

## Horden Together Partnership Transcript

Ali Turner

[Text: Ali Turner, Team Leader, People, Horden Together Partnership]

**Images** [Graphic skyline image across bottom of page. Logo with County Durham Together Partnership logo and Better for everyone strapline]

[Video: Ali Turner sat next to a Horden Together Partnership banner, in front of a window with playing field in the background]

[Ali Turner: We're very much place based so we're right in the centre of the community, we get a lot of people walk in and ask for help and whether we're able to help people directly or not we always try and support them to access the right services within the council.

We do have specific jobs and roles, but I think fundamentally behind that, we see that people are coming to the council for help so it's everybody's job to help someone in whatever way they are able to.

I get to connect with that person and find out what's going on for them and in a broader sense, think about all the council services that might be able to support that person and what their needs are.

We're working with people from some really difficult backgrounds and positions, and they need to feel like a person before they are able to access services sometimes. Sometimes they find it difficult to access services without that kind of help.

I think one of the things that has worked really well as part of the Horden Together Partnership is how we integrate with the community services. We very much work with them as partners, as equals. If anything, they do a much better job than we do, and we bring people to them. So, we might be working with someone who is really poorly or unwell and we might bring them to a VCS offer, some kind of community coffee morning or something similar and what people tell us is that they feel really safe in those settings, and they feel really supported. When that person feels a bit better, they might actually want to give back and go and volunteer in that community setting and so over the time that we've been doing this project we've seen lots of successful outcomes like that where someone's got back on their feet and started to give back to the community. So, it has built the resilience in the community and increased the offer and we've also been able to help signpost the community services to different bits of training such as safeguarding or food safety, something that might improve their offer so they very much see us as friends and allies because we're not working against each other, we're working together, and we can have conversations to get things sorted.

[Images: County Durham Together Partnership logo]