

## COL Operational Group Meeting

### Microsoft Teams

18/10/22

Andrea Beacham	<b>AB</b>	Programme Manager One Northern Devon - RDUHT
James Lander	<b>JL</b>	Community Support Manager - OND
Louise Flagg	<b>LF</b>	Partnerships Officer – North Devon Voluntary Services
Simone Thompson	<b>ST</b>	CEO - TTVS
Michelle Harding	<b>MH</b>	Community Developer – Torrington 100
Bev Triggs	<b>BT</b>	North Devon Council
Elizabeth Bauer	<b>EB</b>	Community Developer – TTVS – One Atlantic
Neil Ingram	<b>NI</b>	Project Officer at One Ilfracombe and Ilfracombe Town Council.
Simon Rapsey	<b>SR</b>	Service Manager - OND
Nicola Frost	<b>NF</b>	Devon Community Foundation

	<p><b>Introduction</b></p> <p>AB welcomes everyone to the meeting.</p>	
	<p><b><u>Purpose of the meeting.</u></b></p> <p><b>1. Website</b></p> <ul style="list-style-type: none"> <li>• General update on the website.</li> </ul> <p><b>2. Data</b></p> <ul style="list-style-type: none"> <li>• AB mentioned that the plan was to set up data team locally which was agreed at the One Northern Devon Board but Devon County Council (DCC) are also leading on a Data Team. The plan is to wait for their meeting first to see whether we can get the information from Devon Wide Team as we don't want to duplicate.</li> <li>• AB - What data do we think will be useful – identifying who the most vulnerable people were using our Partners data such as Benefit Data, Housing Data, Primary Care etc following a data sharing agreement.</li> </ul> <p>➤ <b>Data in terms on what we want?</b></p> <ul style="list-style-type: none"> <li>• AB noted that the two things we want in terms of Data is identifying people and it's about monitoring the impact that people have that cost of living is having and potentially what any local interventions are having.</li> </ul>	

	<ul style="list-style-type: none"><li>• SR mentioned the Warm Hubs and who are we going to target. It is about who is been impacted by this cost of living and if there is a way of working out the people who are struggling. If they are starting to access different service or just behaving differently so if people are starting to inquire about different benefits or access to different funds. SR noted that from their perspective they are still trying to work out how people can access their services in a slightly targeted weight so that things are not overwhelmed like Lizzie's initiatives so it is almost like what the community is telling us where the issues are.</li><li>• AB said that there are 2 way of looking at it which are what are the different cost of living crisis areas so an example would be housing (what are the cost that have gone up exponentially?).</li><li>• AB noted that we are looking to find out how we can access people that are struggling because of an increase in rental cost, increase in cost of buying so they can actually get on the housing ladder but what we don't know is whether that's actually causing them to struggle in terms of cost of living increase in number of people presenting as homeless or potentially homeless, people that are potentially in risk of defaulting from mortgages and access to people who are getting into debt. SR mentioned they can help because they went on a Program called Financial Inclusion and that maybe the only way to do that through other Charities. Also suggested debt inquiries as well as CAB will be good benchmark for this.</li></ul> <p><b>3. Monitoring the Impact of Cost of Living</b></p> <ul style="list-style-type: none"><li>• NI suggested speaking to food banks and the services they are actually using.</li><li>• NF mentioned that DCC have produced a survey relating to experiences of food and security across the county which drilled down to district level and that is currently being repeated with some slight tweaks to the question but they will be relatively comparable. This is happening at the moment and there will be result soon. This might be helpful in judging how things have shifted over time.</li><li>• NF noted that the survey is really helpful in identifying specific cohorts either who are experiencing increased food insecurity or those who are not currently accessing available support so that might help you sort of focus.</li><li>• NF noted that they are about to start piece of qualitative research which will look into a bit more of the qualitative experiential side of things with some of those specific cohorts and try to understand the kind of why they are not</li></ul>	
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	<p>able to access or don't feel comfortable doing so for whatever reason and so that is given that qualitative work. It is not necessarily going to be district specific in quite the same way but surely, we will inform stuff that goes on.</p> <p><b>4. Output and outcomes framework</b></p> <ul style="list-style-type: none"> <li>• AB mentioned that following the COVID Community response meeting one of the things that we got the hang of eventually was to try and collect the Outputs and Outcomes for each of the ONE Communities so for the Community Developers that are supporting any of this community development work so like collecting how many people turned up and how did they benefit from it. We want to try and figure out is there a way we can ask those groups if they can send us some information around the number of people attending and maybe ask if there is a way of getting some feedbacks on how they are benefitting from it?</li> <li>• JL suggested that a good way to start is those that attended the ONE Community Time Workshop is to keep that narrative going with them and maybe ask them what they are now aware of has anything changed since that meeting and then to just get the contact details for the various people then we can collect those in a central place. JL suggested sending them through MailChimp (how's it going, what's the update and has anything changed) maybe do this monthly.</li> <li>• Regarding funding NF noted that DCC are expecting funds from Central Government and Household Support money. We are going to be doing some grant making but it is likely to be relatively targeted on some of the specific cohorts who are not necessarily reached through various other mechanisms that money is coming.</li> <li>• BT mentioned in terms of the Household Support Fund the way we are going to use that fund is to set up a third-party referral scheme. We contacted various community groups and GPs and they have indicated where they wish to be part of that scheme or not, we have had quite a significant number coming back to say they would like to be part of that so that scheme is due to go live on Monday alongside communications coming out with DCC. Another scheme we are looking to go live the week commencing 31<sup>st</sup> of October is a fund for Community Groups, Charities, Parishes and Town Councils etc who are looking to provide warm spaces and support. There will be a funding opportunity there for them as well.</li> </ul> <p><b>5. Video update and ASK</b></p>	<p>NF to keep AB informed.</p> <p>JL is happy to manage this.</p> <p>To get together and just put something together that we share to say to everybody could you just fill out this when you can.</p> <p>For people to get in touch with James by sending</p>
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<ul style="list-style-type: none"> <li>• JL mentioned that Petroc has kindly offered to help make a video to try and tackle stigma. JL noted that they are currently in the process of organizing interviewees.</li> <li>➤ <b>Plans for getting the message out to people, the people that need it most.</b></li> <li>• AB suggested going to our Paediatric Department and other Departments and getting this message out so we will need some comms.</li> <li>• AB suggested having a meeting with the front-line workers to say how would you go about asking the question linking people to support etc. This might be the same with Housing Advice Workers anyone else really asking whether people need any extra support at this time.</li> <li>• BT noted that at North Devon Council we will be using that referral form for housing officers, benefit teams etc and anybody else that can make direct referrals in there and ask that question if they need any help or support.</li> <li>• AB noted part of the framework is to do something that is a bit of a kind of mini script for the Partners and then lets just try and get that promoted – Action for Andrea</li> <li>• AB suggested to get a press release out as well and we can do this in conjunction with the video launch – Action to get the press release together.</li> <li>• SR suggested the GP surgeries that have the electronic notice boards we have to give them what to put up and same for some hospital departments as well.</li> <li>• NI mentioned that their intention here is to carry on because our COVID setups is still in place. The plan is to do a leaflet drop to every single household like they did before, remove some of the stigma and we will make that drop and then everyone will be aware of what's on where and then the warm spaces that we have got established will effectively become information hubs as well. The doctor's surgery on our list as well with the screens and everything. NI noted there are many ways to get the message out there and not just online either because there is no point just doing this online. We need to do a hard copy poster and whatever else and even the schools have said they are going to put things into book bags so that pupils can take home.</li> <li>• AB noted that when we have our press release we can send it out to the Northern Devon Press. We can get people to send it out to their local magazines. Social media but also, we will potentially look at leaflet drops like Ilfracombe are doing posters, GP surgeries (To ask Nicola Mitchell in terms of Population Health Management) if they can send out a</li> </ul>	<p>details of anybody who is interested in appearing in a video to help destigmatize around the cost of living.</p> <p>James to put a paragraph together and everyone can all send out to their comms teams.</p> <p>Andrea – To think about some comms for when we are ready to go live with sending all this out.</p> <p>AB noted part of the framework is to do something that is a bit of a kind of mini script for the Partners and then let's just try and get that promoted – Action for Andrea</p> <p>To get the press release together.</p> <p>To invite the Well-Being Teams from the Primary Care Networks.</p>
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text message to the people that we have identified or they have identified are the most in need whether by postcode.

## 6. Sustainability/Legacy

- JL mentioned that who knows if it will pass and when it will pass but when things quieten down or essentially what's next for the community if we have built up a bit of impact, if we have gone around and collected data and tried to show the worth of Community so that we can attract more funding into Communities in the future and what the people feel that the legacy of this type of work could be COVID. There was a legacy from the way communities responded to COVID that opened up new opportunities for Communities so can this and will this do the same and what the people think that could look like? Is there anything we could do to support that?
- AB suggested that we need to be able to record what is happening not necessarily by film but where we can let's record it by film. If you can take photographs of your warm spaces opening up and then maybe at the ONE Communities meeting we bring that legacy bit. We need to be able to establish the value in order to know what we want to have as legacy.
- JL noted that through this response will identify what communities have to offer in terms of their infrastructure to support responses like this in the future, and maybe what's missing or if there is anything that could help empower a Community to respond even quicker or more effectively or you know, so it's this sort of infrastructure is what the Communities need to really build that cohesive safe. Communities can really have a voice and shout and they can really be valued by other Partners.
- EB noted from the meeting she had with Hannah and Charlotte is the Village Hall Audit. The way of working more people are able to do some work from home if not all and the Village Hall Audit is obviously the first step to understanding what's out there. ONE Atlantics catchment area is massive and the rural areas, I haven't really managed to engage with yet, and that's something that's sort of on my mind, and I know as I say Charlotte doing the Village Hall Audit, but in terms of legacy wouldn't it be amazing if Village Halls sort of had new life breathed into them again in the future, and became Community fridges, work hubs and had heating and laptops available or Wi-Fi for people to come and have more of a bit of a kind of a different purpose, essentially as opposed to just for

	<p>socialization purposes really, really useful spaces where people can network and get jobs done without having to drive and that would also fit into the kind of carbon footprint context as well. I think that could be quite an amazing change for how our rural areas live in the future.</p> <ul style="list-style-type: none"> <li>• AB talked about what infrastructure we might need in terms of physical or communications infrastructure. Possibly think about emergency planning framework.</li> </ul>	
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## Action Summary

**Only new, on-going and items closed at this meeting will show here. Previously closed actions can be viewed in previous minutes.**

Item	Person responsible	Action	Additional information	Status
1.	JL	Ask Jenny to put an agenda item on what we have not got it's what in Health and well-being.		
2.	Everyone	To get together and just put something together that we share to say to everybody could you just fill out this when you can.		
3.	Everyone	For people to get in touch with James by sending details of anybody who is interested in appearing in a video to help destigmatize around the cost of living.		
4.	JL	James to put a paragraph together and everyone can all send out to their comms teams.		
5.	AB	To think about some comms for when we are ready to go live with sending all this out.		
6.	AB	To get the press release together.		
7.	AB	To invite the Well-Being Teams from the Primary Care Networks.		