

COL Operational Group Meeting

Microsoft Teams

01/11/22

Andrea Beacham	AB	Programme Manager One Northern Devon - RDUHT
James Lander	JL	Community Support Manager - OND
Simone Thompson	ST	CEO - TTVS
Michelle Harding	MH	Community Developer – Torrington 100
Bev Triggs	BT	North Devon Council
Elizabeth Bauer	EB	Community Developer – TTVS – One Atlantic
Neil Ingram	NI	Project Officer at One Ilfracombe and Ilfracombe Town Council.
Nicola Frost	NF	Devon Community Foundation
Staci Dorey	SD	Senior Management Team – Torridge District Council
Jumoke Famakinwa	JF	Project Support Administrator - RDUHT
Geoff Cusick	GC	*Apologies
Louise Flagg	LF	*Apologies

	Introduction	
	AB welcomes everyone to the meeting.	
	<p>1. Discuss the gaps by the ONE Communities and potential solutions.</p> <ul style="list-style-type: none"> Andrea suggested that what we need to do is to only look at where the community is managing to figure this out themselves we should let them get on with it but if they are saying we need a bit of help either be in funding or more publicity, on that document the One Communities are doing for each gap, they can have another column that says “Do you need any help for the One Northern Devon Partners?”. <p>2. Create internal and external communication plan.</p> <ul style="list-style-type: none"> For people online - We can use One Northern Devon Facebook, Partner’s Facebook etc. 	<p>James – Before the next meeting, if each One Communities can send back to us an overview of their needs that they have identified and the potential solutions that they are discussing and whether they are stuck with it or working on it or that they have already come up with a solution and that has been completed and then we can start to work through those areas where the people are stuck and escalate that up to the One Northern Devon Partners as needed.</p> <p>To let Neil, know what your social media presences are, what</p>

	<ul style="list-style-type: none"> • As part of the One Northern Devon side, Neil noted that he will be pushing making people aware of the one stop shop for all information be it on a local, national, regional, whatever level as well so we will push out some details. We will start pushing it when there are not as many gaps so once all the information starts to flow in it will look a lot better. • Neil noted that from One Ilfracombe perspective what we have done is any posters or anything we have created I have also uploaded them so if people want to go in they can download it. If people are stuck on creating posters I have got the scope to take on some of that as well. • Andrea suggested that we probably need to do press release to go into local media. Simone noted that they have a marketing and comms person we could use. • Andrea noted that we are trying to put together a Northern Devon Communication and engagement team. People across the patch coming together to work in a bit more of a team approach to do some sort of join communications and engagement work where it's appropriate. • Following the meeting from Sunrise, Elizabeth got some information from them that there are some hidden communities and asylum seekers that we will be approaching with the Warm Hub Voucher Scheme in Bideford that we will be starting and I know that Andy at Wings for example which is a much bigger organisation has got quite a lot of resource power has got a lot of Ukrainian families that they are engaging with at the moment so they are definitely worth engaging with on that level. 	<p>your pages are, what you use and then Neil will make sure that anything that goes out from One Northern Devon is always going to tag you in accordingly and then you can share it.</p> <p>If people have got stuff just email Neil like basic bullet points of what you want any particular logos or sponsors or partners you want on them and then we will crack on with them and then we can get them uploaded to the One Northern Devon website and I will also make social media friendly ones as well so we can use them online.</p> <p>Simone – for the marketing and communication person to draft a press release and explaining that this is like a partnership. We are bringing together a kind of one stop shop to support and I think it will need to list all the partners and something about all each of the One Communities.</p> <p>For Simone to connect James with the marketing and comms person.</p> <p>For everyone to identify who all these people are, identify those organisations and ask if we can just pull together at least a one-off meeting with comms and engagement people. We</p>
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	<ul style="list-style-type: none"> • Elizabeth said that she is really keen to engage more with schools. EB has got meeting with the Bideford College Governors who is going to try to help make some really specific contacts with pastoral heads in the school. This could help establish who the families are who are not in receipt of free school meals. • Torridge District Council are working with Encompass to administer the Household Support Fund & Wings for Ukrainian scheme. • NDC working with 3rd party organisations. • In terms of internal communication, we can do a report for each organisation and send the report through to senior leadership team meeting and do comms on internal newsletter (RDUHT). A monthly for all partners to share. • For external communication we will get a press release done. We are also doing a video • Report - Senior Leadership Team, internal newsletter comms – RDUHT. • Cost of Living Newsletter/Update – Members Staff Executive Leaders. • Andrea suggested combining the 2 monthly report we do for the board (OND board and cost of living stuff) to see if we can combine it in to 1 report. • Stories/examples of need – please ask staff to collate for case studies. <p>3. Is anybody missing from this group?</p> <ul style="list-style-type: none"> • Public health. <p>4. Request for report (including where, who, when).</p> <ul style="list-style-type: none"> • If people want anything specific in the report that we 	<p>can ask to meet with the engagement teams or people that are working in each organization that do engagement. Questions about if you identify someone who you know is struggling for support can you let this group know.</p>
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	<p>write, where that would be sent, who would receive that and when would you need that by.</p> <p>5. Data</p> <ul style="list-style-type: none"> James noted that at the Public Health Cost of Living data meeting that he questioned them whether they could break it down in town by town and at the moment the answer was no. But they asked everybody at the end of the call to complete a form so that people could request the type of data they wanted so James put the request forward and other people was also asking similar questions. They will be a place where they will design a dashboard that can be shared across all of Devon but you will be able to go into and access it hopefully at different levels so that data will become more usable to you with the work you are doing locally. At the moment this is sitting with Public Health. Andrea noted collating case studies for those people that are in specific circumstances. To give us an idea of where it is that people are really struggling. 	
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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.	James	Before the next meeting, if each One Communities can send back to us an overview of their needs that they have		

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		identified and the potential solutions that they are discussing and whether they are stuck with it or working on it or that they have already come up with a solution and that has been completed and then we can start to work through those areas where the people are stuck and escalate that up to the One Northern Devon Partners as needed.		
2.	Everyone	To let Neil, know what your social media presences are, what your pages are, what you use and then Neil will make sure that anything that goes out from One Northern Devon is always going to tag you in accordingly and then you can share it. Action – let Neil know what social media links are (Facebook, Twitter etc)		
3.	Everyone	If people have got stuff just email Neil like basic bullet points of what you want any particular logos or sponsors or partners you want on them and then we will crack on with them and then we can get them uploaded to the One Northern Devon website and I will also make social media friendly ones as well so we can use them online. Posters for any events, support etc. send Neil basic bullets with sponsors/partners/logos and social media		
4.	Simone	For the marketing and communication person to draft a press release and explaining that this is like a partnership. We are bringing together a kind of one stop shop to support and I think it will need to list all the		

		<p>partners and something about all each of the One Communities.</p> <p>Press release – Simone, draft a press release, list all the partners & One Communities “All we can do is everything we can”.</p>		
5.	Simone	To connect James with the marketing and communication person		
6.	Everyone	<p>To identify who all these people are, identify those organisations and ask if we can just pull together at least a one-off meeting with comms and engagement people. We can ask to meet with the engagement teams or people that are working in each organization that do engagement. Questions about if you identify someone who you know is struggling for support can you let this group know.</p> <p>Engagement – set up a meeting with comms & engagement partners, Sunrise, Wings, and OND partners – what is the best way of meeting some target populations.</p>		
7.	Elizabeth	Name that organisation within there and pop it down as an action for One Atlantic to reach out to that organisation. James will reach out to those that are not on this call. 2 questions Who is it that you work with and who are there population and what is the best way of us reaching them? Is it through leafletting, directly through the website or are there any other ways that they may want to access that information?		

		<p>To ask Charlotte who the target groups are e.g.</p> <ul style="list-style-type: none"> - People on pre-paid meters - Torrington Post Office users - Families with children - People on low incomes 		
	Everyone	<p>To put together a list of people on low income or families on low income. Have we got a list of people that we know we are particularly targeting with this? To put one together.</p>		
	Everyone	<p>If you do have access to data sets that you think would be useful to submit to that Devon wide Dashboard please let Simon Chant know.</p>		
	Everyone	<p>Stories/examples of need – please ask staff to collate for case studies.</p>		