**Date: 19/12/2020**

**Duration:** 43:37

**Interviewer:** \*Project Introduction\*

Okay, urr thank you again, and my first question is if you can tell me the name of your group?

**Participant:** We called ourselves the [GROUP NAME].

**Interviewer:** Okay, when did the group start?

**Participant:** Probably within a week of lockdown starting in March. We knew that our small community was going to need help, we’ve got a lot of elderly people, people who don’t travel well, people who don’t use the internet, and so we knew they were going to be confused. There was six of us who got together and decided we would run this.

**Interviewer:** Six, okay. So how, how did it start? How was the process?

**Participant:** I was not in on the very beginning I was drawn in about three days into it. Another member of the group knew that I had specific community skills that can be handy. Urm she knew I had organisational skills and that I was pretty much stuck up on here on our farm, wanting to do things but not able to go physically out. So, she nominated me to help and I said, “sure, why not!”

**Interviewer:** Okay.

**Participant:** So, I came in not at the very beginning but about a week into it.

**Interviewer:** Okay and what was the aim of the group?

**Participant:** The [GROUP NAME].

**Interviewer:** Yes, not the name, the goal of the group, aim.

**Participant:** Oh, it was to provide support urr to make sure people had groceries, if they had errands, they needed running because the buses weren’t running, the taxis weren’t running. People didn’t have cars; they couldn’t get anywhere. We weren’t taking people, but we were picking up prescriptions, food urr… supplies and things. And then urm, towards the end of it, there were things that needed to be moved from say a household here in [TOWN NAME 1] to someone down in [COUNTY NAME 1]. Urr if something needed to be moved between households like medication or clothing, we would take it.

**Interviewer:** Okay, anything else that you have done?

**Participant:** Urm… we made sure everyone knew where there was food, where there was mental health support. Urr between the six of us we had access to a number of of county agencies that we could urm provide urm… just, I’m trying to come up with the right words, just we made sure that we could answer everybody’s questions. And if we didn’t know the answer we would find out. We also coordinated all the businesses in [TOWN NAME 1], told everybody when they were open what services they provided, so if people came on and said, “I need to pick up prescriptions, who’s delivering.” We could tell them that, “this pharmacy is delivering, but that one wasn’t.” Sort of thing, and we’d just kind of guide them and help them. And then it wasn’t just online, we made up flyers we put up posters on the village community bullion boards, there were posters up inside of the businesses with phone numbers, e-mails and the Facebook site. And then we built ourselves a website.

**Interviewer:** Okay, and how often did those things that you mentioned? It was very often?

**Participant:** Yes. At the, at the beginning we were very, very busy. We had a large group of volunteers, that we vetted through the police department. We knew they were safe and reliable. People were asking for things all the time and it was a very, very busy time. Its slowed way down now but I think… now that we’re about to go down into lockdown again in [COUNTRY NAME 1], I think it might pick up as people retreat back into their homes.

**Interviewer:** Okay so what is the situation with the group at the moment?

**Participant:** At the moment we are down by half, the original three members are a little burned out, they are tired, they have other things that they’re doing, so they have stepped away. Let me and two other members of the group, we’re running the website and the Facebook page. We’re still answering questions, we’re still coordinating volunteers, we’re still making sure things are delivered. We’re organising Christmas dinners for people who aren’t going to have anything, who are by themselves.

**Interviewer:** Okay you mentioned that you had previous experience of organising, so-?

**Participant:** Not in a volunteer urm… I’ve been a [OCCUPATION 1] for many years, I run my own businesses. So, I know how to get up and get going and ask people for stuff. I’m very technologically educated, urm, both my husbands have been IT specialise, so I understand how computers work and websites work. I understand how we can make the technology work for us; I was able to do a lot of that support, and because I have been a [OCCUPATION 1], I have good experience working with different types of people who may not be able to work well with each other. So, I’ve been sort of a buffer zone between people who are a little prickly.

**Interviewer:** Okay, that happened often? It happened?

**Participant:** It happened.

**Interviewer:** Okay. Urm, so and can you tell me a little bit more why did you get involved?

**Participant:** I wanted to do something. Urm… obviously I’m an [NATIONALITY 1] living in the United Kingdom. We’ve been here in our village for about two years now so a year ago, wouldn’t have been a year and half. I love this little community and I wanted to do something to help them. I had the skills and I wanted, I just wanted to be able to help out, because people were scared, they didn’t know what to do, urr they may not have had the mental or the emotional skills to cope with this kind of thing. And… I have a wonderful support group so I thought, I’ll do what I can.

**Interviewer:** Okay, and what is your role in the group?

**Participant:** Urm my role at the moment is computer support and I’m sort of urm… organising the other two. But we work on equally urm, one member of the group is vetting new members, trying to get people to answer questions, because we’ve had… people try and join the group who have nothing to do with [TOWN NAME 1], they don’t even live here, they don’t know anybody here, they just want to get on the group and… whinge and whine about things. And that isn’t what we need, we need people who are willing to help. Another one is very good, she knows a lot of the local community, and can talk with a lot of people and organise, things like that. Urm we still have urr access to the other three people who joined, and as we need things, we can go to them, urr these were all – one was a urr, a council member, one, two others had lived in the area for many years, so they had deep roots when we organised it. And right now, we’re just, we’re continuing the work, we’re keeping it going and if we need help, we’re ask for help as things go forward.

**Interviewer:** Okay, urr has your role changed?

**Participant:** Yeah, my role has changed, I’m doing more. Urr, I went into it mostly just to help out, but there was some personality classes within our own group, I did not want to see the group break up, so I sort of… ended up being a go-between, trying to appeal to the best natures of everybody concerned so that nobody would feel hurt or left out. So, I ended up being the communications person between one part of the group and another part of the group. And that way we stayed functional as a whole group and we didn’t let the things that made us different stop the effect of the group working.

**Interviewer:** Okay and how does the activity that you do in the group relates with other parts of your life?

**Participant:** Well… I’m a full-time student. Urm, but I’ve not be in classes since this pandemic started. I tried going back in October and I couldn’t do it. I have [MEDICAL CONDITION], so I already am immuno-compromised, and I just didn’t feel it was worth the risk. So, I’ve been stuck up here on our farm, and… I wanted to help, I wanted to be part of something, I wanted to feel like I could contribute to others because there’s people that have nothing and don’t know where to do for help. So, it fits in, I’m on the computer all the time anyway, between classes, urm family is all in the [COUNTRY NAME 2], I’m taking with them, I’m maintaining of, of urm… spreadsheets and things for weather and COVID numbers, because I’m a nerd and I like to know those numbers. So, I’m on the computer and it just made sense that I would be here and as people needed those things, those requests would pop up and I would be able to respond immediately, get help to them or answer a question for them and then move on. Right now, my role is more technical than anything, because I’m updating the number of cases, I’m keeping visual charts updated so that people can look at them and see where we are going in terms of COVID numbers here in [COUNTY NAME 2]. Urm, people have appreciated that, they like to be able to go to something and look at it very quickly and understand what direction we’re going.

**Interviewer:** Okay, how many people are in the group?

**Participant:** At the moment there are three, we started off with six, two, no, I’m sorry we stared of with seven. One left early because she, she also has an auto-immune disease, and she couldn’t come with it. Another one works full time, and she was having a hard time working, and being in the group and having a small child. Urm… the the woman who started the group has got her fingers in a lot of other pies right now, so she stepped back at a point where everything seemed to be slowing way down. She’s doing a bunch of other things within the community right now. So, she, she and the other person who started it, let it to me, and then I went back to two of the people who felt like they’d been side-lined a little bit, and I said, “come on, I need your help, you know it’s up to the three of us to keep this going.” So, they both jumped back on and the three of us have been running it ever since, about a month or so.

**Interviewer:** How, how much? One month?

**Participant:** Urm, in the last month it has just been the three of us.

**Interviewer:** Okay urm and how about volunteers, do you have volunteers or just -?

**Participant:** We have a large number of volunteers still, a lot of people who are still willing to go and do things, urm I think we’re going to check with everybody here the next few days, to see who’s still willing to participate now that we’re going back into a second full lockdown. I haven’t talked to anybody yet, well you’re going to talk with [GROUP MEMBER NAME 1] on Saturday, urm but I need to talk with her. And then our other group members temporarily in [COUNTRY NAME 3] with family right now. So, whatever she does she’s going to do remotely, because she’ll be there for at least a month.

**Interviewer:** Okay, what resources do you have?

**Participant:** …Well we’ve got support from the local businesses. Urm we have a lot of volunteers who are relying on is, I know that [ORGANISATION NAME 1] gave us a lot of guidance on how to set things up. Urm-

**Interviewer:** That is an organisation?

**Participant:** That is urm… I think it is [COUNTY NAME 2]’s charity group that oversees organisation, the organisation of different charity groups. Don’t quite me on that, id have to look it up to find exactly the right answer. But I know the woman who started the group [GROUP MEMBER NAME 2], she brought [ORGANISATION NAME] in, she brough in the [TOWN NAME 1] town council, she was member of all these things, so we had all of that support. We still have that support we just don’t have [GROUP MEMBER NAME 2] as the go between - urm, as an official go between. I have a feeling through that if, if we need her to, she’ll jump back on and she’ll do what she can. Its an interesting question, I can’t really give you a good answer on resources, [GROUP MEMBER NAME 1] might be better at that.

**Interviewer:** Okay, no problem, and are there any particular skills that people in the group have? You already mentioned some.

**Participant:** Urm, there are some skills, there are some organisational skills that a couple of people have, there is just a lot of energy and willingness to go out and, and walk the streets and put signs up. And people had, we have two… or there was three of us that have good technical skills, there as two of us that built the website. I’m, I’m fairly familiar with running a Facebook group and all the things that you can do within a Facebook group. Urm… I guess I was the one that worked between everybody in order to makes sure there wasn’t any hurt feelings when… one person would be a little abrupt in asking for things and some other people might feel a little hurt. Like okay, let’s, let’s think about what the job we’re trying to do, is it all about how we feel, or is it about getting the job done, and lets see if we can work through that. So, I was sort of a cheerleader, encourager, sort of.

**Interviewer:** Okay, and how did you get the volunteers involved?

**Participant:** Many of them were on board already. We have, through Facebook we asked for volunteers, we got their names, we put a form up, they filled in a … a form with their name and contact information. As we needed more information, they would add it, urr we told them that if they were going to be delivering things for people, picking up groceries and things, that we would run their details past the local police to make sure that they were reliable, trustworthy. Everybody was fine with that. Urr some people they volunteered to be on the phone, others they volunteered to urr deliver, others could volunteer to, we had a long list of different things that people could do. Whether it was cooking or providing meals or, urr picking things up or… urr - I really should have gone back and looked at all the different things. There was a long list, I’d have to go back and look at the list. And we pared it down because there was some things that we were offering, that nobody wanted, nobody needed. Urm, we had mental health urr, somebody was willing to talk to people who were experiencing mental health issues, that was never needed. Urr because they knew who to contact within the county.

**Interviewer:** Okay, and how do you coordinate the help?

**Participant:** We, we have a spreadsheet, we have phone numbers, we call people or e-mail then, or message them directly, “we need help.” We usually get immediate responses. Urm, if somebody asks for help, we usually can get an answer to them within a couple of hours about, who’s going to come, what they’re going to be able to do, and how that’s going to be addressed. Urr we’ve had people from as far away as [TOWN NAME 2] and [TOWN NAME 3] which is about seventeen miles, you know, ask for something to be picked up or fetched for them, and we’ve been able to meet their needs, deliver food. There’s been a lot of people with no phone, no e-mail, no computers, they would walk to a neighbour’s house and say, “I need something,” and then the message would get out that people needed things. And we tried to address everybody’s needs.

**Interviewer:** You had many of these people without a phone?

**Participant:** Urm I know of about three instances where people would either contact one of us directly or contact a volunteer who would then relay the message to us. So, a lot of people in this area don’t have computers or phones, don’t have cars…don’t have a network, don’t know their neighbours, its startling really in this day and age.

**Interviewer:** Urr the geographical area is big? Can you tell me a little bit more about – I don’t know the-?

**Participant:** Urm [TOWN NAME 1] is in a valley on the very west side of [COUNTY NAME 2] county. Urm… [COUNTY NAME 2] is quite large and there’s another large city to the north, to the north side of the county, we don’t go up that far, although we do have members who are in the [TOWN NAME 3] area; but they’re members because they have family here in [TOWN NAME 1]. But [TOWN NAME 1] convers about, about eight or nine villages, urm… because we’re right on the edge of [COUNTY NAME 2] and [COUNTY NAME 1] county, we sometimes dribble over into [COUNTY NAME 1] county because there’s some villages on on that side of the boarder. But we mostly looked at, you know, what was withing twenty or thirty minutes of us, and how easily we could get between the villages that way, and just helped out – if they asked us for help, we either got them help or we pointed them to another group that was doing it that was closer to them. And we were aware that there were other similar community groups like ours, that were trying to meet needs all, all throughout this area of West [COUNTRY NAME 1].

**Interviewer:** Okay, so the group was in contact with other groups, locally?

**Participant:** Yes, we were in contact, we made, we made sure we know who was out there, who was doing stuff, urm they would come to us, we would go to them. It was more important about keeping everybody covered and having their needs met than anything else.

**Interviewer:** And was the group connected with other political organisations or community organisations? How was the relationships with other groups and organisations?

**Participant:** To the best of my knowledge, it was fine. We delivered the information that was needed, or we delivered whatever was asked for. Urm we did it, I was not normally the person who was contacted, it was usually [GROUP MEMBER NAME 2], or [GROUP MEMBER NAME 1] who were contacted because they’ve got more fingers in the community. I was not usually aware of anything until long after it had happened. We would talk about it in our weekly meetings.

**Interviewer:** Okay and how was the relationship with the local council?

**Participant:** It was fine, because [GROUP MEMBER NAME 2] was already on the local town council and she was also leading this particular group, urr, the council was fully supportive or everything we were doing, and she was reporting back to them all the things that we were doing. Urr, we were supporting each other, and we were trying to stay within the guidelines that were set up and not step outside the boundaries of doing too much, doing thigs that, you know, people would come to expect when it really wasn’t our job to fill that need. But as, even right now, [GROUP MEMBER NAME 2]’s not on the town council anymore, she’s gone on to other things, and of course she’s stepped away from running the group as well. So, I think if we asked the town council for something, or if they communicated with us, it would be great, you know. We want to stay within the guidelines and be helpful.

**Interviewer:** Okay, is the group part of any national network?

**Participant:** No, not that I’m aware of. I could be wrong on that, [GROUP MEMBER NAME 1] may know better, but I don’t think we are, no.

**Interviewer:** Okay and has your group tried to get any official recognition, for example becoming a company or a charity? You didn’t thought about that?

**Participant:** No, no we just want to make sure everybody has food and clothes and medicines and that they’re safe and healthy. Urm, we’re not after anything else.

**Interviewer:** Okay, urm you talk a bit about your own motivations to get involved. And how about the motivations of other participants? Why… I your opinion why did they get involved?

**Participant:** Because I think they, they really wanted to help out their neighbours. We live pretty well spread out through [TOWN NAME 1], I live in a small, above a small village, we’re in a farm. Another member lives across the valley, we just wanted to make sure our neighbours, our friends, the people we care about, are safe, healthy, urm and not, not overly upset about the rules behind being locked up in our homes to protect us from a virus we can’t see. We also wanted to make sure that people were educated about this, that they weren’t listening to conspiracy theories or getting the wrong information. We, we did it out of an abundance of caring for everybody. We want to see everybody survive this. We all know somebody who has died, we all know people who have had this. We don’t want anyone else to get it, we just want everyone to survive it in the best way possible. If we can do that, then that was our goal, was to help each other get through this.

**Interviewer:** Okay, and has involvement in the group meant a lot of time and effort for you?

**Participant:** I, there’s more now as we’re starting to get back into this second lockdown and there’s only three of us. We’re a little bit more busy. I didn’t, I wasn’t needed for an awful lot of things, urm, we, we voted as a group, we approached things as a group. We decided, you know, there were people who tried to join the group and be a problem, we decided as a group when these people were not being a help and… they, they didn’t need to be in the group. People were trying to tell others that we weren’t telling them the right thing, urr come to me. We had one gentleman who kept putting his phone number and his website over the top of our signs. Urm but then he wouldn’t deliver anything, he wouldn’t get anything done, he wouldn’t get volunteers to help him. People would go to ho for help and they were getting nothing, so… it was, it was annoying, and we were unhappy to do it, but we want to help, and this person was not helping, he was causing a problem. And eventually the town council had to tell him to knock it off.

**Interviewer:** Okay.

**Participant:** So, you know we have things like that but all we want to do is to help each other survive this in the best way possible.

**Interviewer:** So, you faced some challenges and problems.

**Participant:** Yeah.

**Interviewer:** Can you-?

**Participant:** Yeah, there were challenges, there were people outside the group in the community that felt that they could do a better job. And as far as I’m concerned it was more of a power grab, except we didn’t have power, so we didn’t understand why they were trying to grab power from us when we didn’t have it in the first place. There are some people who want their name recognised for good things, and that isn’t who we wanted working with us. We wanted people who would do the work and didn’t care who noticed. And right now, we’ve got people who are doing the work and we didn’t care who notices, we just want it done and people safe and food and medicine delivered, and people being supported in the way they best need.

**Interviewer:** What you did to help the, that helped to solve those problems? What kind of things?

**Participant:** Urm well, we would talk as a group. No, nobody made an arbitrary decision without talking with the rest of the group. Urm… when we had problems like that, it was almost always unanimous that, yes, we should do this particular thing, no we should not let this person continue to, to to try and offer help and then not deliver it – because, you know, people were left outside of it. We just… we just tried to go at it as a group together, to be supportive. Urm…trying to think about how else we handled that. We didn’t let it go on for very long. We simply got together, we were always connected through Facebook and messenger, we could message any one of us day or night, somebody would answer within a few minutes, so we were always connected, and we could always get a hold of each other. Even now if if I got on Facebook, I could get anyone of those people \*finger snap\* like that. Urm… I think we worked well because it was about the community, it wasn’t about us, for most of us anyway.

**Interviewer:** Okay and have people drop out of your group?

**Participant:** Urm there, there have been four that have left the group due to illness or due to other work. Urr nobody has left the group because they were unhappy. No one’s left the group because their feelings were hurt, no ones left the group because they felt that they were unappreciated. Urm for awhile we did sort of split into two, two groups that did two different things, and I was that go-between between the main part of the group and the technical part of the group because there were some communication issues. Two of our group are autistic and some other people in our group did not know how to deal with that, how to talk with them. As a [OCCUPATION 1], I did. And I was happy to do that communicating. And because I did the communicating between the two groups, everybody worked well, and everything stayed working. If we’d all stayed on one big group, without that, that filter to be able to communicate to our autist members I think it could have gone really badly. I didn’t want it to go badly, I wanted it to succeed and help others, and I could see where it was going, so I just sort of volunteered to be the communicator between the two, and that [audio interference, 28:32] is the two autistic members and me is in charge of the group while everyone else has gone off and done other things. So, they, they had tremendous things to add and give the group and now are still emotionally invested in it. And I think that was what was important.

**Interviewer:** Yeah, can you talk a little bit more about the type of things you have done as a group that have helped keep the group going, during the whole process.

**Participant:** Urm… we’ve just tried to be very, very supportive of each other. Urr quite a few of us have health issues, urr as people needed to take a little bit of a break, we would make sure that those members had everything they needed, that they had a partner that they could go to, that they had the food that they needed, if they needed anything else, we would take things to them. We were here for them, we were here for them to talk to if they just needed to vent. We always made sure that we were very supportive of everybody else when they were having… problems dealing with some of the things that were going on. For example, we have a young woman, a young mother, urr working [OCCUPATION 2] and she’s around people all the time and she can’t trust that they’re not ill or that they’re wearing their masks and things like that. She’s very concerned about it. So, we’re constantly just telling her that we love her, giving her advice on some of the things that she could of to help herself feel a little bit more secure. Urr we never tell her that she’s being unreasonable, we validate what’s wrong, we support her, and we’re hear of her when she’s ready to come back and… contribute again. But that was the most important thing was just be supportive to everybody and listen, listen more talk less when people felt like they needed to vent or the had issues, that was the most important thing.

**Interviewer:** You had regular meetings, you mentioned that?

**Participant:** Urr we did. Urr through most of the pandemic urr, through most of lockdown up until about July, we met every week. Urm… as lockdown lifted as people were able to go out we started to meet less and less. I think the last time the group met as a full group would have been… late September and then people started leaving, doing other things. Urr now there’s just the three of us, urr but we’re we haven’t met on Zoom or anything we’re constantly on touch via messenger. And right now, one of our members doesn’t not have very good internet connection so even if we wanted to do urm a Zoom or a Facebook meeting with her, she wouldn’t be able to do it because of her network support. But [GROUP MEMBER NAME 1] and now are in contact with each other daily anyway. And if there’s an awful lot that needs to be communicated then we’ll get on the camera and well say it rather than text it.

**Interviewer:** And with the volunteers, who is the relationship, with the communication?

**Participant:** To the best of my knowledge, that is all done by text or e-mail. Urm… I have not had to call anybody; I think that [GROUP MEMBER NAME 2] and [GROUP MEMBER NAME 3] who started the group were the ones that would do the phone calls. I think if we start needing people now, we’ll go back to phone calls, you know, to get people quickly. Like I said, urr we’re going to have to get on and ask who’s still willing to be part of the volunteer group as we go back into this second lockdown. Urr so we can have everything on board as that kits the end of Christmas.

**Interviewer:** Urr were any of this strategic the things that you did in the group, strategic?

**Participant:** I wouldn’t say they were strategic. I could… urm, we simply met each need as it came along. As stuff happened, as we started to get some odd behaviour, like we had that one person who tried to volunteer and then never did anything, and we had to chase them down. We became aware that we had to become a bit better in vetting our volunteers… urr but for the most part he was a one off, that’s never happened again. Urr we really haven’t needed to build up any strategies because nothing ever happened more than once, urr we’ve just met needs as they’ve come along and handled them to the best of our ability.

**Interviewer:** Urm… have you learnt anything from coordinating the group.

**Participant:** Yeah.

**Interviewer:** What kind of things?

**Participant:** Yeah. Urm… that people are still very different from each other. And adults can behave like children even in the worst of times.

**Interviewer:** Can you be more specific?

**Participant:** Well, there are times when there are hurt feelings and there are, urr people misunderstand, urm… you learn to choose your works very carefully. Because you realise, you’re dealing with people who have a very thin skin. So… I think that was my role was determining how thin everybody’s skin was and figuring out how best to say things so that nobody ended up with hurt feelings or misunderstandings. Urr my degree, when I went to university was in [DEGREE SUBJECT].

**Interviewer:** [DEGREE SUBJECT].

**Participant:** That’s communication. Urr teaching is communication, urr… and that, that’s ended up being the most important thing, how we communicated with each other. So, I I learned that that’s still an ongoing process, and apparently, I’m not too bad at it and people would rather keep me around than muddle through on their own, so we can go with that.

**Interviewer:** And did you learn something from the community?

**Participant:** Oh yes. Urm… we have a wonderful community, they are generous to a fault, they are absolutely looking out for everybody else, they do worry about their neighbours. Urr they worry about the people they can’t see on the street anymore, because nobody’s on the street. So… I have made some very good friends through this group. One woman that I knew at a very minimal level through a village improvement society, is now an extremely close friend. Urm [GROUP MEMBER NAME 1] who I didn’t know at all before this, is now somebody I know I can go to for anything, also a good friend. I’ve made friends with the other women in the group and I wanted that, I wanted to know people in my community, I wanted to feel like I could, urm… contribute something. You know I’m an [NATIONALITY 1], my husband is [NATIONALITY 2], we’re living in [COUNTRY NAME 1], we wanted to… bring something good to [COUNTRY NAME 1] and be a part of the community here. So even though it took a terrible pandemic to do it, we now feel that people know that we’re reliable and that we can help out in an emergency. So… I’ve learnt that we chose well in picking this place to live.

**Interviewer:** Urr and how do you see the future of this group?

**Participant:** Well, a month ago I would have said, “well, we’ll just peter out and we’ll just hang out in the background until the next pandemic.” Urr because that was our thinking that this is not going o be the last time something like this happens. But, with this new lockdown coming in at the end of Christmas, urr we’re going to be needed again. Urr so we’re, we’re going to get organised to make sure we can hit the ground running as people need things. And my husband’s muttering under his breath as he hobbles out of the room. Urr… we’ll yeah, we’ll still be here, and we’ll still help out, we’ll let the group know that we’re still able to deliver, we’ll figure out the volunteers that are still able to participate. Urr I think actually I’m going to have to text [GROUP MEMBER NAME 1] here and say, “oh, we need to get this done because Christmas is going to be here before we know it and then we’re going to be all shut up again.” So, we’ll be here, and we’ll be able – hopefully people will let us help. But I think as time people have got a little bit more experience and know better how to plan ahead and what do to do before everything happened.

**Interviewer:** What kind of things you will do differently?

**Participant:** I don’t know. I don’t know what we’ll do differently. If it’s just the three of us running it, we might have to be a little bit more specific about who does what, and when, so that…we can get some rest. I know that at the height of the first lockdown, everyone was very busy and very stressed because people were asking of help all hours of the day and night, and it was odd, peculiar things. Urm some people wanted rides which we could not do. We couldn’t take anybody anywhere. Urr but we would deliver and there was a question of who we would handle money, and did we want to take money from anybody, we didn’t want to take people’s debit cards because we felt that was open for problems. So, we figured out a way of making sure things were paid for without money being lost in volunteers’ hands. Which never happened, there was never a case where somebody claimed money was missing, but we just didn’t want that to even become a problem, urm. So, like I said, we’re going to need to sit down and talk about specific roles as we go into this one. But this time we’ve got a lot of warning, last time we didn’t, we had one day. And it surprised everybody, although I think a lot of people through it was coming. This time there’s a lot of warning, people can go shopping, they can stock up, they can get the things they need. Urm… and then there’s just the bare minimum during lockdown that they have to go and get, so.

**Interviewer:** And how do you see your role in the group in the future?

**Participant:** Urr, I think my role is going to be a little bit bigger because there’s less of us. We all have urm, IDs and cards for our cars so that the police would know that we were traveling on essential business. Urm they had all of our registration plates, they had all of our driver’s licence info so anyone who stopped us would know that we were part of a support group and we were probably either fetching or delivering things. I have a feeling I will do that more, if we don’t have enough volunteers. Because I think a lot of people are just burnt out right now. But we’ll play it by ear, I’m flexible.

**Interviewer:** And after the pandemic, after COVID, do you see the group keep going?

**Participant:** We will stay together at a minimal level. Because I think these viruses are going to keep cropping up. I think tis a miracle we haven’t had one before now. Because of climate change, weird things are going to happen. And we’re going to get these odd animal to human virus members. And it just a question of time before the next one. So, to leave the infrastructure in a place doesn’t require a lot of effort, its there, urm, we just need to be ready to start as soon as the next one happens. And I think that was part of the goal, instead of starting from scratch every single time something like this happens, we would just keep the group at a minimal level and just be ready for the next emergency. Whether it’s a virus or a weather emergency, we have a blizzard or something like that, we can pop up and do what’s necessary to help the local community survive. And then go back down until the next time.

**Interviewer:** Okay, do you think that is necessary to have groups like that?

**Participant:** Yes. Yes, because our government, and I’m not talking about just the British government, I’m talking about most governments in this world, look at the United States as a terrible example, are struggling, they don’t know what to do, or they refuse to take the money or the time to do it. So, it has to be down to the local community groups that take care of the local community. We cannot trust the larger government entities are going to be able to do it. And to some extent, they haven’t. They’ve been real grateful we’ve stepped up and done it and they can go concentrate on other things.

**Interviewer:** Urm, okay, thank you, I don’t think I have any more questions. Urr is there anything you like to add? No?

**Participant:** I don’t think so.

**Interviewer:** Well, thank you very much.

**[Debriefing]**

**[End of Interview]**