

ONE COMMUNITIES NEWSLETTER

May 2020 Issue No 3

BROUGHT TO YOU BY ONE NORTHERN DEVON

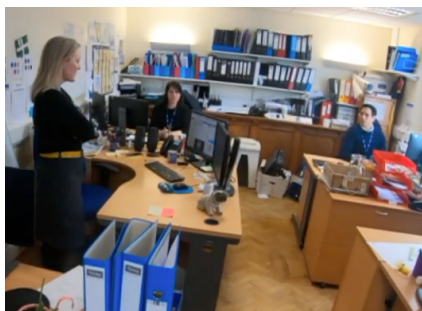
**STAY
ALERT** 

**CONTROL
THE VIRUS**

 **SAVE
LIVES**

COVID-19 & the One Northern Devon response

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 people and places can be best supported 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 which other One Communities could use and adapt to their own circumstances. One Ilfracombe began testing this 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.

One Northern Devon's Covid-19 System Support Co-ordinator, Lindsay Hemming, provides a single point of contact across North Devon and Torridge for any resident or key worker to request support or offer support. The cascade system that One Northern Devon has put in place, working with North Devon Council and Torridge District Council means that all requests are referred to the community volunteers who are carrying out this vital work described below. Lindsay can also be contacted on 01271 33 77 99 or ndht.supportathome@nhs.net.

One Northern Devon is not just working with One Communities but also smaller villages. Lindsay was able to connect up a community shop with a LiveWell – a partner housing organisation. Steve Wilkinson who volunteers at the shop said, "The Community Shop is a not for profit volunteer run outlet and we have volunteer drivers delivering to vulnerable people during this time. Thanks to Guy's intervention we are now able to ensure that we have all the supplies that we need over the coming weeks and months." The role is also proving to be helpful to key workers. One Macmillan Cancer Care Counsellor said, "It's great to have you as a single point of contact to refer vulnerable patients for community support".

ONEBARNSTAPLE



The One Barnstaple Response Team formed through the various partners of One Barnstaple and includes representatives from District and Town Council, One Northern Devon, Health, Social Care, Police and the One Barnstaple Community Developer. The team have been hugely supported by Barnstaple Town Council, who have worked tirelessly to aid residents in help with medication, shopping, access to voluntary services and other urgent assistance. The Town Council Team, including Town Councillors have been phenomenal - they've adapted to this with enthusiasm and genuine care for community members wellbeing, going above and beyond in so many instances.

www.onebarnstaple.org.uk

One member of the One Barnstaple Response Team is Sophie Brookes who set up the Barnstaple Corona-virus Support Network on facebook. The group now has over 3000 members. Its been extremely useful and supportive for people in Barnstaple and surrounding areas.



There have been posts about delivery slots from supermarkets becoming available so community members can get a slot and place their orders. There's been information on how long the wait is outside a pharmacy/shop/GP surgery so people can plan journeys and work out when is best to go.

Its also been a busy "offer" and "request" portal with people posting questions and queries about what's open, who can fix a broken toilet, where certain things are in stock as well as a place to request help for bits of shopping.

Local businesses and services have promoted things like click and collect fruit and veg boxes, deliveries from butchers and it's felt like a community in itself within the group.

Our One Barnstaple's Community Developer is working with Sophie to support the group. There is real heartfelt evidence of long lasting connection and true grassroots community spirit which can be seen in this comment which was spotted in the facebook group:

Beneficiary of support: *"I want to thank *** for doing my shopping for me every week. *** always has a happy smiling face when she comes here after her shift!"*

The volunteer responded with: *"It's my absolute pleasure. Every cloud has a silver lining as I'm now lucky enough to know you. Keep happy and safe please and if anyone else in *** needs any shopping please pm me and we will come up with a plan".*

Thank you Barnstaple!

ONE ILFRACOMBE



www.oneilfracombe.org.uk

Building upon the initial work plan designed in conjunction with the team at One Northern Devon, One Ilfracombe hit the ground running to provide support to the vulnerable members of the Ilfracombe Community. Within 72 hours of an initial meeting on 13th March the town had been split into 11 different areas, 50+ area volunteer coordinators had been identified, 9 separate Facebook Groups established and a leaflet designed and mass produced.

Word of the volunteer effort spread quickly as the team exploited social media to the max to get the message across - The system worked - Over the next 5 days every household received a personalised copy of the leaflet delivered by an army of local volunteers whose numbers had now swelled to over 300. One Ilfracombe received both local and national recognition for this work with the BBC filming and interviewing the team and the One Ilfracombe volunteers for a video that was broadcast on national BBC Breakfast News.



Miriam, the One Ilfracombe connector, continues to receive requests for signposting assistance. Numbers remain on a par with those seen pre-COVID protocols with the exception of GP referred cases resultant from fewer people attending the surgery.

However the cases she has received are extremely complex and time consuming in nature, this is something that has also been reflected in the growing number of cases being referred to the One Ilfracombe team via the volunteer co-ordinators.

Miriam can be contacted Monday to Wednesday via email – miriam.turner@northdevon.gov.uk or on 01271 855316. The majority of the services she signposts to are still operating via phone, email or zoom/skype so you can still be directed to them for support.

With hundreds of prescriptions collected, tons of shopping delivered, many miles of dog walking undertaken and far too many befriending phone calls made to even begin counting, the effort required to organise and maintain the COVID support effort in Ilfracombe has resulted in many of the previously planned projects being shelved. However, the team are looking forward to dusting off these plans when government guidance permits.

BRAUNTON Community Network



Braunton Community Network is a new network of local volunteers created to provide a co-ordinated support system for the vulnerable and those self-isolating during the COVID-19 outbreak.

The Network was set up by Braunton Parish Council in partnership with other key community groups including Live Well in Braunton and the Braunton Volunteers. It covers Braunton, Knowle and Wrafton.

The groups main purpose is to provide help and assistance focused on dealing with coronavirus related matters, primarily with: Prescription collection and delivery· Shopping assistance· Friendly phone calls.

The network is supported by more than 200 volunteers and every street has been allocated a Street Co-ordinator. We are extremely grateful to the wonderful volunteers that have signed up to help the Braunton residents.

Residents who need assistance can self-register by visiting our website brauntoncommunity.org or telephone our 24 hour answerphone service on 01271 316590 and leave a message.

Alternatively, you can contact your Street Co-ordinator.

The South Street Foodbank offers delivery via a foodbank volunteer, your street co-ordinator or you can collect in person (social distancing guidelines are in place).

So, if you or anyone you know is in need of help, please get in touch with the Team @ South Street Foodbank

Facebook – send a message on <https://www.facebook.com/southstreetfoodbank>

Email – southstreetfoodbank@gmail.com

Call Braunton Community Network – 01271316590 and leave a message or

Email us on info@brauntoncommunity.org

Speak to your Street Co-ordinator to pass details forward.



ONE South Molton



South Molton Town Council and One South Molton jointly set up a coronavirus support group over a month ago just as the government announced the country's lockdown measures. Part of One Northern Devon and only recently formed (early 2020), One South Molton have rapidly responded to the pandemic by working in partnership with South Molton Town Council to set up the support group.

We understand it can be incredibly isolating to be at home for weeks amid the ongoing outbreak and want to ensure help is readily available to those who need it the most during these unprecedented times, especially the elderly and vulnerable who are not digitally enabled.

The support group's steering committee is made up of key members of the Town Council and One South Molton and also volunteers from existing community groups such as South Molton Community Connections, South Molton Scrapestore and St Mary Magdalene Church. Local I.T business solutions company, Limecloud, is also offering digital and technology guidance to the group during the pandemic. Leaflets with information about our helpline were distributed in South Molton over a month ago but we want to continue to reach out to people that may still be unaware of the support available. We have received over 80 requests for help since the leaflet drop.



Town Clerk, Andrew Coates, has also been knocking on doors to make sure people know we are here should they need any help. Andrew Coates said,
"I am incredibly pleased with the way the Town Council and One South Molton have worked together to ensure that the vulnerable and elderly have had access to any kind of help during these turbulent times."

The Council have managed the phonenumber Monday to Friday and have passed on requests for help to the many volunteers. Help has been in many guises from collecting pensions to chatting on the phone to those who were feeling anxious. Many thanks to all the Council staff and volunteers who have made this service so successful

An appreciative family member was quoted as saying *"I cannot express how impressed I was with the support group. I live in Kent and my elderly father lives in the village on his own and being so far away. A volunteer named A**** went over and above to collect and deliver meals to my father. A**** even spared the time to have that very important chat at the gate!"*

Moving forward we are looking to split the town into 19 divisions with a co-ordinator and volunteers support in each division. It's about neighbours helping each other rather than a big operation. We are calling it the *'South Molton Good Neighbour Project'*. Anyone wishing to volunteer can register using the web form on our website onesouthmolton.org or contact us at 01769 572501.

TORRINGTON100



www.torrington100.co.uk



Update from John Insull, T100 Chair & Great Torrington Town Councillor

Our Torrington 100 group have asked me to send you a few lines to update you on what is happening in our area.

'Torrington 100' is newly formed so we felt that it would be best if we took on a supportive role. We keep in contact with Great Torrington Town Council which has taken the Community lead for the town. This response team is based at the Council Office and is led by our Town Clerk.

She is ably assisted by the Assistant Town Clerk to co-ordinate a team of 50 plus Volunteers. These individuals are provided with identification and face masks if they require them. Volunteers are serving 107 homes across the town. Their current roles are mainly picking up prescriptions and shopping. They are also engaged in making social phone calls. This service has been identified as becoming more important as the 'lock-down' continues. In the villages within our area, local ambassadors were found during 2019 as we set up 'Torrington 100'. Our Community Developer has kept in contact with them and many are involved in ensuring that the vulnerable in their community are not left isolated and can have food and prescriptions delivered. In some cases this role has been taken on by other supportive individuals within the villages. We would seek to compile a database of all volunteers who we could call on in future emergencies.

T100 now has a Facebook page which has daily information. This ranges from Government advice and information to some wonderful ideas to engage with our community and provide creative challenges to bring some lighter relief.

Our two local surgeries have a bank of willing NHS Volunteers. At present they are offering a successful prescription delivery service. They are also helping to reassure and support vulnerable and isolated people identified by our G.P.'s. This is through a telephone chat service. This offers a degree of comfort and can identify where an individual is struggling and needs additional support. At this time of a Global Pandemic we are so grateful for the time and energy given by all our volunteers. This difficult time has certainly brought out the best in our community

Holsworthy Mutual Aid



The Holsworthy Covid-19 Mutual Aid was formed in March and was set up to help everyone in our town, a way of managing and connecting requests from local residents with volunteers. Also, a way of getting information to the community.

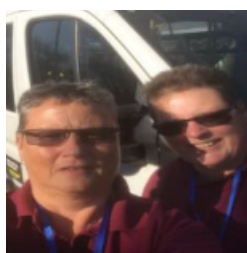
So far we have managed to help with prescription deliveries, shopping for those who have been isolated, requests for emergency help such as food parcels, transport requests due to the cancellation of public transport, connecting people with someone who is willing to just have a chat plus many other general requests for help.

In times like this we need our community to work together and the spirit shown in Holsworthy has been outstanding.

A message from Jon Hutchings, Torridge District & Town Councillor, Covid-19 Mutual Aid Co Ordinator. **What a month!** A few days after forming the Mutual Aid group my business was ordered to close. An emotional time but one that spurred me on to concentrate on helping our community. If you know me, you will know I like to be busy! And it sure has been busy. Setting up the protocols and double checking the health and safety behind each idea, to ordering food and general supplies to help those who may need it. Ordering tins of spaghetti isn't normally a problem, but the situation as it is has proved to be a logistical nightmare. Like you when shopping, we have only been able to buy a limited number of certain restricted products at a time. It's taken a while but we have now found sources to buy in bulk from major suppliers which is great. Emails, phone calls, Skype and zoom meetings a lot to learn in a short space of time. But one thing I do know is that Holsworthy has an amazing community spirit and a whole load of support from people I haven't spoken to before. To finish! Please keep talking, if you haven't tried it, try ZOOM, its an amazing tool to keep in touch with people.



Daily prescription deliveries



With working at "Food on the Go" no longer an option, Jane & Sarah are making great use of the Holsworthy Transport Minibus to provide a voluntary service to collect and deliver prescriptions throughout the town.

Easter Bunny seen in Holsworthy!



Not even lockdown could stop the Easter bunny spreading some cheer over the recent bank holiday weekend, with more than 800 chocolate Easter eggs being delivered to some very happy children across the town on Easter Sunday.

ONE BIDEFORD



**Our Community -
Helping those that need us the most.**



Have you ever heard the term Community Developer and wondered what on earth they do? Well here at TTVS we have a team of three amazing Community Developers who work hard in our communities across Torridge to support them and help them grow. They are Bridget, Cathy and Lara.

Lara is our newest recruit and joined us just before the world was turned upside down with Covid 19, not only did her role change overnight but demand for her services went through the roof. "Being new into my role as a community developer my main focus was to find out about all the great groups, clubs and activities that are already happening in the Bideford area, that support improving health and wellbeing in individuals. I would work closely with the local social prescriber to identify needs that are not being met, listen to our community and develop ideas to support individuals with the right activity to help improve their wellbeing." "Since Covid 19 my role has changed to supporting vulnerable individuals that are self-isolating. Taking daily calls to help out as many people that need us the most." In order to meet demand at TTVS we set up a duty response team with bespoke published phone numbers and Email address.

Lara is a member of that team. Monday to Friday there will always be someone available to take your call or answer an Email, out of normal hours you can leave a message with the confidence it will be picked up first thing in the morning. This response service helps those that do not have a social network around them.

Since we began, we have received over 700 direct requests for assistance as well as receiving referrals from Torridge District Council and the Town Councils. We have a group of fantastic volunteers who are delivering prescriptions and shopping across the area as well as providing befriending calls to vulnerable and isolated individuals, helping them through this difficult time as their work or life has drastically changed. Our amazing volunteers feel honoured to be able to support the local community. We could not help the number of people that we are without the dedicated, kind and brilliant volunteers. They are true Heroes.

At the moment no day is the same for Lara, from sorting out a prescription for a very worried individual, despite problems at the pharmacy she was able to arrange collection and delivery to the front door. He was so relieved and thankful and couldn't believe the speedy response. To reassuring a family up North that their elderly relative was Ok and had food and basic essentials, they sent an Email saying, "You are all wonderful people for doing what you are doing." We have linked up with our local pharmacies to support all of the prescriptions requests that we receive at TTVS, which is over 250 so far. Working together and forming strong partnerships with a large number of organisations has been key to get the processes running as smoothly as possible.

We asked Lara if, knowing what was going to happen would she still have signed on the dotted line, there was no hesitation and with a beaming smile she said "Yes."

Our contact details; Covid19support@ttvs.org.uk. 01237 420130