

Torbay Toolkit

Co-production in a Crisis

Introduction

"Cooperation is the thorough conviction that nobody can get there unless everybody gets there." Virginia Burden



Time and time again, through the pandemic crisis people in Torbay are stepping-up to work together locally. It is amazing and humbling to see people reach out of their own lives to assist others. With each new challenge, we face as a community we find - there is no other way "unless everybody gets there" – and for any initiative to be truly effective, it has to be developed at the local level. The process has been complex and the pace of change rapid, but it has motivated all of us to find better and kinder ways forward - and we are confident we can collectively overcome this crisis.

In the beginning, we responded quickly building on strengths in the community. Then, we developed some new ways of working out of necessity – while the world changed around us. We thought we were through the worst but continued trying to improve on what worked. Then we went into tier two restrictions and then another lockdown. The learning through this crisis is immense because it reaches into the heart of our community. We would love to capture and share all the remarkable acts of kindness and giving we have witnessed as a testament to this journey. Here we offer some of the stories, impacts and insights from the experiences of people in Torbay.



Photograph by Beccy Strong

Through the voices of local people, we share some of our stories and insights, on:

- Setting up a community helpline in the first week of the UK lockdown**
- Developing a strength-based support system of volunteers and good neighbours' networks**
- Creating a responsive referral system that provides a journey of support for people**
- Through co-production evolving collaborative community partnerships that reach across sectors – voluntary and statutory – and into neighbourhoods to tackle the fundamental challenges we collectively face.**

We are continuing to learn and improve our ways of working and hope you find inspiration from our experiences in the toolkit –

- Co-production in a Crisis** 2 minute video overview of the helpline by Simon Sherbersky, Ageing Well, Torbay.
- Torbay Community Helpline: A lifeline for Torbay** 9 minute video of how the helpline was started and examples of how it actually works.
- Pandemic Response - Building resilience in the community in response to the COVID 19 pandemic** PDF impact report and infographics.

