

Devon Community Foundation

COVID-19 Response Weekly Briefing 9 April 2020

Hello everyone and welcome to this week's briefing. We'd like to make this as useful and interactive as possible, so welcome feedback and suggestions about content.

If you know anyone else who'd be interested in receiving the briefing, feel free to forward, and encourage those to whom you forward to email nicola@devoncf.com to be put on the mailing list. Briefings will come out on a Thursday morning going forward.

Click on the **BOLD COLOURED** links to be redirected to useful resources - Right click on the links if you want to open it in a separate window.





Convening in the time of Coronavirus

Many of our organisations have a role as convenors in normal times – perhaps facilitating networks, or joint learning, or consultation. How to do this remotely, in a way which is as participatory and accessible as possible? We are becoming used to video-conferencing platforms such as Zoom, but there's lots to learn about how to manage meetings inclusively. Here are some resources to help think this through. We'd love to hear your experiences of using remote meeting methods with a range of different cohorts – please email examples and ideas to nicola@devoncf.com.

- [This helpful blog](#) includes lots of ideas and things to consider when making online meetings accessible to people with additional needs (and, indeed, for everyone).
- [Here's](#) something on online idea-generation.
- [This one](#) lists some remote ice-breakers, which might be helpful for virtual facilitation when people don't know each other so well.
- I've found Zoom breakout rooms can work well. And others suggest asking participants to 'pitch' ideas for discussion, using polling functions to decide which are the most popular.

There are opportunities in this new online world. In normal times there are obstacles to Devon based organisations participating in national conversations that are often London-based. And within the county as well, distances and transport links often make getting together in person a challenge, or at least extremely time-consuming. Remote options mean location is not an issue; we have seen organisations based in remote areas beginning to explore how they can extend their services to a wider audience. **Examples and thoughts on this welcome too!**

Funders, if you have some time on your hands and want something a little more reflective to get your teeth into, the University of Kent present [MA in a Day](#) – lectures and links to reading and resources from their MA in Philanthropic studies.



Spotlight On... Cash

The [Access to Cash Review](#) (March 2019) found that **17% of the UK population (over 8 million adults) would struggle to cope in a cashless society**. Key findings were:

- Poverty is the biggest indicator of cash dependency, not age
- local shops and rural communities were not set up for cashless and some have poor digital connectivity
- 4% of the UK population relied on others to buy things for them
- 2% had physical or mental health issues that made using digital difficult
- 9% had a high risk of overspending and going into debt
- An increasingly cashless society carries an increased risk of financial abuse, debt, exploitation, isolation and rising costs for those without access to digital money.
- Decline in access to ATMs was already causing an issue for those most vulnerable.

The challenge – both during the COVID-19 crisis, and into a changed future which is unlikely to return to previous levels of cash-use – is not to leave this 17% behind.

How has the Covid-19 pandemic affected cash-reliant people?

- Public concerns that the coronavirus could be transmitted by handling cash, or by using the ATM required to acquire it.
- Increasing acceptance only of contactless payments and on-line transactions has impacted those without bank accounts and bank cards, or who withdraw cash to help with budgeting.
- Vulnerable people without digital access and without trusted family or friends are forced to either risk going shopping for essentials, or to trust a stranger with their bank cards and pin numbers.
- Problems topping up pre-payment utility meters.

Responses

The supermarket response is totally digital but assists with safeguarding concerns of volunteers: Asda and Marks & Spencer have launched volunteer shopping cards to enable elderly, vulnerable and self-isolating people to have their shopping collected by volunteers without the need for cash or bank cards.

Those considered particularly vulnerable because of a medical condition can [register for government help](#). Some food parcels are being delivered this way (Mid Devon District Council Leisure staff are delivering the parcels in the Mid Devon area). However many people claim to have been missed.



Here you can find support for [those on key meters](#) assures no energy cut-offs for those who normally top up in cash, but this is only delayed payment, so there is a risk of future arrears.

NCVO Knowhow and Covid Mutual Aid give similar guidance community groups responding to the crisis ...

- encourage cashless transactions wherever possible, preferably through remote payment in advance directly to the supplier for collection and delivery by the volunteer; or if necessary through payment into a volunteer's bank account or Paypal
- keep purchases lower than £30 in value each time.
- if cash handling is unavoidable, then wear gloves or wash hands and cash in soapy water.
- Keep good financial records to protect both the person and the volunteer for safeguarding purposes.

[The Social Change Agency](#) is offering to host financial transactions for grassroots groups. It can also directly assist those in financial distress. Volunteers pay for groceries and are reimbursed via the scheme.

Local Support Offers

- [Exeter Communities Together](#) are distributing free meals to elderly or vulnerable people, key workers or those struggling financially.
- [St Sidwells Centre](#) will deliver for cash at the door.
- Rural foodbanks such as <https://okefoodbank.org/> are working with volunteer groups to get deliveries out to people.
- <http://www.assist-teignbridge.co.uk/> is maintaining a phone service and has lists of suppliers who will deliver and accept cash payments.

Many local suppliers are diversifying and extending their offers and finding creative ways to distribute goods safely. For example the **Fordmore Farm Shop near Cullompton** has an extensive range of fresh foods as well as locally-made meals which you can order by phone and they will deliver locally for cash, or will put your order in the boot of your car and take the cash payment you've left in your boot.



DCF Funding Update

Crisis grants made since the last bulletin. We're publishing grants data weekly through [360giving.](https://www.360giving.com)

Honiton Health Matters - £5,700

Honiton

Food/provision and prescription collection/delivery service, provision of hot/frozen meals and a telephone support service for the elderly, those self-isolating and families facing financial poverty

Young Devon - £4,755

All of Devon

Purchasing IT equipment and video licensing software to enable online support to referred young people that they have been supporting

Age UK Mid Devon - £3,090

Tiverton and wider area

Provision of food and personal care items for vulnerable older people, including those at high risk and a welfare support line for clients and carers; co-ordinating community support groups to eliminate duplication of services

Teignbridge Homeless Action Today - £1,000

Newton Abbot & Teignbridge

Purchasing of items to re-stock food bank and toiletry stores to support vulnerable families.

Churches Housing Action Team (CHAT) Mid-Devon Ltd - £2,085.55

Tiverton & District

Maintaining foodbank provision for vulnerable people, including the homeless, those on low incomes or who have lost their jobs and the elderly

Kingsway Residents Association - £1,100

Teignbridge

Cooking and delivering a hot Sunday lunch to lone and vulnerable residents

Torquay PHAB - £1,200

Torquay and Paignton

Maintaining contact with and providing online support and activities for people with learning difficulties and their carers

Plymouth YMCA - £9,450

Plymouth

Purchasing of IT equipment, learning packages and home hygiene products to provide a higher volume of remote 'Youth Isolation packages', to continue supporting with education and training for vulnerable young people

Simply Counselling - £1,275

Plymouth and its surrounds

Online training for counsellors to provide secure remote video support to families affected by domestic and sexual abuse

Peter Tavy Community Support Hub - £300

Peter Tavy

Covering mileage costs for volunteers delivering supplies to the elderly and those who are self-isolating and production of a newsletter for those without internet access

bthechange - £2,806.69

East, Mid, Central & North Devon

Setting up a system of written support for female prisoners due for release to replace previous face to face support provided

Paignton Community Larder - £5000

Paignton

Purchasing items for an established foodbank that has seen a large increase in demand but reduction in donations of food

Homeless in Teignbridge Support - £6000

The catchment area of Teignbridge - Newton Abbot, Teignmouth, Dawlish

Purchasing essential food and toiletry items to make up Bags for Life packs for delivery to vulnerable people

Hele Village Community Association - £2000

Torquay

Increasing capacity for the provision of benefits advice for vulnerable members of the community

Devon & Cornwall Refugee Support - £779.70

Plymouth

Purchasing mobile phones to enable continued support of vulnerable refugees and asylum seekers whilst the office is closed

Plymouth Sports Charity - £2440

Plymouth

An online platform to maintain regular exercise for people affected by mental health issues

Youth Genesis Trust Ltd - £1,609.84

Dartmouth

Provision of dedicated text and online support for young people living in challenging family circumstances during lockdown

The Amber Foundation - £3,990.87

Devon - Chawleigh

Contributing to the additional costs of supplies, training and staffing to safeguard the welfare of residents and staff in a centre supporting marginalised young people

Health and Local Food for Families - £2,167.29

Axminster and surrounding villages

Additional staff member to co-ordinate calls, prepare food boxes and co-ordinate volunteer food deliveries to members of the community who are self-isolating due to their age or underlying medical conditions

Trevi House Ltd - £8,839

Plymouth

Additional staff hours, PPE items and infection control kits to maintain the health and wellbeing of vulnerable women and children within the rehab unit and those being supported through the drop-in unit

Youth Enquiry Service Brixham Ltd - £4,300

Brixham

Food bank co-ordination and delivery and telephone support and advice service, with a focus on young people and benefit advice for those recently unemployed

South West Family Values - £4,800

Torquay, Brixham and Paignton, South Devon.

Providing additional emotional wellbeing support to children and young people experiencing anxiety and depression using CBT interventions and offering strategies for parents to keep their children safe

Dartmouth Caring - £2,550

Dartmouth

Provision of free or subsidised meals on wheels for elderly people who are in self-isolation for 12 weeks and the creation of a telephone befriending service

Okehampton Town Council - £500

Okehampton town and surrounding hamlets

Co-ordinating and supporting vulnerable residents during self-isolation and school closure

The Estuary League of Friends - £8,015.50

In and around Topsham (from Countess Wear to Exmouth)

Provision of hot meals and collection of prescriptions for the elderly and those self-isolating

Link Academy Trust - £1,837.50

Mainly covering Newton Abbot, Totnes, Crediton area and East Budleigh

Subsidising costs to provide emergency food hampers to the vulnerable families whose children attend LAT schools

Transforming Plymouth Together - £7,562

Plymouth

Adapting church based 'Feast of Fun' sessions to 'Feast of Fun at Home' sessions, delivering food and craft activities to support those facing hardship and maintaining established links with vulnerable families

Alabare Christian Care and Support - £2000

Barnstaple

Provision of items to enable adults in supported housing who have symptoms of COVID-19 to self-isolate in their own bedrooms and have the ability to prepare their own hot drinks and meals

Memory Matters South West CIC - £3,166

Plymouth

Adapting face to face support usually provided for people with dementia and other vulnerable members of the community at a Cafe and Community Hub to online support through the use of tablets to help connect with family and friends

Plymouth Communities Befriending Consortium - £2,505

Plymouth

Increased costs relating to staff, mileage, phone calls and purchase of food items to ensure vulnerable older people are kept safe and well

Torbay Community Development Trust - £7,925

Torbay

Helpline running costs to provide vulnerable people across Torbay access to support for food supplies, prescription collections, dog-walking and telephone befriending

Stop Abuse for Everyone (SAFE) - £ 1,700

Devon

Additional staff hours to offer and increase available hours to provide telephone and video support for survivors of domestic abuse and violence

BASICS Devon - £4,680

Devon

Support for network of volunteer emergency doctors



Coronavirus | 
Click for our help & support

Click to donate to the
Devon Coronavirus Response & Recovery Fund | 

Click to donate to the national appeal | 

#shouldertoshoulder #GiveLoveDevon

Domestic and Sexual Violence and Abuse: call for input

Next week we'll have a focus on the impact of the crisis on need in this area, and on the organisations who work to support those affected. Please do be in touch with any stories, examples, reflections from your own experience, or with details of people and organisations we ought to talk to. Please email: insights@devoncf.com.