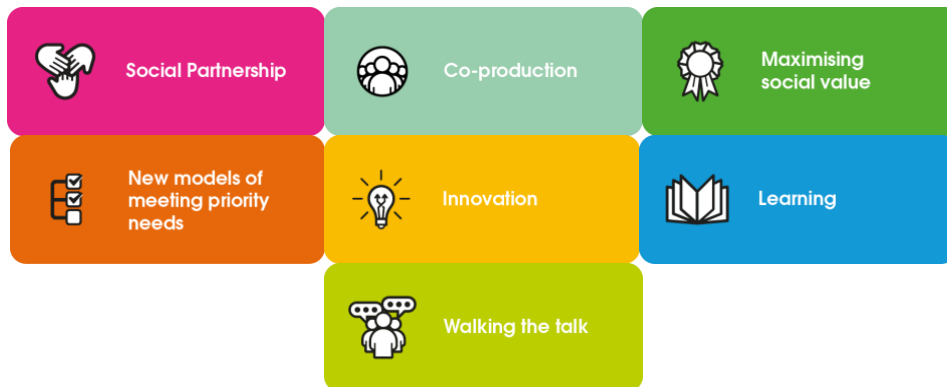


## Community



## Trueman Change for Hyndburn Council

### Evaluation of a Community COVID Response

Trueman Change supported Hyndburn Borough Council (HBC) through an evaluation of their community response to COVID-19 and presented recommendations for future change and partnership working. At the core of this project, we engaged over 40 local organisations, charities, community groups, and key staff. HBC developed a community hub at the start of the pandemic, providing a response for aspects such as food parcels for the vulnerable and COVID-19 information and advice.

We worked to identify improvements in ways of working, alongside future ideas for sustainable change. We provided rigorous evaluation services to HBC, which received further funds to enable their community hub to build on its work in connecting people. We supported the council to work with two local NHS Primary Care Networks (PCNs) and East Lancashire Clinical Commissioning Group (CCG) to develop new and lasting connections between voluntary agencies and the Integrated Neighbourhood Team who delivered wraparound care for people exposed to COVID-19, and others who were particularly vulnerable to the pandemic.

We developed and implemented an evaluation of the council's community response to the COVID-19 pandemic. We used our evidence-based research and evaluation expertise to determine the specifics of how the evaluation would be carried out and presented. Our

rigorous methodological approach to evaluation provided us with sound operative recommendations for how the organisations and people across Hyndburn should work together in the future to improve health & wellbeing outcomes for the community. Our successful outcome resulted in an ongoing positive relationship with this council, and we shared our skills with them by providing shadowing experience to an apprentice. We conducted multiple workshops and interviews with key stakeholders, sent out three digital surveys to various stakeholders to get under the skin of the organisation, completed initial theme mapping, and worked in collaboration to visually evaluate and present findings.

Our final output was a thorough evaluation report that included: key findings to share with partners and other stakeholders, rapid recommendations, a culture map of partnership working in the borough, and substantive recommendations to embed the positive changes made during the pandemic response, including co-designed Partnership Principles.

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