



**fuse**

The Centre for Translational  
Research in Public Health

# Welcome

## Fuse COVID-19 Seminar

*Culture, complexity, collaboration  
and courgettes*



Community project Edberts House, Gateshead Council, & the Fuse Translational research programme reflect on the complexities of cross-sector collaborative responses to COVID-19

Tweet during the event using  
the hashtag [#FuseCSS](#)



# Rules of engagement

- Ensure your microphone is muted and remains so unless invited to speak.
- Please stop your own video to help with streaming quality - but please feel free to start it when asking a question or joining in the discussion during any social.
- During the presentation and the Q & A, type your questions in the chat box - the Chair will manage and put the questions to our speakers.
- If you want to speak type a ? into the chat box or raise your hand in the Participant sidebar.
- Professional conduct is expected.
- If you feel that someone is behaving inappropriately or is a cause for concern, message the host (Ruth Wilson).

# Programme

12:15 to 12:20 – Welcome and Housekeeping

12:20 to 13:00

Sarah Gorman, Chief Executive Officer, Edberts House

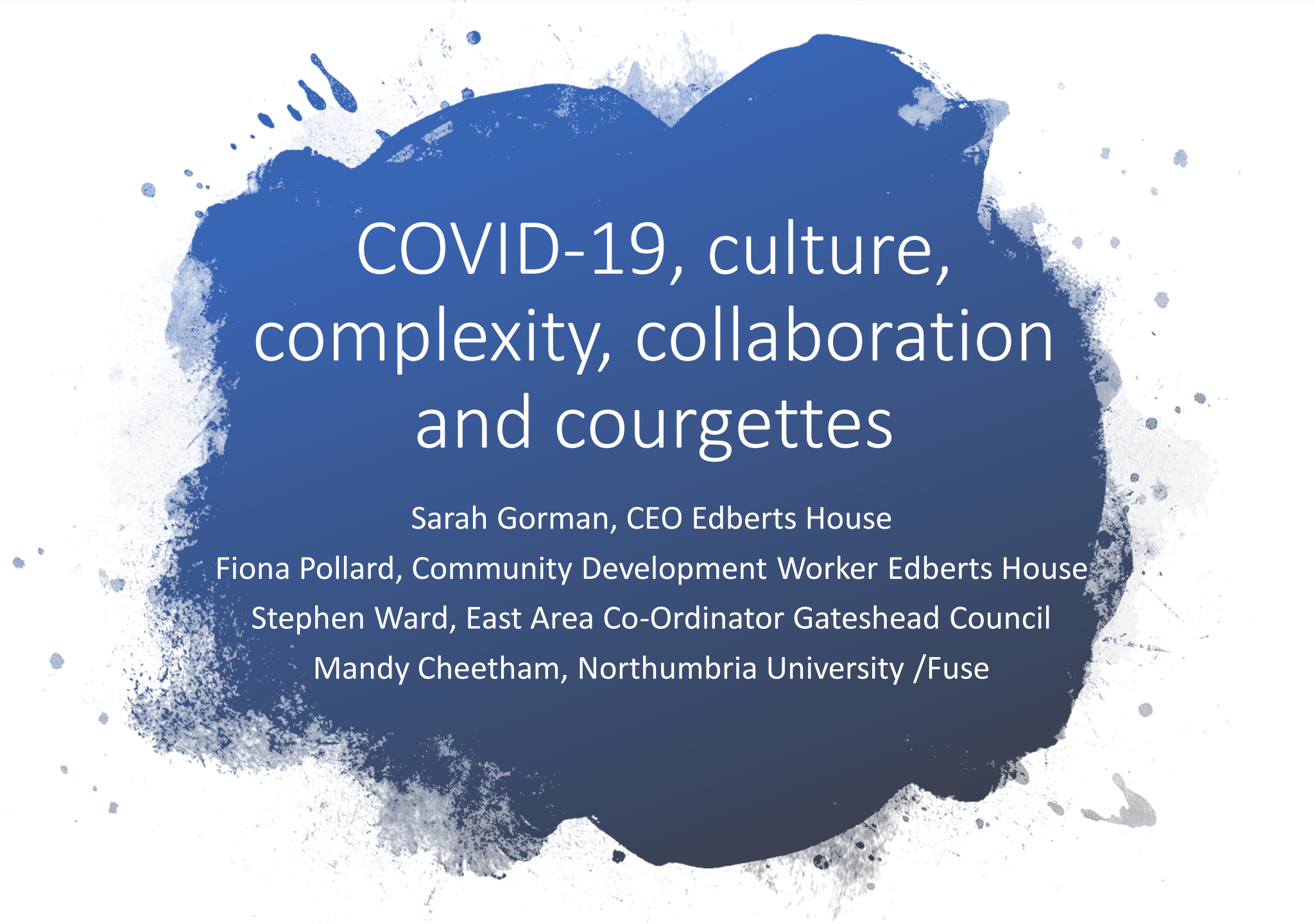
Fiona Pollard, Community Development Worker, Edberts House

Mandy Cheetham, NIHR ARC Research Fellow, Northumbria University / Fuse Translational Research Programme co-lead

Stephen Ward, East Area Co-ordinator, Gateshead Council

13:00 to 13:15 – Q&A. Questions from the audience to speakers submitted via chat and chaired by Peter van der Graaf

13:15 – Close



# COVID-19, culture, complexity, collaboration and courgettes

Sarah Gorman, CEO Edberts House

Fiona Pollard, Community Development Worker Edberts House

Stephen Ward, East Area Co-Ordinator Gateshead Council

Mandy Cheetham, Northumbria University /Fuse

# Partnerships and collaboration



Edberts House



GP Occupational therapist Neurologist Stroke Team Police  
 Dept of Work & Pensions Hospital Consultant Nurses Rehab key worker  
 Speech therapist Stroke team B&B Fire Service 6 social workers  
 NECS Adaptations team Private lettings agency Barnardo's Taxi company  
 Community Link Worker  
 5 Head Teachers  
 9 paid foster carers  
 Housing estate officer  
 Educational Psychologist  
 Social Work Support Worker Advice Centre Gateshead Family Court Practice Nurse  
 Court Guardian Newcastle Foundation Paediatric Consultant Careers service  
 Special educational needs team



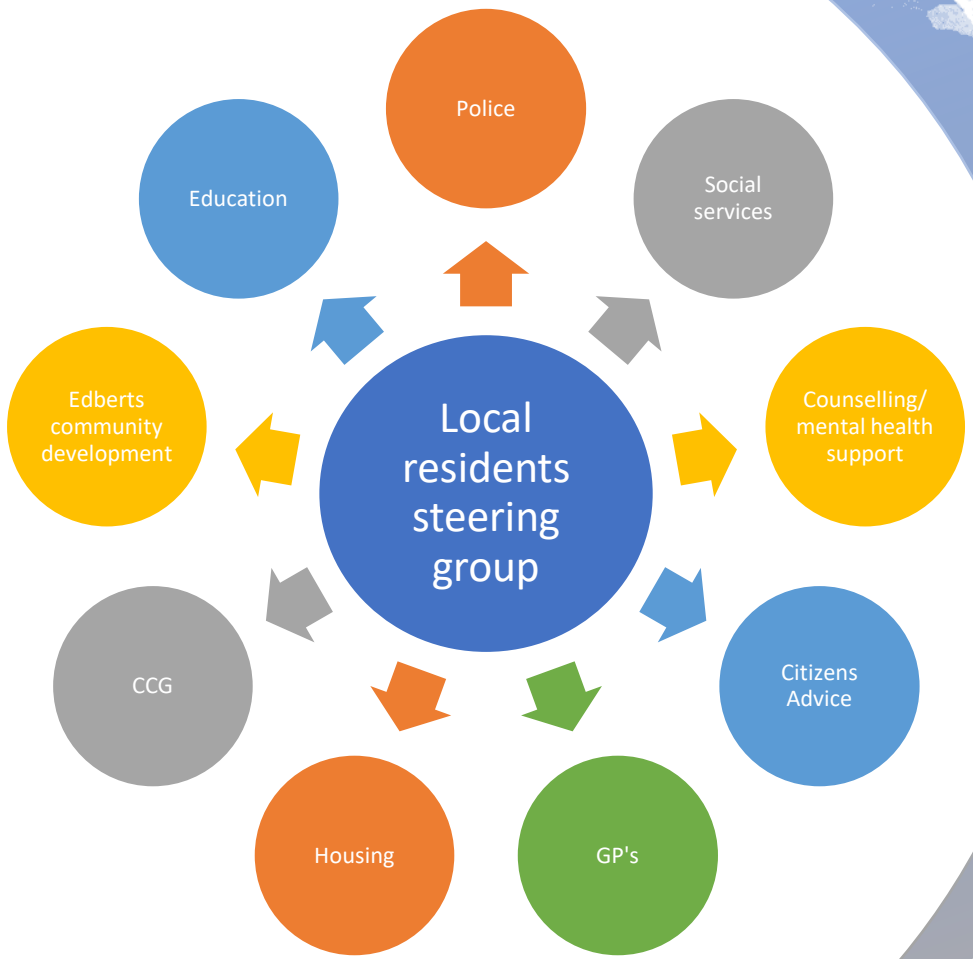
We have recently become involved with **one family** who had over 63 professionals or support services involved between July 2017 and July 2018 alone. There is still no effective support in place. **We have to try something new.**

Supported by  
 63 people



# Background / Context of BLE

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# Thrive in Beacon Lough East Partnership





The department  
store experience



**Larkspur  
House...building  
happier, healthier,  
friendlier, safer  
communities**



## Larkspur House

- One of 8 shielding hubs
- Emergency response – Covid crisis
- Offering bespoke solutions to complex problems

# Culture, Collaboration, and Courgettes

## Why are we different?

- VCS/Council joint leadership
- VCS/Council team
- Established relationships in community
- Established relationships with partners and stakeholders, including staff in primary care
- Additional funding/resources – van, buildings, people



# Research methods

- Embedded research
- Participatory observations
- Residents survey (n=71)
- Interviews with community members (n=14)
- Focus group with teachers (n=8)
- 1:1 telephone interviews with staff / stakeholders (n=14)
- Seeing and being part of action and change(s) over time





## What community members said

- *As residents of this estate, we feel rather toothless (IV3:17)*
- *I don't think people feel like they've got any power (IV7:20)*
- *It's making life easier...learning to listen to the people, reaching out to people in different ways (IV4:29)*
- *You realise that people aren't as different from you as you think (IV10:9)*

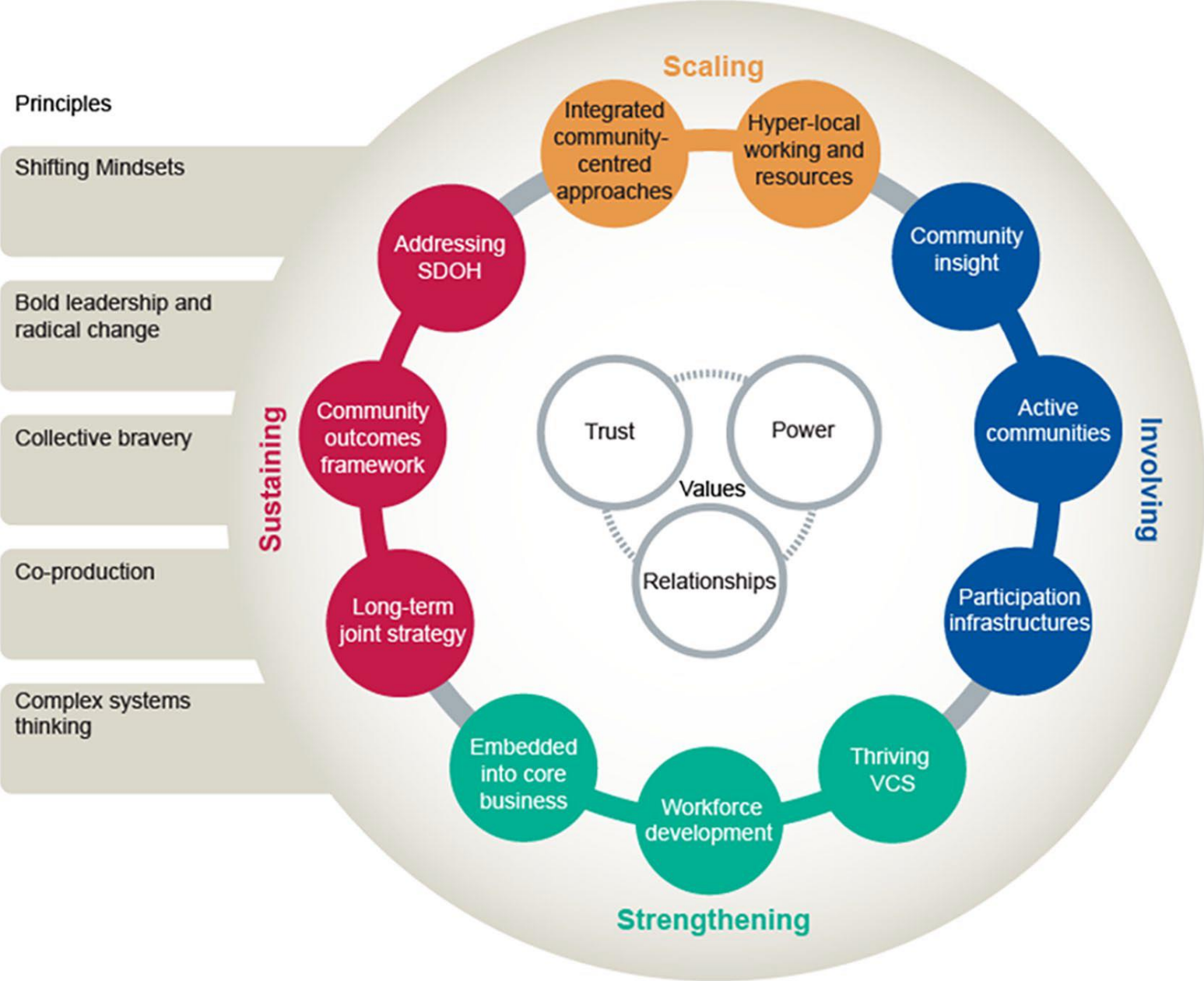
# Stakeholder perceptions

- *When you've got people doing the work on the estate that live on the estate, that's better for the estate (Staff IV8:10)*
- *I think Pre-COVID, we created an impetus, we created a momentum to create solutions that people really want to see (Staff IV14: 22)*
- *People have been far more fluid around control, they've had to be... We've cared less about our own budgets and empires and more about the purpose. (IV6:21)*

# Eleven elements of community-centred public health: a whole system approach

South et al (2020) Sustaining and strengthening community resilience throughout the COVID-19 pandemic and beyond *Perspectives in Public Health*  
 DOI: 10.1177/1757913920949582

Source: Public Health England.16  
 Figure is made available under the Open Government Licence v3.0. (online):  
<https://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>.







Culture,  
Collaboration  
and Courgettes



Our culture values  
connection

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Our culture  
values  
creativity and  
emergence



Our culture  
values  
community  
engagement



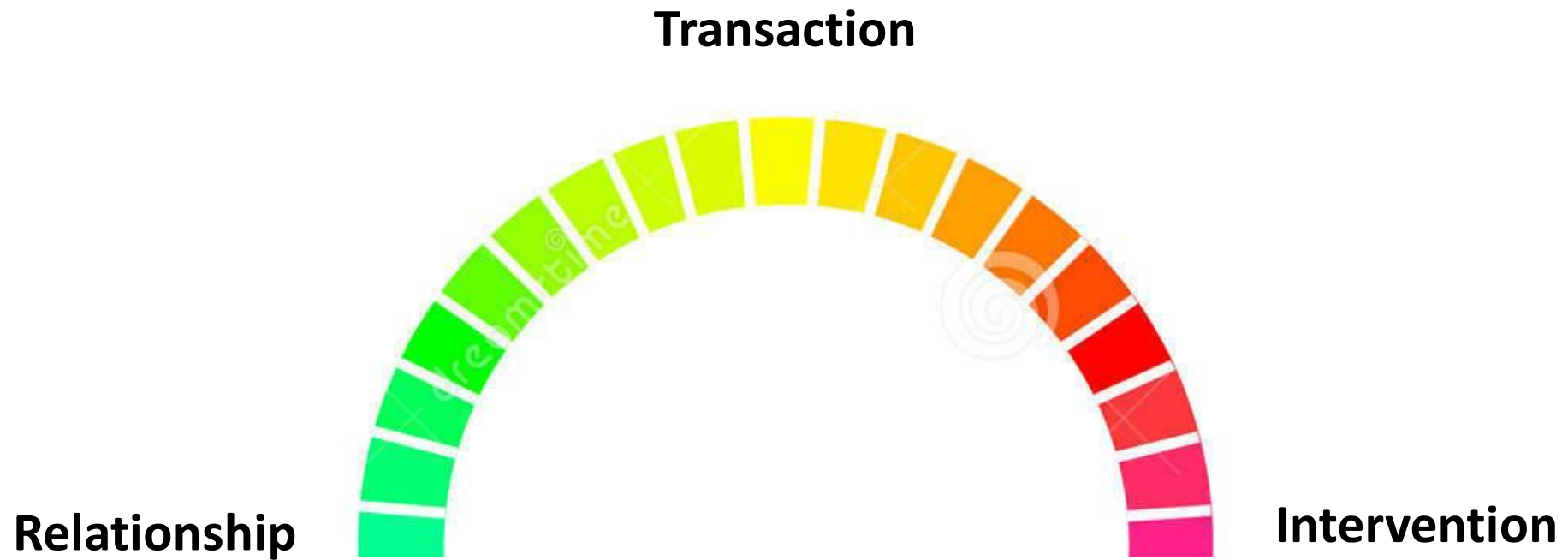


Our culture  
values control



Control  
=Wellbeing and  
longer life  
expectancy

# Building control during Covid?



# The challenge of collaboration







## Reflections and learning...

- High levels of pre-COVID need
- Simple solutions in complex systems
- Change makers are everywhere
- Importance of informal, safe spaces
- Shared purpose helps
- Values are fundamental
- Emotional labour in sustaining partnerships
- Freeing up staff requires bravery and trust
- Appetite for, and openness, to learning
- Feelings welcome
- Tensions can be productive



Questions /  
Reflections?



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Thank you for attending  
this online event

*Please visit the Fuse website for more  
thought provoking webinars led by our  
research programmes coming soon*

[www.fuse.ac.uk/events](http://www.fuse.ac.uk/events)





## Fuse COVID-19 Seminar

Wednesday 9 December, 13:00 - 14:00

*Media Representations of Older  
People during COVID-19*

Prof Thomas Scharf, Professor of Social  
Gerontology, Newcastle University

Registration available on the Fuse website  
[www.fuse.ac.uk/events](http://www.fuse.ac.uk/events)

