



onenortherndevon

TOGETHER WE'RE BETTER

PERSON CENTRED • PLACE FOCUSED • SYSTEM COORDINATION

SUPPORTING VULNERABLE RESIDENTS – TWO MONTH UPDATE

One Northern Devon has responded to Covid 19 crisis with action addressed at its three key pillars of working: 'Person', 'Place' and 'System'. This has focussed on understanding what additional support people need at this unprecedented time, how communities can be supported to help themselves and how the work of partner organisations, businesses and groups can be best co-ordinated to avoid duplication and gaps that could result in people not getting the help they need.

On 13th March the One Northern Devon team developed a 'Framework for unleashing community capacity' to support residents affected by Covid-19. This framework included a community work plan initiated by One Ilfracombe that One Communities could use and adapt to their own circumstances and One Ilfracombe began testing the work plan on 16th March. The immediate need identified was to help people who were vulnerable and self-isolating to get essentials such as shopping and prescriptions. It was also recognised that there was a need to combat the loneliness that could result from isolation by providing social contact.

Two months on and the six 'One Communities' (One Ilfracombe, One Bideford, One Barnstaple, Torrington 100, Live Well in Braunton and One South Molton) have a volunteer workforce of more than **1000** volunteers carrying out these essential tasks. Volunteers have carried out more than **500** shopping deliveries, nearly **900** prescription deliveries and **285** social phone calls. This is in addition to the **140** miscellaneous acts of kindness including dog walking and letter posting.





In response to many requests from One Communities asking for advice around volunteer transport queries and prescription pick-ups, One Northern Devon, working in partnership with NDVS and TTVS has developed a One Communities Volunteering Guidance Pack to support communities through the complex world of DBS checks, risk assessments and insurance.

Many of One Northern Devon's partner organisations have offered their assistance and a role has been created to ensure these support offers are co-ordinated and matched to need. For example, when a Community Shop in a village expressed concerns that their deliveries had stopped and they were unable to keep up stock levels for their community, One Northern Devon was able to match their need through LiveWest – a partner housing association – who had offered their support. To read what happened and stories from each of the One Communities read the One Communities newsletters.

One Northern Devon's Economy, Employment & Skills group have also been instrumental in linking to local businesses. The group put out a call to their local business networks on 4th May asking if any furloughed staff would like to volunteer within their communities. Within a week 24 people had filled out the online form – as well as driving and delivery volunteering – half of those volunteering had other skills such as customer service, data entry and social media experience that they were willing to offer working with their local One Community team.

In addition to asking for business support, there was recognition that many businesses are more in need of support themselves than ever before. One of the first things highlighted by a local business partner was the need for mental health support. One Northern Devon has created a section on their webpage dedicated to this <https://onenortherndevon.co.uk/home-test-1/mental-well-being-support-for-businesses/> with links to national and local support information and services. The website also has a link to the Petroc webpages that highlight the mental health benefits of learning and the opportunity to develop skills or retrain during this time so that people are in the best position possible as the lockdown continues to ease. Many of the courses are currently free and cover a wide range of industries from business to social care <https://www.petroc.ac.uk/one-northern-devon>.





Now that the community response is well under way and working well, thoughts have turned to the future and how we can work together to redesign a system that is fit for that future. One Northern Devon will be focussing on its 10 Year Wellbeing Strategy in the coming months through its three development teams that includes in that strategy how we can best mitigate 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.

