**Date: 15/12/2020**

**Duration:** 43:16

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

First of all, I would like to ask you some questions about your group, and my first question is what is the name of your group?

**Participant:** Urm, it doesn’t have a specific name to be honest with you, it’s just urm, it’s a [GROUP NAME].

**Interviewer:** Mmm, and when did the group start?

**Participant:** In March 2020.

**Interviewer:** Okay, and how was, how did it start?

**Participant:** Urm it started by myself obviously with the pandemic, I was worried about neighbours being isolated, not having any support network, so my idea was to go around the estate, there’s 252 houses on the estate, and so I went door to door asking people if they wanted to join the scheme. And the scheme involves breaking the neighbourhood down into small groups of between eight and twelve houses before I went to assign each other so they could communicate easily and keep an eye on each other was the basic idea of the scheme.

**Interviewer:** Okay, urm so you were involved in the group, who else was involved?

**Participant:** Urm, just myself, initially, urm… because I was going door to door and I’m collecting names and telephone numbers so people can chat within the group, I was very aware of data confidentiality. Urr which made it awkward to share the work with somebody else really, who I knew well enough urm and because I was telling all the participants that everything is confidential with myself and names and telephones wouldn’t be shared amongst the small groups, therefore I did all that side of the work myself. And then, as the pandemic was getting more of a problem, the lockdown imminent, it became awkward going door to door and not particularly safe, urm so I was able to meet one of the neighbours, [GROUP MEMBER NAME 1], who is an IT whizz urm and she made leaflets for me. So, then I put leaflets through all of the doors of the people that I couldn’t see face to face. Urr the local newsagents, I asked them whether I could put a like a small post-box in their shop so people could fill in the leaflet with their details and put it in the local shop, urm and they agreed to go that, but obviously for short space of time, so two weeks. Because the post-box was intrusive really, because the shop is so small, there wasn’t anywhere really, they had to move merchandise to accommodate the post-box. But I was able to put that in for two weeks. Urm so some, some of the participants posted their details in the box, and then I used to go in the evenings to unlock it to take the leaflets out and then I would update the groups. And then when I had so many entries, I then formed the groups, urm, typed them all up and posted them out to respective houses. So, I had about a fifty percent response from the neighbourhood.

**Interviewer:** How much?

**Participant:** About fifty percent.

**Interviewer:** Fifty, okay. Urm and has anything changed since it, since it start, the group?

**Participant:** Urm because I’ve only really instigated the groups, the individual groups, it’s a case of they’ve all then have to run their own little group would be the idea. Urr so in all, initially I created I think twenty-eight groups that I’d actually created, I went around the estate and see which houses were opposite each other, etc, and created twenty-eight groups. And because obviously only [unclear, a partial? 03:49] percent participated, the actual groups then I had to merge some of them, and in the end, it was nineteen groups that I made. So, I don’t really have any input with the other groups, my particular group that my household, urm neighbours, there’s twelve in our group so we keep in touch regularly within those twelve houses. As for the wider group, I don’t really have much interaction with them. Occasionally I will phone the older people who I knew live alone, to see how they’re getting on. And it was the case early on when I first created the teams, that the neighbours were very willing to phone around the older people etc, and see how they’re getting on, but then the novelty wore off and I find that few people are really engaging the way they were at first. Although many of them that were on, now when they’re outside will say hello etc, whereas before they wouldn’t. A lot of the neighbours actually know the people who are living beside them, whereas before we didn’t. That’s one of the positive things. Urm it was a bit disappointing that they don’t really speak to each other more, to check. And I found that most people are very willing to help. Urm, if I phoned up and said, “would you get the shopping? Urm up the road?” A lot of them would say, “oh yes, I’ll do it.” But the lengths of organising it themselves, isn’t really happening.

**Interviewer:** Is it? Isn’t?

**Participant:** No, no, that’s what I found. But saying that I don’t think we’ve got people that have, out of people that have a joined team there doesn’t appear to be anybody who is really vulnerable. Everybody seems to have support and their families, so the reality of people who live alone have all got families who can help them with their shopping. Urm, there’s one lady living up my street, who lives alone and doesn’t have family, but she has a very good friend who comes who helps her. And she now has the phone numbers of her neighbours who she can call on if needs be. So, she understands the process, then if her friend can’t come, she has got phone numbers to call, so she knows the names and numbers of her neighbours. So, in that way its successful because I know these people have all got phone numbers of people to contact if needs be. But from my point of view, I think it would be nicer if people phoned the elderly people more often.

**Interviewer:** Okay, so what’s the situation with the group at the moment?

**Participant:** With my particular group?

**Interviewer:** Yes.

**Participant:** Yeah, well my group, we don’t interact urm too often probably every few weeks. We all speak to each other on WhatsApp, we will text each other if there’s anything that we need to know. Urm when we’ve done various things since the pandemic then that’s, Easter Sunday we all came out of our houses at nine o’clock and we all sang ‘All Things Bright and Beautiful,’ which was nice. And I put like a message all over the the estate about there, and our neighbours here and there joined in but not a lot of them unfortunately. And it’s hard getting the information to all the other neighbours on the estate, urm my friend [GROUP MEMBER NAME 1] who created the leaflets for me, created the website, which is how you found me: [unclear 07:17]. So, [GROUP MEMBER NAME 1] created that website for people to use and so people can join the groups. But again, I don’t think many people really look at the website, which is a shame. And the people who really want to help the elderly etc, are not IT competent, in general. Urm, so reaching other people, the more vulnerable people I think, is the hardest.

Urm it was good to have the post-box in the news agents but that weas only temporary. I wanted to attach the post box elsewhere on the estate, excuse me, \*coughs\*. But I found that very problematic, we have a health centre at the top of the estate, and I asked the health centre if I could attach the post-box to their exterior wall, and I had no response from them, which was a bit disappointing. Urm, then I phoned the headquarters and I managed to get hold of a lady which was very helpful but in the end, she wouldn’t accommodate it, being on the health centre in case it confused patients. Which again was disappointing because the health centre is open for patients to go in and such.

The social club at the top of the estate I asked if I could use their wall to put the post-box and they never applied at all. I wrote three times and had no response. So, I think it’s quite disappointing that… areas that could help haven’t done. Urm because it would make it more visible, because the post-box as well, to make people more aware on a daily basis [unclear 08:51], people passing would keep in mind that we have got the neighbourhood group going. Whereas if it’s just a leaflet that’s coming through every now and then and then it’s into the bin, people will forget about it. Urm these are the people that haven’t joined the scheme, unfortunately I haven’t been able to raise awareness of it. Urm so I think people who have joined, have got the phone numbers, so that’s, yeah, something positive.

**Interviewer:** Urm, and have you had any previous experience of organising local groups like this one?

**Participant:** No.

**Interviewer:** Okay. Urm-

**Participant:** Probably why its not so successful, \*laughs\*.

**Interviewer:** Urm, when did you. Sorry you got involved in the beginning, or created, but why did you get involved? This is my question.

**Participant:** Why? Well, mainly because I was concerned about people who might be isolated and have nobody to help them. Urm I’d recently seen an article on the news about an old gentleman out of the country who’d had the coronavirus and he’s actually, he had no food in his house. And he went out to the shops, I don’t know if you’ve seen this article, he went out to the shops to get some food, and he had a mask on etc, and he had a car accident, he bumped into this lady who happened to be a nurse, and then that’s how the story kind of came to the news. And the poor man was going to the shop to get himself some food which was near his house, and he wouldn’t go out because he knew he had the virus and he was frightened of obviously transmitting it, and I though that’s just so sad that this person had nowhere where he could turn. So that story really touched me, and I thought well, I wouldn’t want someone to be in that position in our local area, and so that was a means of making sure that people knew that they could have contacts close by.

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

**Participant:** My role, I’m the main organiser.

**Interviewer:** Okay, what kind-

**Participant:** So, the scheme as a whole or my small group of houses, which one are you asking about?

**Interviewer:** Urr, both. What kind of things do you do in both groups there?

**Participant:** Okay so in the main group, like I say it was just basically setting up the groups and expecting them to be independent, looking after themselves. Urm occasionally we have done thigs urm… which would involve the whole community. One being the VE day celebrations. Urm one of my neighbours who lives opposite me is also very proactive and she’s very community spirited, she made something for all the houses. She made cream cakes for everybody, and a lot of people in the estate did join in with VE day celebrations, so we all had a garden party inside our own gardens, because of obviously social distancing. So that was a really nice day that the whole estate, even if they weren’t joining in, people could see, that most of the people were out in the gardens and enjoying that, so that was nice for a community thing to do. Urm… what else have we done?

**Interviewer:** Yeah.

**Participant:** We’ve done, yeah, the lady opposite as well, she made-

**Interviewer:** What?

**Participant:** Can you hear me okay?

**Interviewer:** Yes, but its, I think its my audio sometimes, what is the name of the things that you did, the second thing now?

**Participant:** Yeah, the neighbour over the road, she crocheted, she crocheted rainbows for us to display in our windows in support of the NHS, so she did that with a small group, so we all put the rainbows in the windows. Urm another thing we did on bonfire night, we went out with sparklers, so we bought sparklers for the children in the group urm… and then at seven o’clock we all came out and lit the sparklers and one of the neighbours baked [unclear, 13:10] so that was shared amongst everybody, so that was nice. When people are all inside and its winter now, its nice to see all the neighbours. Although of course we were all distanced in the gardens, it was nice for people to see each other. Urm… so I I phone quite regularly around our group of twelve, just to see if everybody’s okay, urm but we all kind of get on quite well and see each other regularly. People who’ve got the dogs, walking past the field adjacent to my house where I live. So, I see lots of the neighbours coming and going if I happen to be in the garden. Urm, if I don’t see anybody for any length of time, I’ll give them a call, make sure they’re okay, urm and the group hasn’t met any problems in our group. There’s not much – we have got elderly neighbours, they’re in their eighties, but their family look after them, they come do the shopping, they’re okay. Urm, next door then we’ve got couple of are disabled, although they’re disabled the gentleman drives urm so he goes out, he’s quite happy to, he doesn’t want anyone to do his shopping for him, he knows that we would all help if need be.

**Interviewer:** Okay, urm and how does the activity that you do in both groups relate to other parts of your life? How do you fit everything?

**Participant:** Urm well when I first did the scheme it was quite handy because I was actually on sick leave from work, so I had time on my hands, so I had time to do all the organising and creating the groups andtyping al the lists and delivering them to the houses. Which was quite time consuming, but I had that time to do that and at my own pace. Urm, because I’m not fully fit so it’s something that I can do, you know, only so many hours of the day etc, I can fit that around. I am back a work now, it is difficult finding time, in an ideal world I would like to be more involved in the wider neighbourhood scheme to try and keep people more interested to it, urr but unfortunately, I don’t have the time anymore to do that. But I am proactive in our little group. Urr we’re hoping to do something urm, probably for new year, we were thinking of doing something together for Christmas time but now because of the government stance on three households being able to join together, I think Christmas people are going to want to do other activities. So maybe new years eve we might plan something to do something, a social distancing party depending on the weather, in the front gardens again. So yeah, that’s where we are at the moment.

**Interviewer:** Okay, urm… so did you, what kind of things, you mentioned already some, [unclear, functional? 16:19] things, and how about regular things, did you do shopping, collecting prescriptions, this kind of thing, or you didn’t need it?

**Participant:** Urm, personally we did do some shopping for some food, not in our group, still in our neighbourhood scheme, they live down the road, it’s quite a long road. There’s over a hundred houses on it, urm… so this couple urm, the gentleman had actually been travelling and he’d come back from, I think it was [COUNTRY NAME] if I remember currently, so he’d come back and then was isolating for two weeks, he’d had terrible time traveling, his wait was so long [unclear, 17:01] at his home etc, so he was quite bedraggled by the time he arrived home so urm… on the day when he arrived we provided him with a hot meal and some toiletries, some food to tide him over for a couple of days and then we did regular shopping for him, dropped shopping off. Urm his girlfriend then decided to come self-isolate with him, urm so they had to couple up in there. So, we’ve been in touch with them the whole time, so we helped them through the isolation period, so the girlfriend developed earache which she suffers from etc and needed medication, so we helped them out in that incidence, that was just a fortnight.

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

**Participant:** In my group there are twelve, twelve groups, twelve households?

**Interviewer:** And they are all active or-?

**Participant:** Urm not voluntarily active, no. I mean some of them will pick up the phone. There’s probably three that will phone me and generally it will be me that would phone the others, in general.

**Interviewer:** Okay, and what kind of resource did you have?

**Participant:** None.

**Interviewer:** No.

**Participant:** \*Laughs\*. When I started out, obviously it was just myself and a clipboard and a sheet of paper and just writing down everything, people’s telephone numbers and the names of participants who wanted to get involved. Then I had to buy copious amounts of paper and printer ink, that was when [GROUP MEMBER NAME 1] got involved and helped me out with leafletting etc. Urm, the first batch of leaflets [GROUP MEMBER NAME 1] printed for me, when I realised how much that was costing her, and time that was taking her as well, I thought that was unfair to burden her with that cost and I started doing the printing. Which was quite costly really the amount of ink, going on distributing the leaflets. Yeah, so then we started, like I said [GROUP MEMBER NAME 1] provided initially and then after my printing. But anything that needs printing… urm I will print since then. I sent a letter around the neighbourhood urm… when the end of summertime, end of October on the Sunday I sent leaflets around again to every house reminding them about the scheme, I had four more join up from that hand-out. Urm [unclear 19:48] who had joined the schemes to remember you know, to kook after their neighbours and to thank them for their help in the scheme.

**Interviewer:** Okay, and any particular skills that people in the group have?

**Participant:** In my particular group?

**Interviewer:** Yeah.

**Participant:** Yeah, we’ve got a couple of nice bakers \*laughs\*

**Interviewer:** That’s quite important.

**Participant:** For alL of my social gatherings. And then there’s three out of our group of twelve who like to bake, so they baked for VE day and just in general one of the ladies will just bake a cake and leave them on people’s doorsteps, which is nice. One of the neighbours is very creative so they crocheted the rainbows for us, and she made bunting for VE days, so if we needed anything doing, she would make things for it, she’s very inventive and genius really. So, she would be our go to person. We’ve got a couple of, three young families, so their dedicated to the children, you couldn’t really expect them to be doing anything, urm with the, they’re all working and juggling as most people are.

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

**Participant:** Urm well basically they’re all self, you know they look after themselves really so, you know the paper stresses to them the importance of looking after their own individual groups. Urm so it is hard, in an ideal works I’d like to ring around regularly all the different parts to help them, because like I say, I think people would do anything if they’re asked, but people don’t proactively engage with the neighbours in their group, which is a shame. It needs one person in each group kind of spear head and keep the little groups going. Some of the groups joined WhatsApp groups amongst themselves so I know a few of them are active so they will, you know, text around each other and see how they’re doing. Urm-

**Interviewer:** Do you have – sorry.

**Participant:** So, I don’t know if that is as good as it was in the early days, I don’t know.

**Interviewer:** And do you have also a Facebook account?

**Participant:** No, unfortunately, IT is not my thing and I don’t do Facebook, which doesn’t help. So, I guess somebody who was more au fait with that urm, that background would probably involve more people. One of the neighbours over the road, she is involved in Facebook so when I’m doing anything, she puts it out on Facebook, urm she also puts on reminders every now and then that people can join the scheme anytime, urm to remind people in the community, I think it’s the area that I live in has a Facebook page that she will then say in the area Facebook page the [unclear community? 22:56] are still taking you know urm applicants if they want to join their groups. So, she puts that out occasionally.

**Interviewer:** Okay, urm, if someone needs help how do you coordinate, organise urm -?

**Participant:** If somebody, to be honest with you, I haven’t had a single request for help via the website, I just had one gentleman who didn’t live in my area, but he said that he used to live there and basically, he was asking for somebody to buy him a big heap of books from eBay, so it was a bit of a [unclear? 23:33] thing really. Urm which is not what the website was about, so it was somebody really just chancing if they could you know… urm get something for nothing basically. But if somebody did need help, if somebody got in touch with me, urm… through the website and said they needed help, I would then contact somebody in their particular group urm which is what I was hoping they would do in the first place, but if they didn’t do that, I would contact somebody in their group if the person asking for help was happy about that, to see if they could help them with shopping or anything else they needed. If no one in their group was willing, then I would ask other people from the whole neighbourhood who I know would be happy to help. Because a lot of people I think, I happy to do shopping, I will help people walk dogs, when they fill in the forms on the website, they say all the things they’ll do, I am fine chatting to people etc. So, people, a lot of people are really willing to do things so I could then [unclear, 24:34], urm a lot of people would be willing to help.

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

**Participant:** No.

**Interviewer:** No, mutual aid, the COVID mutual aid network, nothing like that?

**Participant:** Urm, I just put it on mutual aid, urm the website, basically just a couple of sentences to let people know that it was there.

**Interviewer:** Urm, you already talk a little bit but if you can explain me more, further, how is the relationship with other local groups?

**Participant:** Sorry, can you say that again?

**Interviewer:** How is the relationship with other groups locally?

**Participant:** Urm we don’t have any relationships with others, no.

**Interviewer:** Okay, why?

**Participant:** No, if, if somebody needed help and after somebody got in touch with me to say that they were having problems with food, themselves, having money etc, and then get them in touch with the larger community group to help them in that way. I haven’t had to do that yet, but I know urm that there are groups around so if need be, I will put them in touch.

**Interviewer:** Okay, urm, how about with the local council, how is the relationship?

**Participant:** Yeah so, the local council, I have actually written to the local council when I was looking for help with the post-box for somewhere to site it, so I wrote to them asking if they could help me because I thought that’s the most vital thing that we need to be prominent on the estate. Unfortunately, I didn’t get a single response, urm from the letters that I sent to the local council. Urm, so yeah that was very disappointing. The local council does have a website, urm, which supports other people to get in touch for help as well. So, I would use that website if people approach me for help which I couldn’t deal with personally, but I haven’t had to do that.

**Interviewer:** Okay. And has your group tried to get official recognition by somebody, by becoming a company or a charity?

**Participant:** No.

**Interviewer:** Did you thought about that?

**Participant:** No.

**Interviewer:** Why not?

**Participant:** Urm, I think the wider you do things the more complicated things get. So, the main idea is just for neighbours to help each other. So, everything’s just on your doorstep basically. And I can’t see really how we’d need charitable status to do what we’re doing. Urm so its only a small estate with 252 houses and I’ve not seen a need for people to, you know, be in great need, you know, to need another charity avenue.

**Interviewer:** Okay. You talk a bit about your own motivations, but in your opinion, what are the motivations for other active participants?

**Participant:** I think most people do want to be involved and they like to be neighbourly. But the actual doing of things, getting things going is going to be a hard thing for other people, and often that’s because of time because people are juggling going to work and looking after the children. And also, some people, I think they just like to keep themselves to themselves. Urm, but when they come out, when we’ve done the various things, they’ve enjoyed it. People you wouldn’t normally see outside, like the disabled lady, she’s come out and its really nice to see her, because normally you just would never see her and, she doesn’t even go to her back garden. So, it’s nice to see her coming out to the front garden and waving to the children etc, that’s been nice. Urm, but it is hard really to motivate people to do this, because everybody’s busy and they’re all [unclear 28:41] as well. Urr but I think people do like the idea of being part of the neighbourhood group as well, to know that people are looking out for them. Urm, one of the participants when I did a phone around a few weeks ago, she’d hurt her foot, which I didn’t realise, urm she was one of the ladies who walked dogs and I hadn’t realised, well you don’t notice them because of the darker evenings, you don’t see people as much. Urm, but she was fine, she hadn’t asked for help within our group, we’ve got our own WhatsApp groups, she hadn’t asked for any help, but one of her friends was walking her dog for her. So, she was absolutely fine, and she know that we were all there, if she needed us.

**Interviewer:** Okay. Urm and how about problems or challenge that the group have encountered. For example, have involvement in the group meant a lot of time and effort for you and for the others?

**Participant:** Urm, initially it did, yeah, because it does take time typing up all the groups. It is very time-consuming phoning, which I have tried to do initially, I was phoning people more regularly, it is very time consuming. Urm, the lady who’s been doing the baking cakes and making bunting etc, she doesn’t work and she’s more than happy to do anything, she would do anything. She’s always asking if there is anything she can do, you know, she’s more than willing.

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

**Participant:** No. No, sorry not out of our main group, as in none of the twelve houses have dropped out. In the bigger scheme… one household did actually drop out, which urr surprised me really, urm, \*laughs\*, but I’m not sure what the reasons were. Urr and obviously we’d only distributed the list of the names, I think there is probably six people in her group, with the house number, name and telephone number of her immediate group. So, I explained that at the beginning that this is what would happen, that your urm, name and telephone numbers are shared amongst your group, because that’s the whole idea of it, the group. So, when this household wanted to urm, to remove themselves, obviously I can’t do anything about the letters that have gone to their immediate neighbours, but obviously in the future I’ve removed them. So, when I’ve done any leafletting I’ve not gone to that particular house. But they do know, I asked them, because the girl has got an e-mail account, to just e-mail me if you want to re-join at any point so she knows that she can re-join. Urm, the particular girl she has got mental health problems [unclear 31:35].

**Interviewer:** Okay, and how is the relationship with the scheme with the major group and then the smaller, the small groups?

**Participant:** Well, there isn’t really anymore because I haven’t got that same time anymore. So really, it’s a case of just keeping our little group of twelve houses going. So, the larger groups I’m not really interacting much with them. Ihave, I did the leaflets at the end of October again, to every single house, so that was the last that I did to the whole neighbourhood. But I have spoken to the elderly people who live alone, as I mentioned before and I will be phoning them again before Christmas, That’s probably, maybe eight households with elderly people.

**Interviewer:** Okay. Urm, any other problems or problems that have affected the group?

**Participant:** No, not really no. I’ve not heard of any problems. The main problem is getting everybody to join up.

**Interviewer:** Sorry?

**Participant:** It would be nice; it would be nice if everybody joined and they all kept in touch regular.

**Interviewer:** Okay, urm and so now I want to ask some things about that, that probably that maybe help the group keep going during this this months. What kind of things that have helped keep the group going?

**Participant:** Just keeping in touch with people really. The, the phoning around. Urr or text messaging. That’s basically how we keep in touch.

**Interviewer:** How often do you do that?

**Participant:** Urm probably maybe monthly, our some of the neighbours more often, the elderly neighbourswho are isolated I’ll phone more likely, I’d say fortnightly. And the disabled couple I’d say about the same.

**Interviewer:** Urm, do you have meetings?

**Participant:** No.

**Interviewer:** No okay, but you organise some events for the local group, right?

**Participant:** Just events, yeah, every now and then. If we’re going to organise anything, obviously there’s more activity then with phone calls, and text messaging going on. So, if we do do something for new years even I’ll be in touch or….

**Interviewer:** How do you decide to do those things?

**Participant:** Urm its just, well right now, I haven’t mentioned to anybody yet this idea’s only in my head, urm, so yeah. I’ve mentioned to [GROUP MEMBER NAME 1] the girl who does the IT for me, that we night be doing something. But I don’t know yet because I need time, of ill have enough time to sort something out. What I think we’ll do is a social distanced party, New Year’s Eve, urm maybe for the last hour, because obviously its going to be cold, urm if the weathers been kind it’s going to be last minute thing, I think. Because if the forecast is for rain there there’s no point me putting a lot of effort into it, urm if people aren’t even going to be able to come out. Urm, so it will be a last-minute thing. Urm, so I’m thinking probably, if we do do something, we’ll probably - because it takes so long leafletting all the individual houses, urm I’ve got a family also who live up the street. Urm so I’ll speak to one of the nephews and he will say maybe, it will be a better idea to put laminated posters onto the lampposts and tie them on with cable ties. And Ill take them off afterwards. So, I’m thinking if we do do something, that’s probably what we’ll do. Because that’s then less labour intensive for me. Also, most prominent people will see it because it’s on lampposts on the street. I don’t know if that’s legal, so I’ll have to check that out as well. So, there’s always things constraining what you want to do for legality. And it’s like, you know music, \*coughs\* excuse me, for the events if we did do it, music wise. It would be nice if everyone was tuned into the same things and again there’s all legal aspects of that. And, you know, I don’t know what they call it, is it the CRS who are responsible for music being shared in a public place etc. So, there’s all that complications and everything really. So, I don’t know whether it would be legal or not, for such a, such a thing.

**Interviewer:** So, were any of the things that you did strategic?

**Participant:** Were any of the things what sorry?

**Interviewer:** Strategic? If you thought to do it, if you planned to do it, or it were just spontaneous? Ad-hoc.

**Participant:** \*Coughs\* excuse me.

**Interviewer:** Okay.

**Participant:** Yeah, it was spontaneous things really. I mean I put on the website if anybody’s got any ideas or suggestions to e-mail but nobody has.

**Interviewer:** Why do you think that its so difficult to get people involved.

**Participant:** Urr, I think people are number one: busy, with their own, with their own lives. Urm… so… anything outside of their own social bubble is more of an effort maybe. Urm, some people are more urm, introverted really and need drawing out more, but they probably would be more involved. I think because if there was one person in each group that drives the group, urm things would be, you know better, I think.

**Interviewer:** Okay, urm, have you learnt anything from coordinating the group?

**Participant:** Pardon?

**Interviewer:** If you learned something or anything from coordinating the group?

**Participant:** Urm, I don’t think so, not really no.

**Interviewer:** Anything about the community or-?

**Participant:** Well, I’ve learnt that the council aren’t willing to help, because nobody replied to the letters. So, I found that very disappointing really.

**Interviewer:** You were disappointed, okay.

**Participant:** I were disappointed, yeah, I was very disappointed that they didn’t acknowledge letters that I had sent to them. Urm, when I was initially doing door to door, in March, some of the older people I spoke to were saying, “oh thank goodness somebody’s come around, I thought the council would have been around by now and been in touch with us to let us know, you know, what is happening.” So, it’s disappointing that the local council haven’t been more involved.

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

**Participant:** Urm, well our particular group I think will always keep going. Urm because everyone seems to get along quite well and everyone seems willing to join in, everything that we’ve done so far, everyone’s been involved with. So, yeah, I think that will probably still continue, our particular group of twelve houses will always be a cohesive group and its nice because, trying to actually - ten of the houses that are opposite to each other, two of the houses are separated by a road and their houses are adjacent to, and I didn’t know the people, one house is still empty actually urm it’s being renovated but the people are going to join the group when they move in. And the neighbour adjacent to her I didn’t really know before but she’s very much part of the group, and she’s always coming out for everything that comes out. And when she’s out walking the dog, speaking to more of the neighbours and neighbours, children who might be out. But obviously all social distancing g makes it difficult to interact. Urm but obviously the people with dogs are continual walking across the field. Urm so yeah, its nice to see that particular person now interacting more with the neighbours.

**Interviewer:** Okay, and the scheme, how do you see it? The major scheme, the major group?

**Participant:** Urm, I don’t know to be honest. Urm, it will be nice to think it will keep going, but it needs more input to keep it driven and I can’t do that at the moment with work. Urm it was just fortunate that I was off work at the time and I had time on my hands to get the groups going. Butotherwise, I wouldn’t have been able to do, because time was a major driver really.

**Interviewer:** So, and why did you decide to have a major group and then small groups in the neighbourhood?

**Participant:** Urm, well mainly because as I say, people, the vulnerable people on the estate, I don’t know who they are, where they live, urr how to reach these people. So that’s why I did the whole estate initially, rather than just our small group. Urm, but it made sense really to do every house because I wouldn’t like to think that somebody around the corner was in trouble and needed help and I wanted to to. So, for me it was an easy enough thing to do. Urm just to go to every house. Initially knocking on the doors was very time consuming… urm because some of the neighbours wanted to chat for extended periods of time, \*laughs\*, so that took me a long time doing that initially, but then obviously just putting the leaflets through again takes time, just leafletting takes about two and half hours to go around every house, which is quite a long time. Then again, I do walk slow.

**Interviewer:** Okay, and how do you see your role in the group, in the future?

**Participant:** Urm, in our small group of twelve houses I think I will be urm probably always the one being proactive. If I took a backseat, I think the lady over the road who doesn’t work I think she would take up the position that I have. And she would, yeah, keep everybody involved.

**Interviewer:** Okay. Urm, well thank you, I don’t think I have any more questions, is there anything you wanted to add?

**Participant:** No, not really, no, I hope it’s been a little bit of use to you.

**[Debriefing]**

**[End of Interview]**