

# onenortherndevon

TOGETHER WE'RE BETTER

PERSON CENTRED • PLACE FOCUSSED • SYSTEM COORDINATION



May 2020

## Who are we?

We are a partnership of public services, businesses, voluntary & community groups

## What do we do?

We **collaborate** together, influence policy & **work over the long term** to improve the quality of life, protect our shared natural environment and address local inequality

## Why do we exist?

We exist because **concerted, systematic action** is needed across **multiple fronts** to address the causes of health & social inequalities. We need to work as **ONE system** to tackle complex, multifaceted factors involved

## Our strength:

Our strength is in being able to **bring organisations and communities together** to change things for the better

## Our approach:

**Collaboration is key** - there are things we can only do and problems we can only solve if we work together.

### We create positive change in 5 main ways:

Empowering communities

Working together to improve services

Challenging each other to work in a way that benefits all of us

Acting as a collective voice for Northern Devon

Attracting new resources to Northern Devon

## Why needed

Based on factors often outside their direct control, people in England experience:

- **systematic**
- **unfair**
- **avoidable**

differences in the opportunities they have to lead healthy lives.



In Northern Devon, people in the most deprived communities can expect to die 15 years earlier than those living in our most affluent ones.

**Our partners have come together out of a moral and social duty to address this inequality**



# Inequalities are inter-related and place-based

*“Disadvantages are **concentrated in particular parts of the population** and can be **mutually reinforcing**.”*

– King’s Fund

**Child poverty:** N. Devon/ Torridge **worst in Devon**

**Excess weight in 11yr olds:** **Torridge worst in Devon**

**GSCE attainment:** **Torridge worst in Devon**

**Teenage conception:** **Torridge worst in Devon**

**Physical activity:** **Worst in Devon**

**Alcohol related admissions:** **North Devon worst in Devon**

**Domestic violence:** **North Devon 2<sup>nd</sup> highest after Exeter**

**Rough sleeping:** **North Devon highest after Exeter**

**Fuel poverty:** **Highest in Devon**

“Interventions to tackle health inequalities need to reflect the complexity of how they are created and perpetuated, otherwise they could be ineffective or even counterproductive.



Evidence shows that a comprehensive approach can make a difference. This includes, but goes well beyond, the health and care system.”  
- King’s Fund

More influential is the education people receive, the homes they live in, their work, access to green space and other factors that influence behaviours.

# What is our contribution to tackling health inequality?

Niall Dickson, CEX NHS Confederation, Feb 2020

## NHS CONFEDERATION

“Perhaps across the UK **we also need a vision and a mission which brings together local effort** with specific goals to narrow the gap. It will mean **new partnerships with other public services, with the community and voluntary sector and with industry**”

We are watching with interest the government’s ‘levelling up’ agenda. We have been focusing on **the links between health and economic development**, to understand and develop the considerable opportunities in this area – it is an aspect Michael Marmot referred to extensively.”



**one**northern**devon** ...is one such partnership

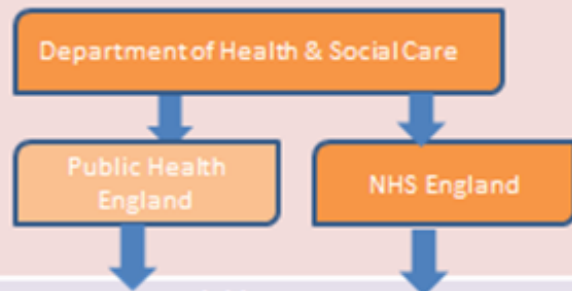
## One Northern Devon Board

Devon NHS Clinical Commissioning Group	John Womersley, Simon Jones, John Finn
Northern Devon Healthcare NHS Trust	Katherine Allen, Andrea Beacham
North Devon Council	Ken Miles, Jeremy Mann
Torridge District Council	Jenny Wallace, Janet Williams
Devon & Somerset Fire & Rescue Service	Jon Worsley
Devon & Cornwall Police	Toby Davies
Devon Partnership Trust	Chris Burford, Andy Moore
Devon County Council	Stella Doble (DCC/NDHT)
North Devon GP Collaborative Board	James Szymankiewicz
Devon Nature Partnership	James Szymankiewicz
North Devon Homes	Marc Rostock
Petroc	Sean Mackney
South West Business Council	Tim Jones
DWP Barnstaple Jobcentre	Alex Coull
South Western Ambulance Service	Paul Shaddick



## One Northern Devon context

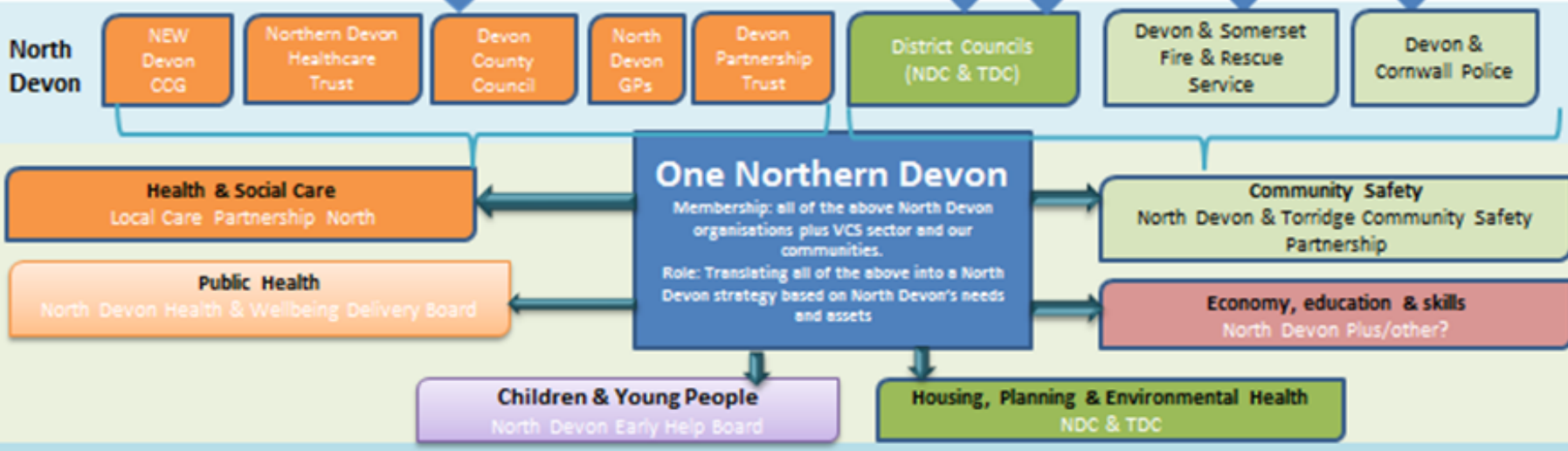
### National Responsibility (examples)



### Devon responsibility (examples)



### Regional strategies (examples)



## WELLBEING = MORE THAN PHYSICAL HEALTH

'a positive physical, social and mental state; it is not just the absence of pain, discomfort and incapacity. It requires that basic needs are met, that individuals have a sense of purpose, that they feel able to achieve important personal goals and participate in society. It is enhanced by conditions that include supportive personal relationships, strong and inclusive communities, good health, financial and personal security, rewarding employment, and a healthy and attractive environment.'

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# PLACE Programme

## PERSON

One-to-one  
support for  
individuals

## PLACE

Whole population  
support to  
communities

## SYSTEM

Organisational  
support for system  
co-ordination

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Our One Community programme supports collaboration and community action at a local level across Northern Devon.



## One Ilfracombe

One Ilfracombe is a not for profit company which brings together services, businesses and the community for better health, economic prosperity and a higher quality living environment for the people of Ilfracombe [Read More](#)



## One Barnstaple

One Barnstaple is a partnership of local voluntary, community and public service organisations in Barnstaple, led by local GP Dr Simon Jones. In May 2019, launched with a 3 day event showcasing the fantastic community [Read More](#)



## One Bideford

Bideford Town Council, Torridge District Council, the police, fire service and Safer North Devon created One Bideford in February 2016. One Bideford aims to be a cohesive, collaborative, visible multi agency team [Read More](#)



## Torrington One Hundred

The Torrington 100 group received funding from the improved Better Care Fund (Health and Social care funding) to employ two part time community developers. Torridge Volunteer services (TTVS) [Read More](#)



## Live Well in Braunton

Live well in Braunton is a community partnership started by Dr Susanna Hill, Lorraine Loveden, Roger Byrom and others in 2017. The aim of the group is to improve connections within Braunton [Read More](#)



## One South Molton

One South Molton brings residents and service providers together who know the local area best, to work on things that matter most to their community. [Read More](#)

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1000 people responded to the One Barnstaple questions.



Results:

## **What would you change? (Top 5)**

- Empty shops/more shops
- Cleaner streets/more street recycling
- Homelessness
- More activities
- Traffic

## **What would make Barnstaple healthier? (Top 5)**

- Recycling/less litter
- Less pollution/less plastic
- Healthier places to eat
- Reduce traffic
- Accessible/better/more green/blue spaces

One Barnstaple's community action plan was agreed in February 2020:  
(pre-lockdown!)

1. One Barnstaple Community Hub
2. GP outreach services for homeless people
3. Better access to community transport for elderly and disabled
4. Grow, Share, Cook project
5. Friendly bench programme



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## PERSON Programme

### PERSON

One-to-one  
support for  
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### PLACE

Whole population  
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### SYSTEM

Organisational  
support for system  
co-ordination

## Some examples:

### **Social prescribing – One Ilfracombe example of activities developed:**

Over 55 outdoor physical activity group, North Devon Parks & Gardens Tour, Outdoor yoga, Teenage Gym Club, Men's Sheds, Men's mental health exercise, Tai Chi

#### **Tackling:**

- Social isolation and inactivity in older people
- Bullying, low confidence, body image in teens
- Men's mental health
- Inactivity



### **Flow – One Barnstaple example:**

*“With thanks to FLOW I was able to purchase and deliver a new, plug in oil-filled radiator. The old appliance was removed and disposed of the same day, thus removing the initial safeguarding risk, whilst applications were submitted with Energy 361 to access funding for a central heating system and new boiler.”*



## Some examples:

### High Flow – Northern Devon

Whole system approach to the whole person – working with the most frequent users of emergency services



## Social prescribing in Ilfracombe – Naturally Healthy



### BENEFITS

The studies that provide the evidence



### ENGAGE

Checklist for encouraging involvement

## Stop Suicide Campaign – Northern Devon

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**STOP SUICIDE**  
Organisation pledge

We pledge that we will:

- Recognise our important role and play our part in delivering the One Northern Devon Suicide Prevention Plan
- Promote the 'It's safe to talk about suicide' message
- Ensure staff are aware of the support available to them, their colleagues and members of the public
- Encourage our staff to sign the Personal Stop Suicide Pledge
- Encourage staff to be open and honest when life gets difficult and help them get support if they need it
- Encourage staff to reach out and talk to colleagues they may be worried about
- Encourage staff to provide support / signposting to members of the public they serve during their work

For public sector, third sector & private sector organisations in North Devon & Torridge

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## SYSTEM Programme

### PERSON

One-to-one  
support for  
individuals

### PLACE

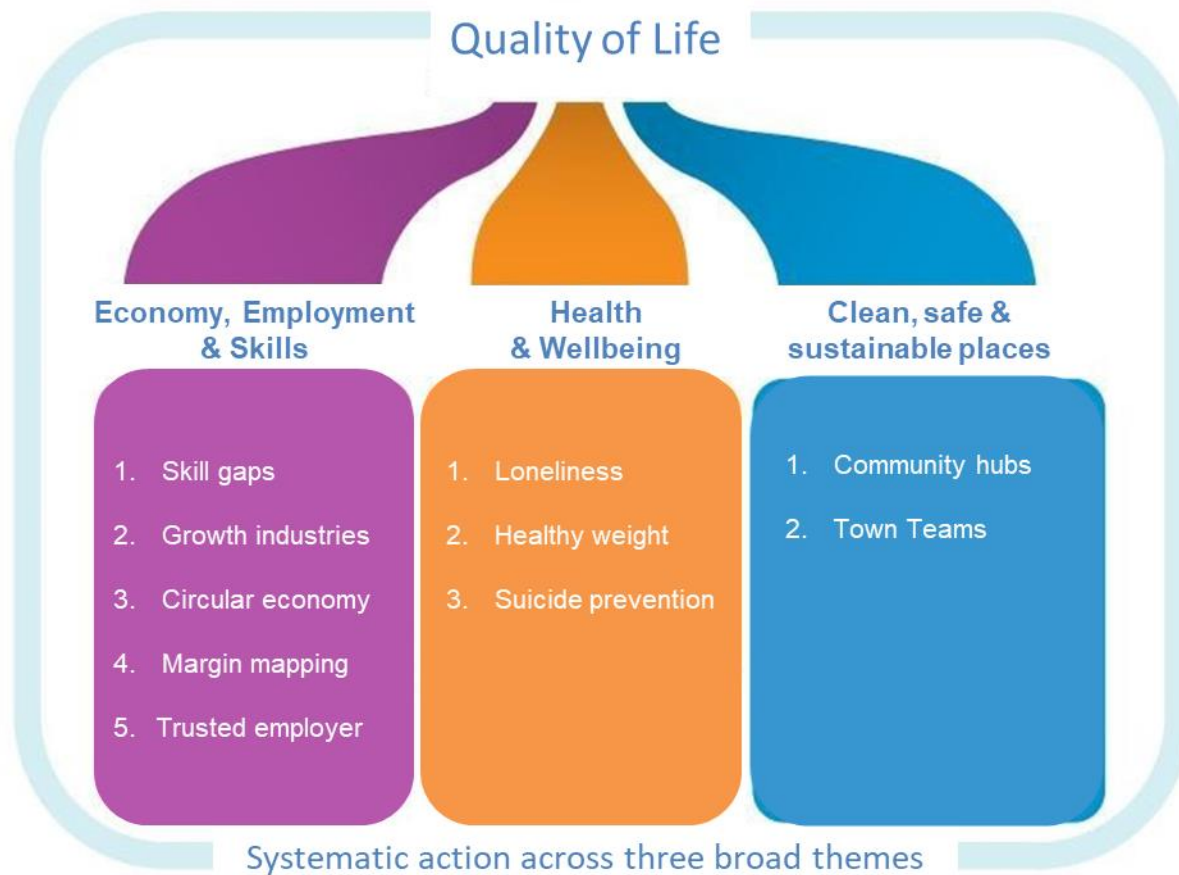
Whole population  
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## 10 Year Wellbeing Strategy 2020-2030



“Concerted, systematic action is needed across multiple fronts to address the causes of health inequalities” (King’s Fund). Three expert Development Teams have been formed to create a joined up, strategic set of objectives for our system to deliver.

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## Covid-19 Response

### PERSON

One-to-one  
support for  
individuals

### PLACE

Whole population  
support to  
communities

### SYSTEM

Organisational  
support for system  
co-ordination

# WHO Covid-19 Solidarity Response

1.

Unleash  
local  
capacity

2.

Co-ordinate  
effort

3.

Activate  
networks

4.

Use  
national  
guidance

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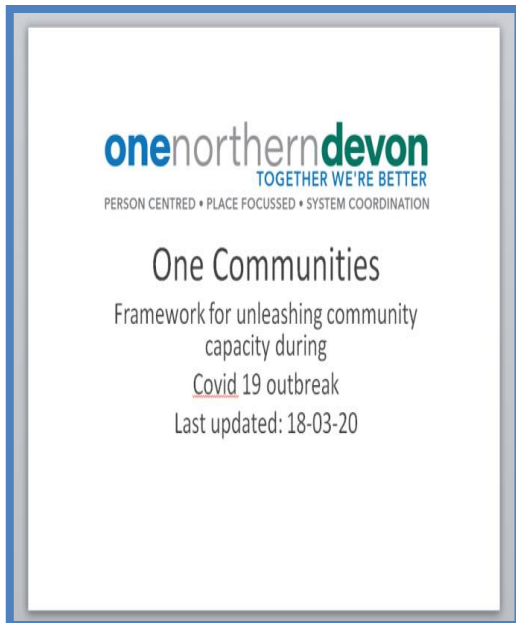
One Northern Devon responded to Covid 19 with action addressed at its 3 key pillars of working: 'Person', 'Place' and 'System'.

**Person:** What additional support do people need at this unprecedented time?

**Place:** How can communities can be supported to help?

**System:** How can the work of people and places be co-ordinated to avoid gaps and duplication that could result in people not getting the help they need.

On 13<sup>th</sup> March we published our 'Framework for unleashing community capacity'.



It included a community plan that One Ilfracombe began testing on 16<sup>th</sup> March and was featured on BBC national news:

<https://www.facebook.com/125454277793868/videos/154142662505377/>

This was rapidly followed by the other One Communities so that within a matter of weeks, all towns in Northern Devon were implementing a plan to support vulnerable to be able to self-isolate at home.



# SELF ISOLATION SUPPORT

one  
ilfracombe

## *Hi Neighbour!*

**Are you self-isolating and don't have any friends or family who can help you? We're here for you.** We are local volunteers who would like to support our community and ensure that nobody is left isolated or without support. If you need some help with errands, need some essentials or if you feel lonely and would like someone to call you for a chat, please contact the Community Co-ordinator(s) for your area using the details below and they will arrange for a local volunteer to support you.

**PLEASE NOTE THAT THIS IS NOT A MEDICAL SERVICE - PLEASE SEE THE REVERSE FOR SUPPORT LINE NUMBERS**

Co-ordinator Name:

Phone number:

Email:

Co-ordinator Name:

Phone number:

Email:

Co-ordinator Name:

Phone number:

Email:

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# Are you concerned about someone who is isolating at home?

If they do not have friends or family nearby, One Northern Devon has a network of volunteers who can help with:



**Shopping  
collection  
and delivery**



**Prescription  
collection  
and delivery**



**Phone calls  
for emotional  
support**

(Please note: other support requests are being collated but are not currently part of the offer)

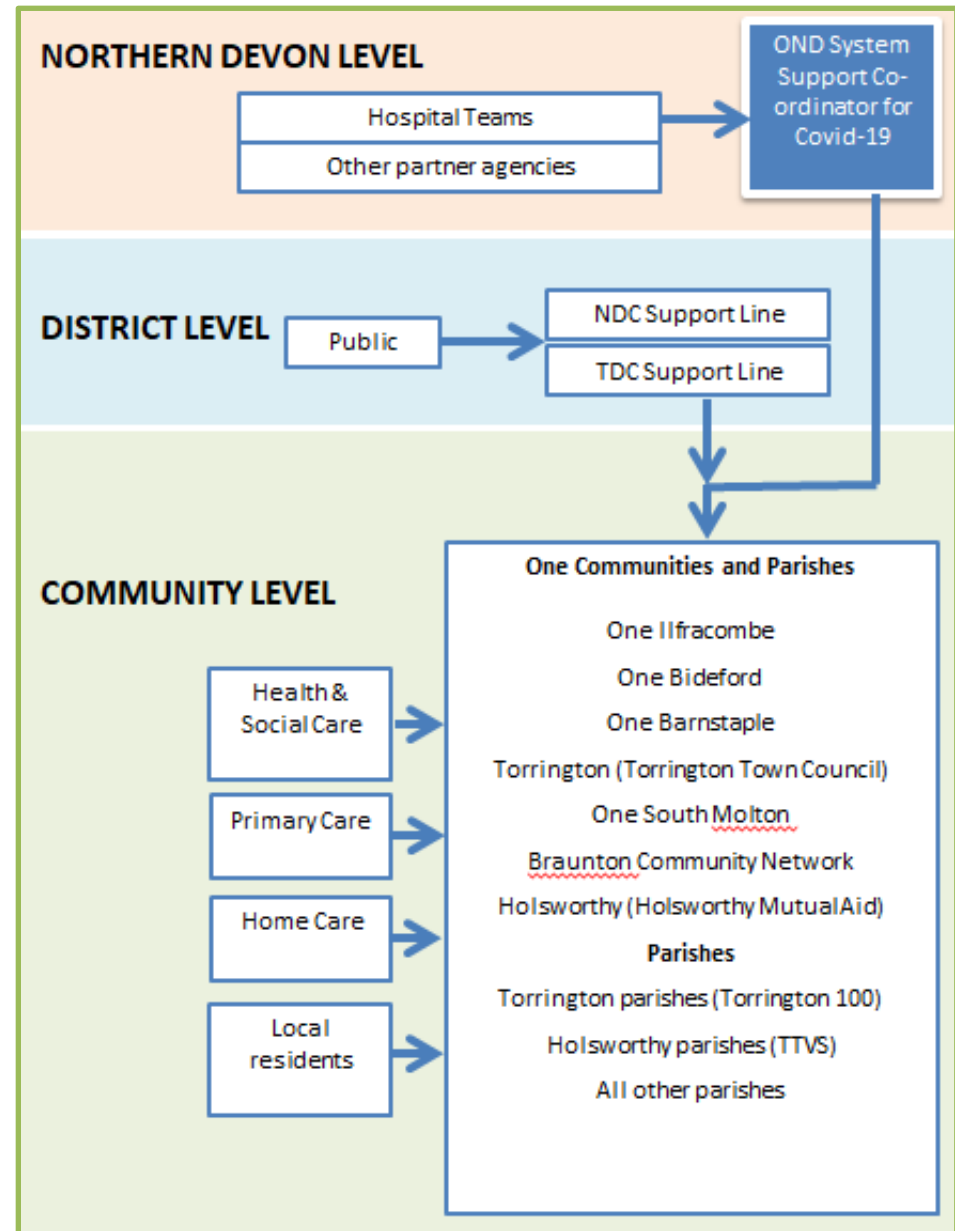
To access a local volunteer you can email [ndht.supportathome@nhs.net](mailto:ndht.supportathome@nhs.net) or you can go directly to local co-ordinators (contact details below) who are organised by geographical area.

We now have a One Northern Devon System Support Co-ordinator to provide a single point of contact for hospital teams and other organisations working across Northern Devon.

North Devon Council and Torridge District Council are providing routes into this network at district level for residents.

The One Northern Devon network of volunteers is co-ordinated at community-level by Community Developers working with their One Community in partnership with town councils.

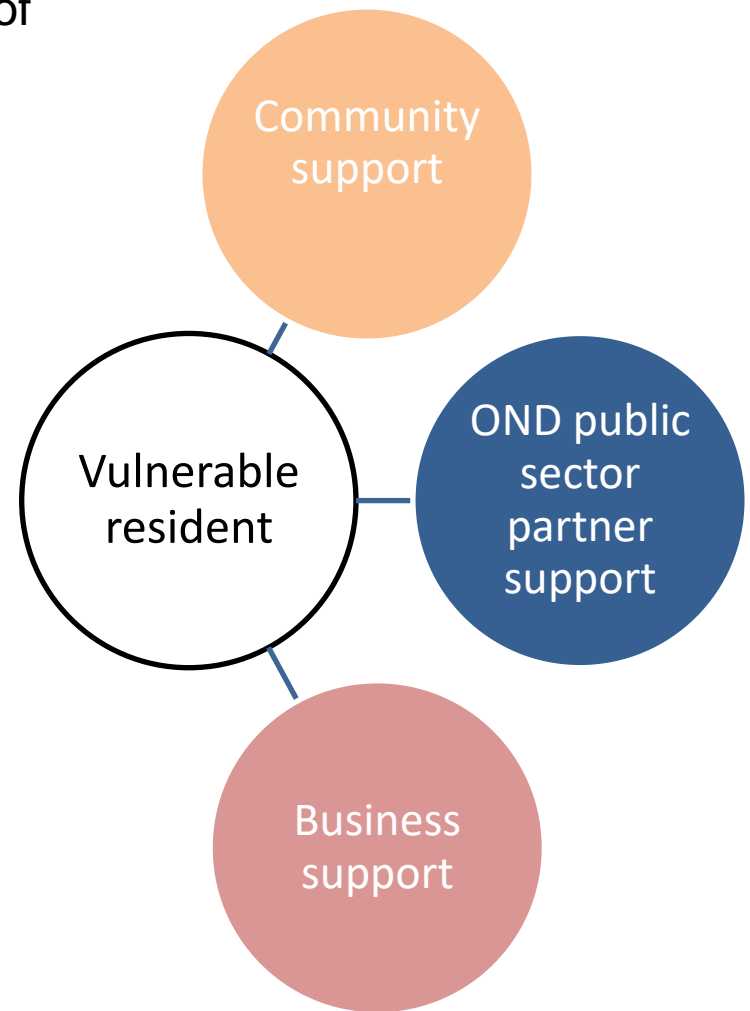
All routes into the system are funnelled through to the same community volunteers



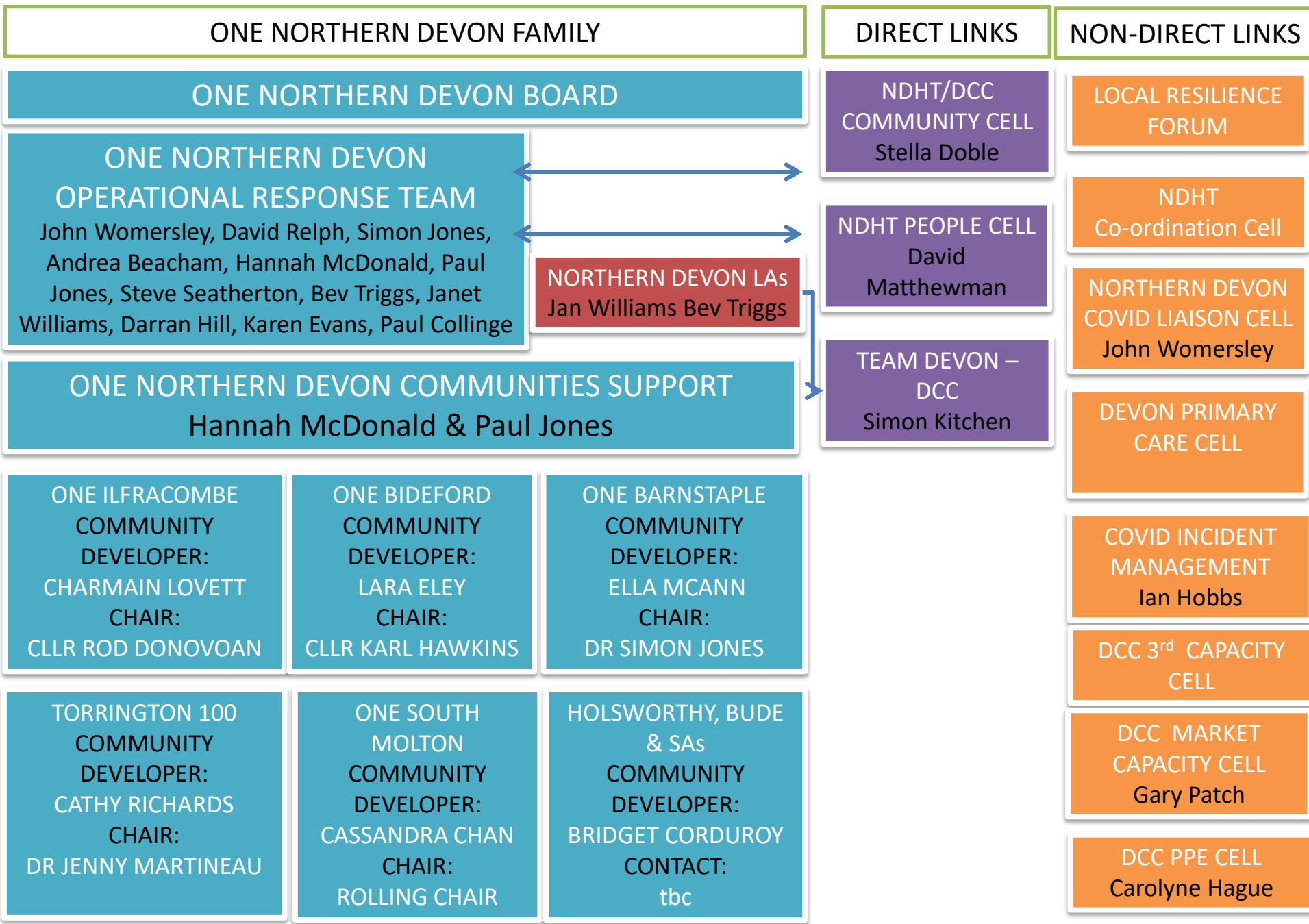
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## What has been achieved in the last two months

- 'One Communities' have a volunteer workforce of more than **700** volunteers who have carried out:
  - more than **300** shopping deliveries
  - **500** prescription deliveries
  - **180** social phone calls
  - Over **1000** meals provided
  - **130** miscellaneous tasks eg dog walking
- Funding obtained for OND System Support Co-ordinator who is matching partner support with need, particularly in villages. This has included collecting and delivering stock for 3 Community Shops whose deliveries had stopped.
- OND High Flow Case Worker has continued to work with 8 complex & vulnerable individuals.
- The OND Business group created a portal for businesses and furloughed staff to offer support.



# One Northern Devon links with Devon Covid-19 groups



## GENERAL COVID-19 INFORMATION FOR –



RESIDENTS

[Read More](#)



BUSINESSES

[Read More](#)



VOLUNTEER

[Read More](#)



KEY WORKERS

[Read More](#)

## ONE COMMUNITY COVID-19 INFORMATION



ONE ILFRACOMBE

[Read More](#)



ONE  
BARNSTAPLE

[Read More](#)



ONE SOUTH  
MOLTON

[Read More](#)



TORRINGTON 100

[Read More](#)



LIVE WELL  
BRAUNTON

[Read More](#)



## The Future

Our way of life and way of working will permanently change as a result of the global coronavirus crisis. We must work together now to redesign a system that is fit for that future, mitigates the many threats and challenges brought about by the pandemic and use every opportunity and advantage we have in Northern Devon to create a way of life that is fairer for all .

We must seize the opportunity to redesign a system where people in Northern Devon live happy, healthy & fulfilled lives through equal opportunities to the best education & employment whilst living in decent homes, in safe, clean & connected communities, enjoying our world-class natural environment.

## We have good foundations to start this work

One Northern Devon has the foundations having started in 2019 to work on a 10 year wellbeing strategy and plan through three Development Teams working within their field of expertise. It has begun work on the topics below:

