ordinators (143).

<b>Community Mutual Aid Main Contact by District Council Area</b>		
District	Community Contact	Parish Council Contact
Torridge	25	35
N Devon	37	11
West Devon	15	11
S Hams	20	25
East Devon	15	42
Teignbridge	18	22
Mid Devon	13	14
<b>Totals</b>	<b>143</b>	<b>160</b>

**Table 2: Community Mutual Aid contacts by District Council area**





**Fig 3: Stacked bar chart showing proportion of parish and community contacts by District Council area**

#### 4.4 Phone calls to community mutual aid groups.

In February DCT phoned a sample of community mutual aid groups aiming for a conversation with at least 2 groups in each District Council area, from different areas of each District. In fact, with call backs, DCT contacted 26 groups that were community-contact-led (see Table 2) and held a purposeful conversation with 16 of these. In addition we held a longer conversation with two of the groups as representative of the ways in which at least 2 groups have adapted to changing circumstances. The summaries of all these conversations are included in part 5 of this report, headed by the key themes that emerged during the research.

## 5.0 Summary of Findings from Community Mutual Aid Groups Research

### 5.1 Theme 1: Working In Partnership – Pulling Together

All groups showed evidence of collaborative working. Although the key contacts on District Council websites were almost evenly split between Parish Council-led and Community Contact-led, the discussions with groups highlighted the partnership working between Council, community groups, faith groups, community shops and pubs, as well as individuals who offered their time and expertise as volunteer co-ordinators. Whilst the DCT Covid 19 Helpline has identified the support that groups have asked for and been given by DCT in terms of applying for Covid 19 support funding, some other groups particularly emphasised the support that District Councils had given them to get through the application process as smoothly as possible. Other groups said how much they had welcomed the support that DCT



had given them by providing information that cut through the sometimes confusing Government briefings about regulations. The two longer case studies in this report – Braunton (North Devon) and Bradninch (Mid Devon) demonstrate the potential for longer term partnership working and group development. The Braunton case study highlights how mutual aid has joined together with the One Braunton established partnership to develop longer term strategies for emergency planning. Bradninch Catch 77 group shows how what started as a local community mutual aid group is now developing into a viable social enterprise employing local people and growing with partnerships and food deliveries outside its local area.

## 5.2 Theme 2: Speed of Response to the Pandemic

All groups in the phone discussions had set up right at the beginning of the first lockdown in March 2020. All had provided the support for shopping, pharmacy, dog walking, checking on neighbours, befriending phone calls. All demonstrated their agility and local responsiveness to local need. For example, some groups had set up street co-ordinators to look after particular streets or areas and co-ordinating their own group of volunteers. Some had set up Whats App or Facebook platforms to co-ordinate volunteers or to provide back-up systems to the more traditional methods of phoning with a request for help. Some had utilised commercial freezers to freeze food for later delivery. Some had worked with the local pub or community shop to co-ordinate deliveries or collection of donations of food for a Food Bank. Food Banks were a key support during the first lockdown and several groups noted that these were still very much needed and they had noticed that over the year of lockdowns they had seen an increasing number of people who had never approached a Food Bank before now needing support as their jobs ceased, businesses declined and income sources were scarce.

## 5.3 Theme 3: Mental health Issues in lock down Communities

Several groups stressed the growing importance as the year has progressed of befriending phone calls to people to assure them they were not alone and that support was at hand. For some people the volunteer making the call was the first person they had spoken to in a week. Two groups said that their volunteers had reported concerns that the social isolation was becoming so oppressive for some of the individuals they phoned or visited that volunteers felt they needed more specialist help than volunteers could give. In contrast, it is worth noting, too, that at least two communities mentioned that the parish/village/town felt more cohesive as a result of the mutual aid activities, that some people felt they had got to know their neighbours in a way that had not been possible or necessary before Covid 19 *'It was terrible, but it brought out the best in us'*.

## 5.4 Theme 4: A new Age of Volunteering?

Although most groups said that the level of requests had reduced - and in some cases groups were now dormant – some were still very actively providing local community support, particularly in 'neighbourly knocks' and befriending calls and operating the Food Bank. Perhaps because of the levels of partnership working and help from DCT, Parish and District Councils that continue to be provided, no group identified particular additional areas where they needed support. Some volunteers had returned to work, but were still happy to remain on the list of volunteers who could be

called upon for one-off tasks. This kind of task-by-task, informal volunteering, sometimes called 'Uber Volunteering' or 'Gig Volunteering', is in marked contrast to the downward graph in the more traditional volunteering role highlighted by, and of concern to, established VCSE organisations. This trend towards one off volunteering may be increasing as younger populations, familiar with digital platforms and with little spare time, choose to volunteer in pockets of time for particular tasks that interest them, rather than signing up to longer term volunteering with a particular voluntary sector group.

## 5.5 Summaries of Discussions with Community Mutual Aid Groups and 2 longer case studies

### 1. Hatherleigh Covid 19 Volunteer Group (covers Meeth too) West Devon

Started right at the beginning of the lockdown March 20 and are still active. Fluid groups of volunteers as some return to work, but steering committee meets weekly.

Activities – shopping, medicine, transport, befriending, signposting e.g. to Foodbanks. Supporting local school with computers. Over time the issues and activities have changed – less about immediate needs, more to supporting people in their own home with e.g. recipes, demonstrations on cooking Sunday lunch. Finding that new requests for help, particularly around food, are coming from people who have lost income in their businesses and so need help.

Now more conscious of the H&S guidelines than at the beginning in March 20. Have become aware of DBS checks, insurances and masks re transporting people to appointments.

New area is people doing catering for the food from home – yet help with what the guidelines are re regulations for this would be welcome.

### 2. Lewtrenchard – West Devon

Still active, although virtually no requests for help now. More worried now that people whom one doesn't see – on farms or isolated houses are sitting in their houses and need help but haven't asked. Set up at the beginning of crisis March 20 and lots of volunteers offering help. Applied for funding at the beginning to assist with expenses. No need for further support. Will keep the group going for the time being in case of need. No further support needed.

### 3. Abbotsham – Torridge

At beginning of first lockdown posted and delivered newsletters to all households giving details of shops that would deliver, post offices that would support, deliveries that could be left at the village hall and services that volunteers could help with. This year, the group has shrunk to individuals who would be still prepared to help, but not really any requests.

### 4. Beaford – Torridge

26 volunteers still on a back up list to the local pub, The Globe, which has been providing deliveries, feeding older vulnerable residents, offering takeaways the village as well as prescription runs. As the village hall has had to be closed, the village hall committee have used the last year to make some refurbishments to the hall, so that they can welcome people back when halls can be open again.

### 5. Frithelstock - Torridge

Been active since the beginning of crisis and are still active. Co-ordinated group of volunteers still offering help with shopping etc, especially to the older, more vulnerable people in the village. Neighbourhood links have been built between the volunteers and those who needed help, so that volunteers will still pop round even if immediate help is not needed, just to be neighbourly.

### 6. Down St Mary - Mid Devon

Not active, will stay in the background and respond to requests.

Intend to start EP when PC can meet again to set up a permanent response mechanism – DCT to be invited.

Have done some shopping and transport to vaccine centre work.

PC generally inactive and have not supported group. Some info posted on PC web site.

### 7. Lapford- Mid Devon

Doing prescription and shopping runs, but at a reduced level. Only one is directly covid related, others need ongoing support and will be assisted through existing community networks.

Will keep helpline active until June and then review. Will reactivate if the need arises.

### 8. Thorverton - Mid Devon

Group 'semi-dormant', neighbourhood reps are available but not in demand. There was a low take up of offers of help during the first lockdown. Offering a weekly 'chat' and 'walk and talk', but little used. Prompt Action Fund grant to be returned, no take-up.

Early days Mid Devon workshop was helpful (not sure who originated the event).

Would be interested in expanding local EP and finding out more about 'best practice' when addressing a pandemic.

### 9. Cornwood – South Hams

Large number of volunteers initially and set up area contacts, no current demand and no long-term plans, but happy to remain as local contact.

[Martin's note: Community Plan completed in 2019 – possibility of picking up projects as part of a post-covid recovery process.]

### 10. Ugborough - South Hams

About thirty volunteers with a steering group of six. Some shopping and medication needs still being met and assisting with on-line shopping, but operation scaled back. Have a WhatsApp group and can activate volunteers as needed.

Have organised NHS support events and will organise community events as the unlocking progresses.

### 11. Lodiswell - South Hams

Eleven volunteers working in collaboration with PC. Activity has significantly reduced, but a few calls for lifts to vaccine centre. Have a Facebook page and work in conjunction with local shop.

Originally undertaking shopping and medical supplies.

### 12. Trusham - Teignbridge

WhatsApp support group accessed via a dedicated phone line for those needing support. Initially modestly used, but little current demand. Will keep service open and signpost as services and facilities open-up. Face challenges to get community activities reactivated and will use community links to gather support. Experience has improved local bonding. Use DCT, DALC, district and county councils for information. Frustrated by government changes in guidance, not easy for volunteers to understand and so very appreciative of DCT's services.

### **13. Tedburn St Mary - Teignbridge**

Details of 25 volunteers with contact details and any specialisms circulated. Facebook page set up. Pubs, Methodist Church and caterer offering delivery of meals, vegetable boxes. Community larder set up. Delivery of vegetable boxes withdrawn due to illness, village shop delivers orders. High demand for Supermarket shopping initially, now replaced by home deliveries and expanded range in village shop. Demand considerably reduced, except for lifts to vaccine centre. Many volunteers have returned to work and so have restricted capacity. Contact and delivery of 'treats' to those living alone or self-isolating continues. Systems will remain in place until the impact of unlocking is known and will be kept 'on-ice' should further actions be necessary.

### **14. Hennock – Teignbridge**

The local village shop is taking orders over the phone and delivering around the parish using volunteers. This was very popular in the summer lockdown but not so much now. A few volunteers are still collecting prescriptions. Will keep service 'open' and signpost to appropriate support. Loneliness, missing usual routines are the main issue. Looking forward to supporting the village hall and community groups to enable them to open when allowed and safe. Get support from TDC, Devon Association Local Councils.

### **15. Berrynarbor – North Devon**

Community mutual aid group very active in the first lockdown, also local businesses providing take away and delivery service. Parish Council support also. As we move towards 'unlocking' the group has not received the same level of requests for practical help. One volunteer in the village is the designated volunteer for befriending phone calls in case anyone needs emotional support.

### **16. Lynton and Lynmouth – North Devon**

Have been active since the first lockdown and activities have not really slowed more after the first rush. Divided the parish into discrete areas, each co-ordinated by a 'captain' who supported and organised the volunteers in their area. Have supported people in Brendon and as far away as Blackmoor Gate. Early on, when heading for the first lockdown, organisers realised that the many B&Bs and Guest Houses in Lynton and Lynmouth would have food going to waste. They therefore arranged collections of the food, collected freezers from Lyn Valley Railway and froze the food for later



deliveries. What could not be frozen the groups took to hygiene Covid 19 safe kitchens of restaurants and B&Bs and cooked it as ready meals for delivery. They then started a foodbank which is still going strong with community donations. They estimate that to date they have cooked and distributed over 3,000 meals. The number of people coming to the Foodbank has increased. In addition they are now seeing people who have lost their jobs or finances as a result of the pandemic, who have never before come to a Foodbank for help. Currently organising community transports for vaccinations and collecting tests for people to do at home. They have properly risk assessed the community transports and all drivers and passengers have a handbook on procedures. Their district council officers and parish council have been very helpful in applications for grant aid. The group have now affiliated to North Devon Foodbank in case there is a need for their local food bank and deliveries to remain for the foreseeable future.

## **Two More Detailed Case Studies – outlining how 2 mutual aid groups have developed.**

### **Braunton Community Network - North Devon**

Started at beginning of pandemic in March 20. Local residents with idea of street volunteer co-ordinating things just for their street (10 homes either side of their own).

Member of the organising group owned a CRM company and was able to set up database to collect info. The organising group originally numbered 5. They put a call out for volunteers. Big response.

The Parish Council and Livewell had also started a group. So all joined together, set up a webpage/tel number and email address and created a leaflet. A local (closed) shop offered the shop as a collection space for leaflets etc. Volunteers could sign up on website, and requests could come via website, too. Digital delivery but also hand delivered leaflets to all 4,000 households in Braunton Village so that those not on internet could still telephone if they wanted to offer volunteering or ask for help.

People got in touch in 3 ways:

- Some contacted directly
- Some came through the street co-ordinators
- Some came through volunteers themselves, working with the local pharmacy.

The most requests came for pharmacy. This proved to be challenging for collection at the beginning of the crisis as long queues formed outside the only pharmacy. Eventually the demand died down, but also the Group found way round it, 'encouraging older people in the queue to go home, a volunteer will collect for you' and some volunteers, with lanyards, collected pharmacy items in Barnstaple instead.

Shopping very problematic – how to deal with the money handling. Partial solution came in setting up Food Bank instead so that food parcels could be delivered.

Now, of the 5 original co-ordinators only one still on the organising group. But now the Group's plans have been subsumed into the SERP group, under their Emergency Response Plan.



It seems that the need that left, above all, is to support those people with low-clinical diagnosis level of mental ill health – with befriending, a listening ear, someone to say ‘ it will be okay, we’re in this together, you are not alone’.

The database of the volunteers still exists and requests have more or less dried up now. Soon to hold a zoom call with the street co-ordinators to think how this database could be put to use longer term for community engagement and mutual support – a community helping each other, rather than service delivery to the community.

### **Catch 77 Bradninch – Mid Devon**

Catch 77 - the name refers to the 77 towns and villages in Devon. It was set up in May 2020 by local people in Bradninch in response to the Covid-19 Pandemic. Working alongside local schools (Cullompton Community College & The Duchy School, Bradninch) the project reached out to help families who, due to various social and economic circumstances, 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, no matter what the size of family, Catch 77 has been able to provide food-stability to parents who have been struggling to feed their families during this time.

Although the project was started to support Bradninch families, the word spread with families self-referring from other areas, via contact from local schools and preschool settings. Through the year and to date Catch 77 has expanded to make food box deliveries also in Tiverton, Willand, Uffculme, Copplestone, Honiton and Cranbrook.

Catch 77 partners with other food projects, such as Exeter Food Action for some of the food in the boxes, to ensure minimal food waste and so that more families can be helped, as the number of families being supported with food boxes has grown over the year. This bucks the trend of many other community mutual aid projects which have seen a drop off in requests for help during the last 2 lockdown periods.

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 with the organisation.

The initial Covid 19 grants from the local authorities proved invaluable help to the project set up, but the rapid expansion due to need spurred the group to apply for Covid 19 Emergency Funding from the National Lottery Community Fund – 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 still further, 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 want to encourage resilience and self – reliance in the families they help. Their vision is to be a mobile kitchen and family education point. They want to raise funds to obtain a bus from which they can spread the word about healthy food, bringing on board chefs to teach cookery skills to all and selling meals at market rate to cross subsidise the free food boxes they will continue to supply.



## 6.0 Website and Social Media Communications – January and February 2021

### 6.1 Call to Action to recruit volunteers to help their local school with Covid 19 testing of schoolchildren

The DCT website continues to operate as a central online co-ordination portal with a dedicated Covid-19 information page embedded with sub-pages which contain varied relevant Covid related information, which are regularly updated with all key information. In addition to sending out weekly e-bulletins, Facebook, Instagram and Twitter social media communications, DCT has responded dynamically to requests for information to be sent out quickly. An example in February was a request to send out an e-bulletin and links to recruit volunteers for schools Covid 19 testing as children return to school on 8 March. Having received the request on Monday morning, by Monday at noon the information had gone out to 2660 individual community contacts.

### 6.2 Revisions to DCT Website Pages

The DCT marketing and project teams have created and/or revised four website pages within the Covid-19 information page and subpages. These revisions include the following pages:

- <https://www.devoncommunities.org.uk/information-and-advice-about-funding> (see below)
- <https://www.devoncommunities.org.uk/advice-southwest-businesses-around-covid-19>
- <https://www.devoncommunities.org.uk/second-lockdown-community-buildings>
- <https://www.devoncommunities.org.uk/coronavirus-information>

## INFORMATION AND ADVICE ABOUT FUNDING

View Edit Delete Revisions Clone

### FUNDING AVAILABLE: 'LOCKDOWN 2'

The job retention scheme (furlough) has been extended until March. If you need to claim wages for employees on furlough due to the pandemic please go to - <https://www.gov.uk/guidance/claim-for-wages-through-the-coronavirus-job-retention-scheme>

Devon Businesses may be eligible for support through the local restrictions support grant, this is administered by the district councils. In addition to the grant you may be eligible for a bounce back loan, small businesses fund, the community business renewal fund, or other specific funding. Details of the above and more can all be accessed at the DCC funding support page here.

### OTHER RESOURCES

GOV.UK are offering funding and financial guidance for those who are self-employed and for small, medium and large businesses. Through this page, you can access business support grant funds, applications to schemes and much more!

**Figure 2: Screenshot of CV-19 Funding subpage**



### 6.3 Website Page Views – Google Analytics

During January and February 2021, the DCT website pages received the following number of total views:

- Welcome/home page (which features 4 links to the coronavirus information page and helpline information): **2,130 views**
- Coronavirus information page (which features helpline information and 19 subpages): **523 views, which was the fourth most viewed page in the site**
- **Listening Ear project** (supporting businesses during CV19): **852 views**
- Devon Community Resilience Forum project page: **228 views**
- Emergency Loan applications: **73 views**
- The Devon Community Resilience Forum resources page: **142 views**
- Re-opening Village Halls guidance: **98 views**
- Advice for Community Buildings: **75 views**

Of the above pages, the page with the highest viewing time over the last month was ‘Listening Ear’ project. This received a viewing time of **3 minutes and 11 seconds**.

### 6.4 E-bulletins

During January and February, a total number of **7 e-bulletins** featuring covid-19 resources, advice and updates have been sent to our Village Halls, Community Buildings and Town & Parish council contacts, as well as our social enterprise contacts where appropriate. Examples of content include:

#### **Covid-19 Updates and Resources from Devon Communities Together – 8th January**

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

**Engagements** – This bulletin was sent to 2,659 recipients. It received 143 clicks and was opened by 799 recipients. In total, it received 2,439 opens. The most clicked link was to the National Emergency Loan Fund, which was clicked 71 times.

#### **Funding opportunity – Youth provision including umbrella youth agencies 15 January**

- This bulletin featured information on the Youth Covid-19 Support Fund

**Engagements** – This bulletin was to 2,656 recipients. It received 17 clicks and was opened by 653 recipients. In total it received 2,453 opens. The most clicked link was the link to our CV19 information page, which was clicked on 17 times.

#### **Latest Covid-19 Updates and Resources from Devon Communities Together – 25th January**

- This bulletin featured the latest Covid-19 updates including business grants for Village Halls.

**Engagements** – This bulletin was sent to 2,660 recipients. It received 75 clicks and was opened by 726 recipients. In total the bulletin received 2,677 opens. The most clicked link the Coronavirus Information page, which received 55 clicks.



### **Covid-19 Updates and Resources from Devon Communities Together – 4th February**

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

**Engagements** – This bulletin was sent to 2,658 recipients. It received 66 clicks and was opened by 648 recipients. In total, it received 2,454 opens. The most clicked link was to the Coronavirus Information page, which was clicked 48 times.

### **Covid-19 Vaccination Update – 4th February**

- This bulletin featured information regarding the vaccination roll out.

**Engagements** – This bulletin was sent to 2,654 recipients. It received 17 clicks and was opened by 842 recipients. In total, it received 3,408 opens. The most clicked link was to the Coronavirus Information page, which was clicked 17 times.

### **Village Halls newsletter – 9th February**

- This bulletin featured information specifically targeted to village halls and community buildings.

**Engagements** – This bulletin was sent to 333 recipients. It received 0 clicks and was opened by 137 recipients. In total, it received 1,253 opens.

### **Covid-19 Vaccination Update – 15th February**

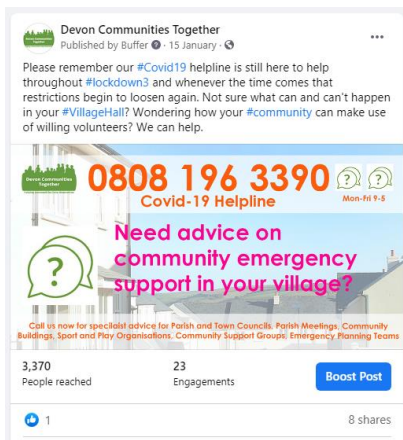
- This bulletin featured information regarding the continuation of Covid-19 Updates and Resources, including car sharing options and business support

**Engagements** – This bulletin was sent to 2,648 recipients. It received 63 clicks and was opened by 733 recipients. In total, it received 2,451 opens. The most clicked link was to the Coronavirus Information page, which was clicked 52 times.

## **6.5 Social Media Activity Table**

Over the two months, we have posted content about our information page, helpline, resources and events across our three main social media channels. (Twitter, Facebook and LinkedIn), as well as Instagram.

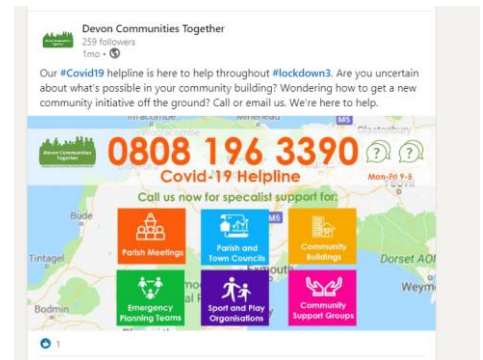
### **Example content from each network:**



Facebook post: 15<sup>th</sup> January



Twitter post: 15<sup>th</sup> January



LinkedIn post: 26<sup>th</sup> January

Below is a table of engagements for all related social media content in January and February 2021

Date	Platform	Content	Engagements
05/01/20	Twitter, Facebook linkedIN	A national emergency loan fund established with an initial investment of £25 million from Big Society Capital is inviting applications from UK social enterprises and charities. Loans of between £100k & £1.5m are available. Closing date 31.01 <a href="https://buff.ly/2MmNah5">https://buff.ly/2MmNah5</a> <b>#covid19UK</b>	Reach (fb): 452 Impressions (t/Li): 317 Retweets: 0 Likes: 1 Shares: 4 Clicks: 2
06/01/21	Twitter, Facebook linkedIN	Concerned about what <b>#Lockdown3</b> means for your community? Our helpline is here to help. Need advice about your community building? Not sure where to look for financial support? We have access to the latest guidelines & a wealth of experience in supporting communities. <b>#Covid19uk</b>	Reach (fb): 68 Impressions (t/Li): 343 Retweets: 0 Likes: 1 Shares: 0 Clicks: 1
07/01/21	Twitter, Facebook linkedIN	<b>#Lockdown3</b> could be the toughest yet for some. If you've experienced loneliness through the <b>#pandemic</b> , join our anonymous sound archive <b>#VoicingLoneliness</b> & be a part of this unique project to capture voices from <b>#Devon</b> during <b>#Covid19</b> . <a href="https://buff.ly/2S7bTWK">https://buff.ly/2S7bTWK</a> <b>#letstalkloneliness</b>	Reach (fb): 377 Impressions (t/Li): 795 Retweets: 1 Likes: 2 Shares: 0 Clicks: 1
15/01/21	Twitter, Facebook linkedIN	Please remember our <b>#Covid19</b> helpline is still here to help throughout <b>#lockdown3</b> and whenever the time comes that restrictions begin to loosen again. Not sure what can and can't happen in your <b>#VillageHall</b> ? Wondering how your <b>#community</b> can make use of volunteers? We can help.	Reach (fb): 3,370 Impressions (t/Li): 639 Retweets: 7 Likes: 11 Shares: 8 Clicks: 8

21/01/21	Twitter, Facebook linkedIN	Launch event today! The Youth <b>#Covid19</b> Support Fund is open to grassroots youth clubs, uniformed youth groups, and national youth and umbrella organisations. It will help to mitigate the impact of lost income during the winter due to <b>#coronavirus</b> . <a href="https://buff.ly/35Zy1sW">https://buff.ly/35Zy1sW</a> <b>#funding</b>	Reach (fb): 335 Impressions (t/Li): 297 Retweets: 1 Likes: 2 Shares: 4 Clicks: 4
22/01/21	Twitter, Facebook linkedIN	Running a <b>#business</b> affected by <b>#Covid19</b> ? Stressed out? Overwhelmed? It's important to take the time to prioritise YOUR mental <b>#wellbeing</b> . Listening Ear is a new service for <b>#Devon</b> business owners who need an impartial person to let off steam to. <a href="https://buff.ly/3apCyYH">https://buff.ly/3apCyYH</a> <b>#selfcare</b>	Reach (fb): 177 Impressions (t/Li): 871 Retweets: 5 Likes: 2 Shares: 1 Clicks: 1
26/01/21	Twitter, Facebook linkedIN	Our <b>#Covid19</b> helpline is here to help throughout <b>#lockdown3</b> . Are you uncertain about what's possible in your community building? Wondering how to get a new community initiative off the ground? Call or email us. We're here to help.	Reach (fb): Impressions (t/Li): 481 Retweets: 1 Likes: 4 Shares: 3 Clicks: 5
05/01/20	Twitter, Facebook linkedIN	A national emergency loan fund established with an initial investment of £25 million from Big Society Capital is inviting applications from UK social enterprises and charities. Loans of between £100k & £1.5m are available. Closing date 31.01 <a href="https://buff.ly/2MmNah5">https://buff.ly/2MmNah5</a> <b>#covid19UK</b>	Reach (fb): Impressions (t/Li): 317 Retweets: 0 Likes: 1 Shares: 4 Clicks: 2
06/01/21	Twitter, Facebook linkedIN	Concerned about what <b>#Lockdown3</b> means for your community? Our helpline is here to help. Need advice about your community building? Not sure where to look for financial support? We have access to the latest guidelines & a wealth of experience in supporting communities. <b>#Covid19uk</b>	Reach (fb): 68 Impressions (t/Li): 343 Retweets: 0 Likes: 1 Shares: 0 Clicks: 1
07/01/21	Twitter, Facebook linkedIN	<b>#Lockdown3</b> could be the toughest yet for some. If you've experienced loneliness through the <b>#pandemic</b> , join our anonymous sound archive <b>#VoicingLoneliness</b> & be a part of this unique project to capture voices from <b>#Devon</b> during <b>#Covid19</b> . <a href="https://buff.ly/2S7bTWK">https://buff.ly/2S7bTWK</a> <b>#letstalkloneliness</b>	Reach (fb): 377 Impressions (t/Li): 795 Retweets: 1 Likes: 2 Shares: 0 Clicks: 1
15/01/21	Twitter, Facebook linkedIN	Please remember our <b>#Covid19</b> helpline is still here to help throughout <b>#lockdown3</b> and whenever the time comes that restrictions begin to loosen again. Not sure what can and can't happen in your <b>#VillageHall</b> ? Wondering how your <b>#community</b> can make use of volunteers? We can help.	Reach (fb): 3,370 Impressions (t/Li): 639 Retweets: 7 Likes: 11 Shares: 8 Clicks: 8

21/01/21	Twitter, Facebook linkedIN	Launch event today! The Youth <b>#Covid19</b> Support Fund is open to grassroots youth clubs, uniformed youth groups, and national youth and umbrella organisations. It will help to mitigate the impact of lost income during the winter due to <b>#coronavirus</b> . <a href="https://buff.ly/35Zy1sW">https://buff.ly/35Zy1sW</a> <b>#funding</b>	Reach (fb): 335 Impressions (t/Li): 297 Retweets: 1 Likes: 2 Shares: 4 Clicks: 4
22/01/21	Twitter, Facebook linkedIN	Running a <b>#business</b> affected by <b>#Covid19</b> ? Stressed out? Overwhelmed? It's important to take the time to prioritise YOUR mental <b>#wellbeing</b> . Listening Ear is a new service for <b>#Devon</b> business owners who need an impartial person to let off steam to. <a href="https://buff.ly/3apCyYH">https://buff.ly/3apCyYH</a> <b>#selfcare</b>	Reach (fb): 177 Impressions (t/Li): 871 Retweets: 5 Likes: 2 Shares: 1 Clicks: 1
04/02/21	Twitter, Facebook linkedIN	FREE online event for <b>#Devon #business</b> owners! Join business coach Matthew Porter and <b>@GrowthHubHOTSW</b> 's Lynsey Riddett to look at how <b>#selfcare</b> & putting YOU at the centre of your business can help you navigate through the <b>#pandemic</b> . <a href="https://buff.ly/3rilUhR">https://buff.ly/3rilUhR</a> <b>#ListeningEar @DevonCC</b> <a href="https://pic.twitter.com/EoKyVak08z">pic.twitter.com/EoKyVak08z</a>	Reach (fb): 159 Impressions (t/Li): 2,024 Retweets: 11 Likes: 14 Shares: 1 Clicks: 3
09/02/21	Twitter, Facebook linkedIN	Don't forget, we've got a FREE business support event coming up on 23rd Feb for any <b>#Devon #business</b> person who wants to know more about navigating pandemic challenges while taking care of their own <b>#wellbeing</b> . <a href="https://buff.ly/3rilUhR">https://buff.ly/3rilUhR</a> pls share <a href="https://pic.twitter.com/GkGiJfw8Ng">pic.twitter.com/GkGiJfw8Ng</a>	Reach (fb): 493 Impressions (t/Li): 782 Retweets: 4 Likes: 4 Shares: 1 Clicks: 1
15/02/21	Twitter, Facebook linkedIN	📣 FREE COMMUNITY EMERGENCY PLANNING ONLINE WEBINAR FOR <b>#TORRIDGE</b> 📣 Our communities have responded amazingly to the pandemic. Join us on 25 Feb @ 7 for a short webinar on turning that response into a community emergency plan. <a href="https://buff.ly/2LL84qp">https://buff.ly/2LL84qp</a> <b>@TorridgeDC #devonresilience</b> <a href="https://pic.twitter.com/GHthfDkz9j">pic.twitter.com/GHthfDkz9j</a>	Reach (fb): 170 Impressions (t/Li): 1,126 Retweets: 3 Likes: 7 Shares: 1 Clicks: 2
16/02/21	Twitter, Facebook linkedIN	As we work towards the announcement on 22Feb about how we navigate out of lockdown, attentions may be turning to the gradual re-opening of facilities and how things may need to change in your community. We can help - please call us if you need our support! <b>#Covid19 #lockdown3</b> <a href="https://pic.twitter.com/qUqNq0VviH">pic.twitter.com/qUqNq0VviH</a>	Reach (fb): Impressions (t/Li): 1,056 Retweets: 3 Likes: 9 Shares: 7 Clicks: 2
17/02/21	Twitter, Facebook linkedIN	📣📣 <b>#Devon #business</b> owners - join our FREE <b>#covid19</b> business support webinar on 23rd Feb. We'll be looking at businesses holistically - including the importance of self-care - with guest speakers Matthew from DCT and Lynsey frm <b>@growthhubHotSW</b> .	Reach (fb): 214 Impressions (t/Li): 2,376 Retweets: 9 Likes: 10 Shares: 4 Clicks: 2

		<a href="https://buff.ly/2Zncd6T">@DevonCC</a> <a href="pic.twitter.com/OvLBU621DB">pic.twitter.com/OvLBU621DB</a>	
<b>22/02/21</b>	Twitter, Facebook linkedIN	There are a few spaces left on our FREE <b>#business</b> support event tomorrow! Join us to hear guest speakers give advice on how to take a holistic approach to your business (you are as important as the paperwork!). Book your free ticket here: <a href="https://buff.ly/3riIUhR">https://buff.ly/3riIUhR</a> <a href="pic.twitter.com/fAdDKUYRuB">pic.twitter.com/fAdDKUYRuB</a>	Reach (fb): 441 Impressions (t/Li): 846 Retweets: 3 Likes: 7 Shares: 3 Clicks: 4
<b>25/02/21</b>	Twitter, Facebook linkedIN	Devon Mind are offering a free Mental Health First Aid course if anyone would like to attend. This is the adult 2-day course and is for attendees from the VCSE sector only. Click the link below to find out more: <a href="https://www.eventbrite.co.uk/e/140088268783">https://www.eventbrite.co.uk/e/140088268783</a>	Reach (fb): 84 Impressions (t/Li): 322 Retweets: 1 Likes: 2 Shares: 2 Clicks: 2