



Ageing Better Middlesbrough: new ways of working in the Covid 19 context

These notes cover key points from a discussion in May with front-line staff about how things were going given the unprecedented changes. Discussion was shaped by 4 core questions:

- What do you feel most proud of having achieved?
- What have you found the most challenging issues?
- What is the most important thing you have learned?
- Who needs to hear about your experience?

ACHIEVEMENTS



ADAPTABILITY

- Having the freedom and flexibility to face the challenges
- Adjusting working practices without prior notice/planning
- Communicating differently and adopting different messages



COLLEGIALITY

- Working closely as at team, even when physically 'distant'
- Collaborating with others in the voluntary and statutory sectors
- Feeling part of a 'whole-town' Middlesbrough effort



OPPORTUNITY

- Engaging with vulnerable people unknown to ABM
- Thinking outside of the box, sharing creative ideas, reflecting
- Trying something new – tasks, technology and training



CONTINUITY

- Maintaining a personal connection with ABM members
- Reinforcing the importance of addressing loneliness
- Confirming the core purpose of Ageing Better

CHALLENGES



FRUSTRATION

- Lost momentum as planned programmes of activity on hold
- Lost connections and half-built relationships



UNCERTAINTY

- Not knowing how the future looks; will plans ever happen?
- Wondering if people are okay; not being able to reassure them

LEARNING



HOME WORKING

- How much can be achieved outside of an office environment
- Having space for reflection; accepting 'unproductive' days



RESILIENCE

- How resilient people can be, even if facing multiple challenges
- How little input people need in order to feel 'cared for'



BEFRIENDING

- Human connection is key; other things are secondary
- The value of befriending; how well it can work by telephone

SHARING

Colleagues

Comms Leads

Health

Partners

Council

Voluntary sector

Managers

Other Ageing Better areas

National Lottery

Trustees

Alison Jarvis, May 2020

**AGEING BETTER
MIDDLESBROUGH**

