**Date: 04/12/2020**

**Duration:** 39:24

**Interviewer:** \*Project introduction\*

So, my first question is what is the name of your group?

**Participant:** The name of the group is [GROUP NAME]

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

**Participant:** Urm it started late March, dud to the COVID pandemic. Urm I started in a smaller village where I’m from, helping out the local community who were self-isolating and shielding, who could not get out to do their own shopping, pick up their prescriptions. I was contacted by someone else from – villages within a town called [TOWN NAME] so I was contacted from someone from [TOWN NAME] who wanted me to take what I had started and make it bigger.

**Interviewer:** Okay.

**Participant:** So basically, that’s how they started and its actually grown since then as well.

**Interviewer:** Mmm, what was the aim of the group when it started?

**Participant:** To assist those who were vulnerable.

**Interviewer:** Mmm-hmm, has anything changed since it started?

**Participant:** I would say so yes urm… predominantly we started to help people who were suffering from COVID or were affected by COVID, i.e., shielding, self-isolating. Urm… it’s become quiteapparent now by working with other third sector organisations, social work department, local councils, citizens advice bureau that services that were, that we *are* providing were actually needed before the COVID pandemic. So, a lot of the people who come to us, they’re suffering financial hardship, or they generally don’t have good health, they might have mental health issues, urm, or just come out of hospital. So, nothing really to do -we started, a big chunk of what we do just now are people who are suffering from the affects of COVID-19 but the majority aren’t.

**Interviewer:** Mmm, okay. And urr, and what is the situation with the group at the moment?

**Participant:** Urm… we now basically work over the majority of [COUNCIL AREA] which is a a a massive area. Urm, we have currently – the organisations run by myself and who is the, the voluntary, my project manager I should say, and one of the co-founders, we have three administrators, and we have seven coordinators. Each coordinator has their own local area, and they run that local area with their group of volunteers who are all local. And that’s done through a WhatsApp conversation.

**Interviewer:** WhatsApp, okay.

**Participant:** Yeah, so we’re currently, in the organisation we have sixty-five people who are all volunteering. Urm… the referrals come in, I think we secured funding, so we now have our own telephone line, which is set up. So, our phonelines are open nine-to-five, Monday to Saturday, so people can phone up and refer themselves. But we also take referrals from other third sector organisations as well.

**Interviewer:** Okay, urm… so the, just to understand, so you did, you mentioned that now you set up an organisations, urr is a formal organisation or -?

**Participant:** We are in the process of, we are constituted, but we are in the process of applying for charitable status.

**Interviewer:** Mmm, okay, why did you decide to do that?

**Participant:** Because I - initially we set ourselves up thinking we had no idea, we, we were just set ourselves up in response to the service that was needed at the time because of the pandemic. But because we can now see that our services are actually needed, outlive the pandemic, we have decided that we’re not actually going to anywhere. So, we want to sustain the organisation and continue it for as many years as we possible can.

**Interviewer:** Okay, so have you had any previous experience of organising groups like this one?

**Participant:** I’ve worked in local, I’ve, I’ve, urm, before COVID I was [OCCUPATION]-

**Interviewer:** What, sorry?

**Participant:** An [OCCUPATION], urm… I… I was kind of, I don’t want to say like an [DESCRIPTION OF OCCUPATION]. So that was my past before then and I recently qualified and got my degree in this just, just as the pandemic started, but [DESCRIPTION OF OCCUPATION], but urm… obviously there is no events happening right now. So, I found myself in a situation that I was on the shielding list. So, once I had finished university, it suited me to do this, because I had to stay at home anyway. Urm, so, yeah, that was kind of my experience. So, the [OCCUPATION] side of it, that my degree is is about is also project management. It’s very very similar to project management so, I, I was quite used to taking on a a position like this.

**Interviewer:** Okay, and why did you get involved?

**Participant:** I’m part of my local community council, so I’ve always been very community orientated and very community minded, and it made perfect sense that when the pandemic started that I was to just go out and help in anyway that I possibly could. So… that was why, that was why I started.

**Interviewer:** Mmm-hmm, so… you’re, what is exactly your role in the group?

**Participant:** I’m the project manager, and the founder.

**Interviewer:** Okay, what kind of things do you do?

**Participant:** Oof, everything and anything, urm… sometimes I answer the phones if the administrator can’t answer the phones, urm I support the administrators, and the co-ordinators and the volunteers, I write all the risk assessments; urm, I’m constantly looking to see what the government guidelines are to make sure that we’re all, we’re adhering to it. I deal with all out [PBGs? 06:50] which is our volunteers being disclosed. Urm… I write all the protocols and update all the protocols, urm… manage the cash book, make sure our funds are in place, apply for funding… basically anything a manager of an organisation would do.

**Interviewer:** Has your role changed in the process?

**Participant:** Urm… not really, I would say that the tasks that I, I now do have evolved as the organisation has grown, we’ve now found out – well, not found out, we’ve now having to… apply for insurance to makes sure that we’ve got public liability insurance and employers liability insurance as well. So, I think as the organisation gets bigger and bigger, we’re now realising we didn’t have certain things in place, that we need to put in place. So, I wouldn’t say, that my roles changed, but its certainly got larger.

**Interviewer:** Mmm-hmm, okay. And how does the activity that you do in the group relates to other parts of your life? How do you fit everything?

**Participant:** You could possibly ask my husband that, \*laughs\*. Urr I work long days at times, I do work long days at times, urm… generally I start at nine in the morning, I try to finish at five o’clock, urm, but it doesn’t always work like that. Our phone-lines come down at five o’clock, but quite often we’ll have a late referral come in, especially if it’s from the social work department. We’ve maybe got someone who’s in dire need so that could last until about eight o’clock at night by the time maybe actually get the volunteer out to do the shopping or the services that they’re needing done. So it is, it is, it’s a juggle at time, but I get there. I do manage to get some time off.

**Interviewer:** Mmm, okay thanks. Just to understand a little bit more, what geographical area has the group covered? Because I’m not, you are from [CITY NAME], right? Yes.

**Participant:** We are, we are from [CITY NAME]. I’m just trying to – give me two seconds -

**Interviewer:** Yeah, sure.

**Participant: -**I’ll quickly Google how many homes are in [COUNCIL AREA] and I’ll let you know.

**Interviewer:** Okay.

**Participant:** The number of households in [COUNCIL AREA] is 46,228, but obviously we do not, you know, offer, we do not, not every single household has a service from us. But to date, since we have started, because we keep a database, so we have a running control database of every referral that we’ve taken since we started, we’ve actually taken over 1,200 referrals. Which is – really, it’s quite a lot.

**Interviewer:** And how regular – urm, what kind of things did you do? You mentioned shopping, right, collecting prescriptions, urm.

**Participant:** Yeah, we started that was what we first started with was shopping urm… collecting prescriptions and offering a friendly phone call-

**Interviewer:** Okay.

**Participant:** -to people who were isolating and feeling vulnerable. We’ve now started various other services, patient transport, so we get a lot of referrals coming in from the social work department and also citizens advice, where people are not able to – patient transport’s not great right now, urm… the the hospitals are not, they don’t have enough patient transport, so people were having to pay up towards £30/£40 on a taxi to go to a hospital appointment. So, we have our drivers, fully trained with, I applied and got funding for PPE, so all of our volunteers have PPE. And we have our vital who are willing to do patient transport, even other types of transport down to doctors surgeries as long as it fits the criteria, they don’t have COVID and they can manage by themselves and the car, then the volunteers will take the patients into the hospital appointments or any appointments, and bring them home again.

We do light gardening work, have a team of volunteers who like gardening, and do so me gardening work. Urm… we also have – because we have such a large number of volunteers, that itself, that in itself brings a wealth of experience and skills, so we have people who were, who worked in the care sector, we also have trades people, an electrician so urm… if someone phones up and they have an issues, an essential issue with their home with something electrical we can actually contact a volunteer who’s an electrician, he’ll go out and help them. And everything’s free, there’s no charge included for the services, it’s all about community helping community.

We’ve had someone stuck in, stuck out the kitchen with their medication in the kitchen, and luckily enough we were able to get a joiner, one of our volunteers’ husband was a joiner he was able to go out and open the lady’s door so she could get her medication. Very, very, very, it’s very varied the things that we’re asked, we can’t always get say yes to things, it’s not always appropriate to say yes. We would never, we would never go against government guidelines going into someone’s house that wasn’t essential.

**Interviewer:** Okay.

**Participant:** And then we’d, we’d never put our volunteers or our service users at risk either.

**Interviewer:** Okay. And how regular, how often do people in the group did, they do these things that you just mentioned? Is it very often?

**Participant:** The, the other services that we do?

**Interviewer:** Yes.

**Participant:** I would say that we get hospital transport probably… once or twice a day, for a hospital transport. Gardening work… not so much now but coming into winter, but I did see one come in this morning. So, it is quite, quite, not the gardening, but the transport side of it yeah, we get quite a lot.

**Interviewer:** And how many people are active helpers in the group?

**Participant:** Sixty-five.

**Interviewer:** Oh, okay, and all of them they are very active?

**Participant:** Not everyone, not everyone every day, some people have different availability, but… what we do is, we do keep an eye on volunteers who aren’t active. We will contact them and just check in on their circumstances, because maybe they need a wee bit if support. There could be something going on, you know, in their background as to why they’re not able to volunteer, so we do, we do keep in touch with the volunteers an awful lot, especially the coordinators via the group chat, the group chat acts a s a social space as well for the volunteers, so the coordinators have got a very good idea of what’s going on with their own volunteers.

**Interviewer:** Okay. Urm, and what kind of resources do you have?

**Participant:** In regards to…anything?

**Interviewer:** Okay.

**Participant:** We have PPE urm-

**Interviewer:** PPE is what?

**Participant:** Personal protection equipment.

**Interviewer:** Okay. Ah, yes \*laughs\*

**Participant:** [overlap, unclear 14:18], gloves, hand sanitizer. Anything, anything that you need to keep yourself safe, so we have that as a resource. Urm, we have our, our telephone line which we pay for monthly, we have a computer as well which has been paid for?

**Interviewer:** How do you transport people?

**Participant:** What’s that sorry?

**Interviewer:** How do you transport people to the hospitals?

**Participant:** It’s the, the volunteers own vehicles.

**Interviewer:** Their own vehicles, okay.

**Participant:** But we also provide the volunteer with a sanitizing kit so they can wipe down their cars and, you know, wipe down all the door handles. They’re provided with a protocol on how to keep themselves and the supported person safe.

**Interviewer:** Okay, and did you have access to funds? You mentioned something in the beginning?

**Participant:** No, we had to basically apply for everything and anything, right at the very beginning. Fortunately, I had quite a bit of experience with applying for funding., so we were very fortunate that within the space of two weeks of setting up and applying for funding, we actually had money in the bank account, so we had a grant fund from the National Lottery and also urm… [NAME OF FOUNDATION 1] as well, which just came under ten-thousand pounds.

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

**Participant:** There was a national campaign that was done in [COUNTRY NAME] and it was called [NAME OF NATIONAL CAMPAIGN]. People phoned up, it was just a national helpline number, and depending on where that person stayed, the, their information went to the local councils. We also worked in partnership with, or worked alongside an organisation called [INACCURATE NAME OF ORGANISATION NAME 1], excuse me, [ORGANISATION NAME 1].

**Interviewer:** Okay.

**Participant:** They had the lists of the [NAME OF NATIONAL CAMPAIGN] volunteers, so they passed that on to us and we contacted every single volunteer on that list that they gave us, it was like a hundred and – I think it was a hundred and twenty people. And we ended up with almost a hundred volunteers right at the very beginning. We also have our own social media page; so, we can go to the [COUNCIL AREA] Voluntary Action for more volunteers or we can advertise on our social media page as well.

**Interviewer:** Okay, urm, and how did you get to people in need? How did you know how to find people that were in need?

**Participant:** We, a lot of people in the very very beginning were phoning, urm, an organisation called [ORGANISATION NAME 2], which is [COUNCIL AREA]’s helpline number. So, they were receiving a large large number of calls but had no volunteer groups to pass them out to, so that’s where I stepped into and created what is [COUNCIL AREA], urm [GROUP NAME]. Urm, so the referrals were coming in via telephone from them. There were also going to urr from doctors’ surgeries, urr, Citizens Advice, the local council, they were also putting in referrals to [ORGANISATION NAME 2] and then we were getting the referrals passed from [ORGANISATION NAME 2] to us, and then we were passing onto coordinators who were putting it out for action to the volunteer groups.

We also did a leaflet run as well. So, we printed off two thousand leaflets and distributed them, urm throughout our local area. We’ve put up posters, urm… word of mouth as well. Just- any manner of means to get the word out that we’re here to help.

**Interviewer:** Okay, and how do you coordinate, organise, urm for example how the needs get registered and met, how is the process?

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

**Interviewer:** Urm, how do you organise help? So, if someone-

**Participant:** Yes.

**Interviewer:** Yes, okay.

**Participant:** So, the the, I did hear you sorry. So, the referral process, we still have referrals coming in from [ORGANISATION NAME 2], people from other, people can phone us directly via our phone line, our own phone number, which is wildly, urr widely advertised. Once that referral comes in, it will come in to one of our administrators, so they are on, we have different administrators on different days, they take – their responsibilities is to take their referral and then look at the address and identify which coordinator that should do to. So, once they’ve identified it, they e-mail the referral over to the coordinator, the coordinators will then put that referral out but only that they – because of GDPR, no personal information would go out on a group chat. So, for example if it was a prescription pick up, the coordinator would put on their group chat, “volunteer required for prescription pick up, local,” and whatever volunteer happens to see it, they pick it up, and then they go out and do it. And then the volunteer would then get back in touch with the coordinator privately and let them know that that’s been delivered.

**Interviewer:** Okay, so you mentioned that the group is part of a national network, and and how about relationships with other groups in the city? Locally?

**Participant:** We work very very closely with other groups. Urm… we’ve actually started workshops for our coordinators with other organisations, so we have a local organisation called [ORGANISATION NAME 3], so they did a workshop with us so that coordinators, so that we can pass referrals to each other. A lot of the people that come through to us may not have heard of the other organisations who can offer support. So that when we’re building relationships with the person that we’re supporting, if they have additional needs, we can then refer back to tother organisations. So so far, urm, we’re working with an organisation with [ORGANISATION NAME 1], urm, [COUNCIL AREA] urm [ORGANISATION NAME 3], and another organisation called [ORGANISATION NAME 4] which is an advocacy organisation. Urm, there’s another one as well, Citizens Advice Bureau as well, and social work department.

**Interviewer:** Okay.

**Participant:** So, yeah, it’s very, the relationship’s very very good.

**Interviewer:** And how is the relationship with the local council?

**Participant:** Yeah! We don’t really have \*laughs\* we don’t really have very much to do with the local council to be perfectly honest. They are aware of us, I think they are quite happy that we exist, we take a lot of pressure off their services that they would normally have put out. So, I think they’re – although we don’t have direct access to the council, or not direct access, we don’t have a direct kind of communication with them on like a weekly basis, they are appreciative of our, the work that we do.

**Interviewer:** Okay. Any other local official organisations that you might, for example… with other charities, other official bodies.

**Participant:** Yeah, the ones, the [ORGANISATION NAME 4] and [ORGANISATION NAME 3], they’re charities, urm there’s also another organisation called [ORGANISATION NAME 5], urm that’s for people who have suffered some kind of bereavement or traumatic experience, so we’re we’re kind of working alongside them as well. So, we’re kind of just came into this big pool where we can self-refer to, you know, across the board.

**Interviewer:** Mmm-hmm, okay. So, you talked a bit about your own motivations to get involved, and in your opinions, what is the motivations of other active participants? Why did, why they joined?

**Participant:** I think they just want to help. They really just, I think its about, people do generally feel good about giving back. And… a lot of the volunteers that I’ve, you know, that I’ve spoken to… even if they’re just dropping off that shopping on the doorstep, they’ll stand there and they’ll have a good conversation for ten minutes with that person. And it’s just the… the joy that they get from that, that they’ve managed to help someone else, urm, and maybe brightened up that person’s day. Albeit for maybe ten minutes.

**Interviewer:** Mmm, okay. Urm, you already mentioned that it meant a lot of time an effort to be part of this group for you, and how about for the others? How do I you see that?

**Participant:** Urm, admin and coordinators are committed, they’re on a rota basis, our volunteers there’s no commitment to them, you know, the coordinator will go onto the group chat in the morning and just say, “good morning, urr, I’m on today, can you let me know whop’s available?” So, there’s no obligation to be available that day. And the majority of people who are not available that day will come back and say, “sorry, I’m not available today, but I’m available tomorrow.” So, I think for the organisation to urn as smoothly as it does, we do need a level of commitment from the administrators and the coordinators, urm, because we need that… we need that foundation there to keep the organisation going. But when it actually comes down to the volunteers, they’re, they have the flexibility whether, whether to work that day or not.

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

**Participant:** Yeah. Yeah, I would say that that’s been our biggest hurdle when shielding was lifted and lockdown ended, a lot of people went back to work. So, A lot of the volunteers who’d been furloughed went back to work. So, we started out with I think about a hundred volunteers, at the very, kind of, height of the pandemic, once furlough ended, we did kind of drop down – we do have a turnover we’re settled with sixty-five just now which is manageable, over all we’ve had – how many people have signed up? About a hundred and thirty, we’ve signed up about a hundred and thirty volunteers and we’ve got sixty-five current just now.

**Interviewer:** And why, why do you think they’d, they drop out?

**Participant:** Various reasons, urm… some people, there’s a circumstance at home change, urm, for some people they’ve just went back to work – the majority I’d say, they’ve just gone back to work. And they just don’t have the time to commit through the day. And you know, it’s perfectly understandable that, you know, people have to work.

**Interviewer:** Did you see a difference between the first lockdown and the second? Like-?

**Participant:** In regards to the volunteering?

**Interviewer:** The volunteering, the needs, urm…?

**Participant:** Urm not… actually no I don’t, no. We’ve been fairly consistent and steady with the number of referrals that we get in and we’ve been fairly kind of, consistent and steady with the turnover of volunteers, so I would say no, I personally didn’t see a difference.

**Interviewer:** Okay, any problems that affected the group?

**Participant:** I was just saying the fact that we lost so many volunteers. Urm… that was probably be the only problem that I could imagine that I could think off. Urr… let me have a quick think.

**Interviewer:** Lack of resources? Communication problems, organisations, something like that?

**Participant:** Urm… no, actually no, it runs – [audio cuts out 26:14]

**Interviewer:** Sorry?

**Participant:** -we didn’t, that’s kind of the only hurdle that we had was just the volunteers dropping away, but we’ve manged to overcome that and replace volunteers.

**Interviewer:** Okay. Urm… and how about the things that maybe you have done as coordinator that have helped keep the group going? What kind of things did you do to sustain the group?

**Participant:** Urm, I think the main thing I do to help sustain the group is to support the coordinators. The coordinators are the ones that are in direct contact with our volunteers. We hold fortnightly meetings with the coordinators so… we’re able to, you know, talk about the various things that are happening or have happened within the group over the last two weeks. Urm, its all about communication. I think that’s why our volunteers, they feel part of the organisation. We, we update them regularly on thigs that are happening within the organisation. Urm… I I think my job there is just to support the coordinators, and just to make sure that they are supported, and they are giving out the right information and the right encouragement to their volunteer teams.

**Interviewer:** Mmm-hmm. Were any of the strategic?

**Participant:** Sorry?

**Interviewer:** If you plan to do that or… did, this was strategics the things that you did weren’t ad-hoc?

**Participant:** Urm… no, I think it was just off the top of the head, you know just – it’s the kind of person that I am, I will keep in touch with the coordinators and admin and thank you for their work for the day. So that kind of just kind of spills down. But there was nothing strategically planned where, on a Friday we’re going to thank our volunteers, it was just… I think it’s just generally curtesy and people just, people just pass that curtesy on.

**Interviewer:** Mmm, okay. Urm, and how about learnings, do you feel that you have learnt something from coordinating the group?

**Participant:** Very much so, very much so, \*laughs\*. I’ve I’ve grown as a person and learnt so much in the last nine months. Urm… I’ve had to take myself out of my comfort zones. Urm… I don’t particularly like doing presentations or, I’m I’m quite happy sitting behind a keyboard and doing all the admin work and you know, doing risk assessments. So, having to speak to people is never a great thing for me. Urm, I think that I’ve got a better understanding now of the third sector, whereas before I really really didn’t. I’m still learning, there’s lots and lots to still learn about the third sector, but I’m certainly, I’m much more kind of aware now of whether organisations, just generally, you know, funding works for third sector organisations. Urm… yeah, it’s been a bit of a challenge, but I’ve enjoyed the challenge.

**Interviewer:** Mmm, okay, how do you see the future of this group?

**Participant:** I hope it’s here for a very very long time. A very long time. I really do. I I I think volunteers will come and go.

**Interviewer:** Okay.

**Participant:** But I think as long as… we are still needed, then people will still volunteer.

**Interviewer:** Ah, so, but urm… how do you, how do you plan to do that? To keep the group going?

**Participant:** Okay, well, like I said before, we’re in the process of applying for a [ABBREVIATION OF LEGAL STATUS] which is charity, which is [FULL NAME OF LEGAL STATUS]. That will give us ah, that will kind of raise the organisation a wee but more. But hopefully, fingers crossed, that we’ll be able to apply for funding for a full-time project manager. So, having a full-time employee will give the organisation sustainability. They’ll be able to continuously look at the volunteer numbers, the amount of referrals coming in and monitor that and take action accordingly. I think its about promoting the organisation as well and getting the word out that these are the organisation, these are the services that we can offer – obviously subject to… government guidelines. And it’s about contacting other organisations and linking in with them, to let them know that the people they support, you know, they could possibly benefit from one of our services. So, I would say my plan is, is to keep promoting the organisation, get charitable status, urm, get funding for a full-time employee and just keep driving the organisation forward. But we do have a board of trustees set up as well.

**Interviewer:** Sorry?

**Participant:** We have a board of trustees set up.

**Interviewer:** Okay, why do you think those things are important?

**Participant:** The board of trustees?

**Interviewer:** Yes, and the full-time worker?

**Participant:** The board of trustees is essential if we want to go for charitable status.

**Interviewer:** Okay.

**Participant:** It has to be, we have to have a board of trustees, or we won’t get charitable status. I think for a full-time position, urm… I think its essential in regards to… its someone’s job, they’re there, they’re pushing it. Whereas if it’s a volunteer… if someone’s voluntary doing it, there’s not always going to be huge commitment there to… I don’t what to say not turn up for work, but if someone’s sick or… I don’t, I’m not explaining myself very well here. I think its more sustainable for the organisation to have a full-time employee with that as their job, they’re paid for it, and they can look over, they can monitor what’s going on in the organisation. Urm, the organisation will always be backed up with volunteer administrators and coordinators, but they can come and go. But having a paid employee who knows that they’re doing, knows what the organisation is about, urm, I think that’s that’s the most sustainable option.

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

**Participant:** I don’t know urm… I’m actually looking for a full-time job just now.

**Interviewer:** Okay.

**Participant:** Urm… \*clears throat\* excuse me.

**Interviewer:** No that’s okay.

**Participant:** If… if I can’t find a full time, if – it all depends on the way things happen, ideally, I would go for the project managers job because I know the organisation inside out, I’ve built it from the ground up, but if something came along – because I’m quite… right now I’m unemployed so I’ working forty odd- possible fifty hours a week on this, urm, and financially that’s not sustainable for me or my family. So, I need to think about what’s best of my family. But, you know, another project manger could come in and take over what I’m doing. You know, it would take a bit of training, but Ideally, I would like to be that person who gets the paid role, keep on what I’m doing and push the organisation forward because I’ve got the passion for the organisation, I’ve got the drive for the organisation. But unfortunately, working full time voluntary is just not feasible for me.

**Interviewer:** Mmm, of course. Okay just, go back to you mentioned in the beginning that you realised that some of the need were already there, could you explore a little bit more on that?

**Participant:** Yeah, sure, yes. Urm, with working with some of the other third sector organisations for example [ORGANISATION NAME 2] which is the [COUNCIL AREA] Information Line, when I had a meeting with them, they have told me that, they would get phone calls from people who were ill or they were immobile or they just come out of hospital – they had no friends or family members around about them who could do their shopping, they… were not able to do internet shopping and have anything delivered. So, before we came along, [ORGANISATION NAME 2] were having to pay a private company and I think it was twenty-five pounds an hour or around about that, so that was having to come of their funding. And … I would say that… it can take up to an hour/ two hours to do a person’s shopping as well. So that was a service that we now provide free of charge. We reimburse our volunteers with travel expenses so they can actually claim fuel expenses for their travel. But before that they urm had to be dealt with [ORGANISATION NAME 2] and they had to pay for that service.

Urm… there’s other services as well that was identified through Citizens Advice. So, the, kind of, handy-man services that we can do now. They were getting calls from people and have no one, you know, they would maybe get a phone call asking for someone to go out and fix a lightbulb. They didn’t have anyone to pass that referral onto. So… they’re volunteers within their own office were having to go out and actually do that themselves even though that wasn’t their job. And they weren’t insured for it, so I think, that in itself kind of shoes the, the need for these types of services was there already. Urm, there’s a lot of people who are experiencing financial hardship that would have paid for these services, like the gardening work. They would have paid maybe a local gardener or even the council, who would have charged them for that service as well. But because we now have volunteers who are wanting and very very able to do the service, they’re not having to pay for that service anymore, they can get it done for free.

**Interviewer:** Okay, and is the community very vulnerable where you work?

**Participant:** Urm… I would say, I I I would say there’s probably a vulnerable person in every street. Urm… there are certain areas within [COUNCIL AREA] that I would say are more - classified more vulnerable than others.

**Interviewer:** What kind of vulnerabilities? Just because I don’t really know –?

**Participant:** Urr, vulnerabilities the… financial hardship.

**Interviewer:** Okay.

**Participant:** Another vulnerability would be mental health issues or, unfortunately just being elderly makes you vulnerable as well.

**Interviewer:** Okay, but it’s very common in your community, so you have many elderly people, urm

**Participant:** Yeah.

**Interviewer:** Okay. Well, I don’t think I have amore questions actually, so you covered a lot, urm… so… maybe just to to finish, is there anything that you like to add, maybe, something about the -?

**Participant:** Urr, I don’t think so, I could sit and talk about this organisation for ever, [INTERVIEWER NAME]. \*laughs\*

**[Debriefing]**

**[End of Interview]**