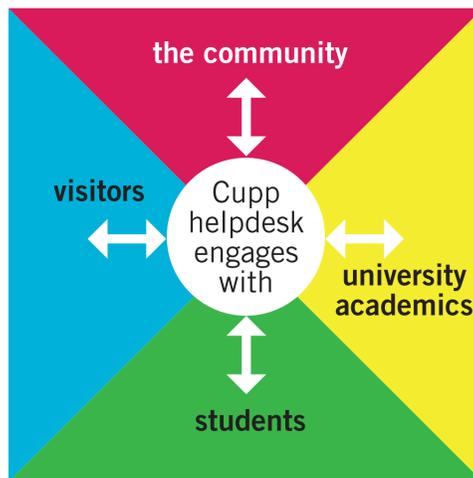


# The Cupp Helpdesk

There to assist with university-community partnership engagement  
reducing inequalities ~ sharing knowledge ~ building communities of practice

## Who's asking the question?

- community
- university / academic
- students
- visitors



Where can I get some help with doing service evaluation?

## What is the Cupp Helpdesk?

- A user-friendly point of entry within the university for all initial enquiries about possible partnership links between the community, the voluntary sector, the statutory sector and the university
- An organisational base for services which are offered to those making enquiries and building partnerships
- An organisational base for academics across the university to meet together and develop community-university partnership activities via the Senior Researchers' Group

How many and what kind of enquiries has Cupp received about university engagement?

I need to find a supervisor for my dissertation on health needs of homeless people.

I need some service-user input on my module.

How can the university assist my community organisation?

My university is interested in learning about your experiences of outreach work.

Who can I talk to about getting experience through working in the community?

## Two examples of Cupp helpdesk work

- The Director of Amaze, a local parenting charity, contacts the Helpdesk. The enquiry is filtered to an appropriate academic. After doing a joint service evaluation, a long-term partnership ensues. Together, Amaze and the university gain national funding to design and evaluate a training course for parents of children with special needs. Amaze commits to working with the university and other partners, embedding ideas from resilience research into practice. Materials (including a book and a film) are co-produced. Funded through further successful joint bids and contributions in kind from the university and its partners, Amaze then leads a community of practice, helping parents and practitioners improve their work with disadvantaged children.
- A Local Authority Housing Policy Officer contacts the helpdesk regarding a consultation exercise involving Black and Ethnic Communities, and the helpdesk manager helps her identify ways in which Cupp can help. Through contact with the Senior Researchers' Group and helpdesk facilitation a consultation meeting is set up, attracting participants from relevant organisations and communities, as well as academic staff and students. Participants of BME-focused activities at the university are currently in a knowledge exchange project on BME needs.

## For further information

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Recently published book about Cupp's work:  
*Community-university partnerships in practice*  
A. Hart, E. Maddison, D. Wolff (eds)  
Leicester: Niace 2007

Is there an academic who's interested in fostering and adoption?

What is the evidence-base on neighbourhood renewal?  
Who can I ask?

How does the helpdesk actually work?

I want to work in research partnerships with LGBT groups.

## What is Cupp?

- University of Brighton's Community-University Partnership Programme
- Cupp's activities address social disadvantage
- Cupp focuses on socially engaged research and teaching
- Mutual benefit to the university and the community is our guiding principle



University of Brighton