

ASSIST TEIGNBRIDGE

PANDEMIC RESPONSE

Many individuals and organisations supported us through the pandemic.

We thank them all, and also pay tribute to our amazing care staff and community volunteers who helped ensure that vulnerable people continued to be supported throughout these very difficult times.

At the start of the Pandemic, the **Helping Dawlish** Initiative was launched by Dawlish Town Council and local organisations and charities, of which we were one. It needed volunteers and many people responded to the call and offered their time and talents to help others. **THANK YOU** to everyone who put themselves forward at such a difficult time, and particularly those who:

- Supported people with shopping, dog walking, medication collections, and more
- Helped with administration
- Increased awareness of available support by helping with leaflet drops

More detail about the work of the volunteers is shown on pp2-3, and more information about **Helping Dawlish** is on p4.

We are particularly grateful to volunteers **Katie Young, Helen Fewings, David and Amanda Force, Carolyn Shaw,** and **Nicola Twibill** who worked in our offices manning the phones and doing essential admin tasks.

We had a facemask-making industry, comprising **Dotty Tess** and a host of other volunteer mask makers, enabling the community to access facemasks for a donation. This was a fantastic service for the local community and raised over £2,500. Many kind people and organisations including *Cofton Country Park* donated the necessary materials.

We were unable to host our normal fund-raising events, but several wonderful people set lockdown challenges and invited donations for our benefit:

David Force dyed his hair purple and raised over £1,800; **Gabriel Osborne**, a fitness instructor, ran online classes called Blocfit, and raised over £500; **Maddy Nokes** zipped down a wire raising £250, and our Chairman, **Robin Buchanan** undertook weekly swims in the sea raising £875. These figures exclude any gift aid, as that was accounted for separately.

Donated goods were originally sold outside the office and **Val Hempstock** moved it all online for us, and this generated over £2,500 in sales.

There were so many other small acts of kindness by our supporters and volunteers, too many to list individually, that helped things to run smoothly.

THANK YOU ALL

Working with *Helping Dawlish* we also provided
PANDEMIC VOLUNTEER SUPPORT

FACTS AND FIGURES

National Lockdown 1 (23 March – 23 June) and through to 31 July 2020:

187 clients made 529 requests for services

119 (63%) of clients made a single request

68 (37%) of clients made multiple requests (ie 2 or more)

112 individuals registered to volunteer, with **66** going on to provide direct services to clients

Where the client referrals came from:

Individuals referred by:	Number of individuals	Percentage of total (187)
Friends & Family	28	15%
Medical and Health Organisations: Barton Surgery (2); Devon Carers (2); ROC (5); Social Services (3); Mental Health Services (2); Recovery Navigation (2); Together – Drugs & Alcohol (4)	20	11%
CVS	14	7%
Alice Cross	3	2%
Assist Teignbridge	72	38%
Helping Dawlish/DTC	45	24%
Other: HITS (1); Homemaker Southwest (1); Dawlish Community Transport (1); Ladies Mile Holiday Park (1); Cornerstone (1)	5	3%

Amazing Statistic!

One volunteer has walked **over 500 miles** running errands and keeping an eye on the particularly vulnerable.

Types of service requested during Lockdown 1

Type of request:	Number of requests	Percentage of total (529)
Shopping	259	49%
Medication	175	33%
Signposted to other services	45	9%
Befriending	16	3%
Benefit Help	5	1%
Food Parcels	12	2%
Other Volunteer help	13	2%
No help required	4	1%

Areas of work

The vast majority of requests for support (511) were local to Dawlish and Dawlish Warren, but we did have a few requests from Teignmouth, and 2 were from outside the area.

Ages of Clients

An analysis of the ages of clients by the number of requests for support shows that those vulnerable and/or shielding and needing support covered a wide age range. For 130 requests the client's age is either unknown or they declined to say, but for the remaining 399 requests the analysis is shown below. Almost half of those requests were for people aged over 80.

Age of client	Individual requests	Percentage of total (399)
<20yrs	1	
20-30yrs	15	4%
30-40yrs	16	4%
40-50yrs	7	2%
50-60yrs	35	9%
60-70yrs	54	13%
70-80yrs	83	21%
80-90yrs	160	40%
90+	28	7%

Our phones were very busy and we were working with a reduced number of staff in the office. We are very grateful to those volunteers who stepped in to help and worked alongside us, manning the phones and helping with office administration. Further volunteer hours enabled Fish & Chips suppers and other hot meals to be delivered locally, and leaflets outlining available support to be delivered across the area.

Over 500 hours of support provided by:

5 volunteers supporting with answering the phone and logging requests for help

18 volunteers supporting with the Fish & Chips Suppers and Hot Meal delivery

28 volunteers supporting with leaflet drops

By the time of **Lockdown 2** (5 November to 2 December) and then **Lockdown 3** (from 6 January) it was easier for vulnerable people to access supermarket delivery slots and many of the clients supported through Lockdown 1 had managed to make their own arrangements. Requests for support were far fewer, but included:

- 61 requests for shopping support;
- 23 requests for medication support;
- 3 requests for "other" support;
- 1 request for a telephone befriender.

Through the 3 lockdowns, volunteers have provided over **1200 hours of support** responding to individual requests for help.

The overall total number of **logged** volunteer hours in respect of support services provided during the national lockdowns is **1744** hours.

*** Thank you ***

We are extremely grateful to those who chose to put themselves forward to support others during such a difficult and challenging time.

Helping Dawlish Initiative

Local organisations working together to respond to community need

The **Coronavirus Pandemic** has been a worrying time for our community. *Helping Dawlish* was formed in March 2020 as an initial emergency response bringing together a group of local organisations, each working to their own strengths, so as not to duplicate, thereby providing a range of services to help local people to cope and to support each other.

Assist Teignbridge was privileged to be one of the many organisations involved in the Helping Dawlish Initiative, working alongside Dawlish Town Council to support our local community with information, signposting and services. With a one-stop contact number to triage calls and make sure people were supported quickly and appropriately, *Helping Dawlish* were able to assist with a range of services including shopping, medication runs, befriending, information leaflets, food parcels, activity packs, hot meals, Christmas and Easter hampers, and half-term lunches, to name just a few. They were able to answer questions and to advise who to contact locally, with information being updated regularly on a specially formed website www.helpingdawlish.co.uk and on their social media page.

The impact of the Helping Dawlish Initiative could only be achieved by a lot of willing volunteers and kind donations from people wanting to help those in need. As we come out of the restrictions, this loose collaboration will remain in place to respond to future community needs.

This is a shining example of what can be achieved when organisations work together.



HELPING DAWLISH—EASTER APPEAL

We're doing a special Easter Bunny Run of Easter Eggs and Easter Food Parcels to share in our community.

WE NEED YOUR HELP!

If you can donate a medium size Easter Egg then please drop it into Assist Teignbridge at the side of the Manor House between 9am and 5pm Monday to Friday by 26th March.

If you can't donate an egg but prefer to donate funds—these will be used towards Easter and other community projects by Helping Dawlish. Donations can be made via the Town Council website: <https://www.dawlish.gov.uk/payments/>

THANK YOU



www.helpingdawlish.co.uk



Dawlish Community Larder

Run in partnership with  Helping Dawlish

We support people in immediate need of food whether due to a medical need or social isolation or prior to other help being available during the COV-ID 19 Pandemic

See www.helpingdawlish.co.uk
or ring 07584 052 306 or 07711 234 948

Donating? We have donation points at the Co-op Store and Dawlish Funeral Care.
Can you donate any of these?

UHT milk	Sugar	Shower Gel	Teabags	Cereal	Custard	Squash
500g pasta packets	Soap	UHT Juice	Toothpaste	500g rice bags or noodles	Squash	Tinned beans or tomatoes or soup
Cake/cereal bars or Biscuits	Tinned meals/ Fish	Jelly packs	Rice pudding	Pasta sauce - jars	Tinned fruit	Coffee

Thank you!

After the pandemic is over any excess supplies will be donated to MHS.



Money's too tight at home to ask

I'm struggling to manage this

Where can I get help?

In order to support local young women of menstruating age, we are appealing for donations of:

NEW AND PACKAGED
BIKINI STYLE
KNICKERS
& packs of wet
wipes
(pref. biodegradable)

Sizes
Ages 9-10 to 12-13yrs
10-12, 12-14, 14-16

PLEASE KINDLY DROP OFF TO
ASSIST TEIGNBRIDGE
(The Manor House, Dawlish)

www.helpingdawlish.co.uk

 **Helping Dawlish** initiative, local organisations working together to respond to community need

Helping Dawlish, comprising: Dawlish Town Council, ROC Dawlish, Assist Teignbridge, Dawlish Community Transport, Open Daw, ROOTs Community Enhancement, Dawlish Christian Fellowship, Home Instead, Dawlish Action for Youth, St Gregory's Parish Church, Living Dawlish Community Hub, The Strand Centre, and Dawlish Chamber of Trade and Commerce.

