**Date: 26/11/2020**

**Duration:** 48:54

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

So, let’s start, urm, so what is the name of your group?

**Participant:** There actually isn’t one really, urm… urr, [VILLAGE NAME], people in [VILLAGE NAME] chose to remain informal so there’s a kind of loose kind of umbrella grouping of church, the [NAME OF LOCAL GROUP 1], me, urr… [NAME OF LOCAL GROUP 2], one or two others urm… that are involved. Because I noticed on Facebook people were [\*interference 00:35] COVID mutual aid pages, I set one up for [VILLAGE NAME] and then all of a sudden, I was Mr COVID.

**Interviewer:** So, there is no name?

**Participant:** There is no name, no.

**Interviewer:** How many people, urr, what kind of people and groups are involved in this group?... Can you hear me?

**Participant:** I don’t know if you can still hear me, its frozen.

**Interviewer:** Yeah, I can hear you, can you hear me?

**Participant:** I heard you say, I heard you say what kind of people and urm, urr there was a lovely picture of you in full motion.

**Interviewer:** Okay, I think maybe we should move for Zoom, do you mind? Urr…

**Participant:** I’m very happy to do Zoom, yes.

**Interviewer:** Yes, because Teams, let’s try now. Urm… so you were saying that you don’t have a name, but can you explain me a little bit more how and when did the group start?

**Participant:** Urm… over a period of time basically. In fact, I discovered later that urm… there’s a woman by the name of [CO-ORGANISER NAME] she is church warden of [CHURCH NAME] in [VILLAGE NAME] very active person indeed. Urm and she… at the exact time that I set up the Mutual Aid Page and started getting hits and likes from people in [VILLAGE NAME], the same time that I was doing that, she was, with her church hat on, she was contacting people like the [NAME OF LOCAL GROUP 1] and the [NAME OF LOCAL GROUP 2] and so on, sort of umbrella group. So, it happened serendipitously, at exactly the same time. And over I suppose the next few days, we all started talking to each other… but urm… nobody ever really wanted to turn it into an umbrella group, urm… one of the groups involved in particular the [NAME OF LOCAL GROUP 3], urr are quite allergic to being organised. So, we just remained a kind of very loose grouping of people who were doing stuff.

**Interviewer:** Okay.

**Participant:** We organised ourselves through the Facebook page, we set up a WhatsApp group, for people in [VILLAGE NAME], and people use their own methods and ways of organising.

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

**Participant:** Urm… just to do stuff, just to basically to coordinate, to makes sure that that people who needed help got it. Urr, it it was, as I said it was very loose it was very informal, nobody ever wrote it down.

**Interviewer:** Okay, have anything changed since it started?

**Participant:** Not really, urm… it it there was actually, there’s very little actual coordinating going on, the groups sort of all do their own thing. Urm, people used the Facebook page quite a lot to communicate and chat, but in the early days particularly about supermarkets, like with delivering; people getting help from the food bank, foodbank also were, there is a foodbank in [VILLAGE NAME]. Urm… and all that kind of thing. Urr, and the person, the two people who’ve done most of the communicating are basically [CO-ORGANISER NAME] and – [CO-ORGANISER NAME] the person who had access to the money, so she’s quite crucial. Urm, and I I kind of I kind of had access to people because urm… the [POLITICAL PARTY] are very active in [VILLAGE NAME], we have a number of people who do [\*audio dips out 04:38] we were able to make sure that communication went out. Urm the other clubs, the other organisations also have access to people… urm, and there’s the library as well, the library’s very important. Urm… so I’ve completely forgotten the question, what’s changed, yes.

Urm… what what’s changed I suppose over the last two of three months is we’ve just gone off the [unclear 05:10], urm the need for that kind of coordinating activity has largely disappeared. Urm… systems have grown up and so on and so forth. One of the most important things that happened, is in the months of lockdown was the [NAME OF LOCAL GROUP 3] organised a prescription delivery service from a local pharmacy. Urm, then when lockdown ended and their members started going back to work and the pharmacy also said that it would deliver, either at reasonably prices or – whereas previously they were saying, “we deliver!” but charging an exuberant price for actually delivering. Urm so the pharmacy are kind of thinking that over. [NAME OF LOCAL GROUP 3] used to do bread delivery from bakers as well when the bakers urm came to operation but again that’s been taken over by more informal people collect and [unclear 06:09].

**Interviewer:** Okay.

**Participant:** Urm so the need has largely disappeared. During lockdown two, the lockdown two… is basically not lockdown. You know, for most most of the world like is just going on as normal just a few feet further apart. It its quite weird. Urm… we’re still shielding by the way urm, urm because I live with a family full of sick people, basically, and one actually has cancer, so we are among the minority taking it all very seriously. I have my COVID hoody on, I will show you my COVID hoodie, if you can see that. I don’t know if you can read that –

**Interviewer:** Yes yes, ‘please keep your distance’, ah and you use that!

**Participant:** Yeah. Urm, so its kind of the world is dividing it seems to us into a minority that are taking it all seriously and the majority who can’t wait for Christmas so they can infect everybody else. Which is a bit strange. So, there is, during this lockdown, there has been no need for the the semi-formal organisations to do anything at all. I’ve actually urr… I’ve floated with [CO-ORGANISER NAME] the idea of doing a leaflet. During the first lockdown… urm, in end of May beginning of June we created and put out a leaflet to every household in the village with the details of the local facilities what hours they were open, that kind of thing. And that was paid for, it was paid for initially by church funds but they we going to get the money back from the parish council, not sure.

**Interviewer:** Sorry?

**Participant:** It was delivered by about forty volunteers which who I organised through COVID Facebook. And loads of people who, my cabin at the back of my house which is where I’m currently talking to you from, [\*audio drops out\* 08:30] the leaflets away and we managed to deliver to all the households in the village, including all the outlying villages, there about a hundred, urr a hundred and twenty houses dotted around [VILLAGE NAME] in all sorts of out of the way places, miles from anywhere, and we managed to deliver to all of those as well, so that was quite a significant achievement.

Urm… I floated the idea with [CO-ORGANISER NAME] the idea of producing another leaflet right now mostly focusing on mental health because, clearly there’s a lot of strain and stress around. But also, with some other details, little, other services are available. Urm, and basically, I am starting to write that at the moment, I have a colleague who will lay it out using affinity publisher, get it into a leaflet format. And we’ll get it printed by the printer we usually use, and once again the church will pay for it. I’ll get volunteers to deliver it. Only… kind of organised thing at the moment.

**Interviewer:** And whey you say mental health, what kind of activities are you thinking to do?

**Participant:** Urm, not really activities of any kind, just making sure that people are aware of where support is available. Because there are so many, there are so many forms in which stress occurs. There’s obviously actual mental health services like if you actually if you’re ill, or for instance how do you support somebody who, who for instance has bi-polar and finds it very difficult. But also, there’s things like, the potential for domestic violence kind of abuse, people with budgetary problems kind of thing, so the idea was to try to put together as many contact points as possible, people to be able to contact if they had worries of a particular kind.

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

**Participant:** Like this exactly, no, but I’m a campaigner basically. I’m politically involved with the [POLITICAL PARTY], done an awful lot of local work, we campaign on issues together, we try to make peoples lives better. So, there’s an awful lot of experience behind that.

**Interviewer:** Okay, urm, and why did you get involved in this group?

**Participant:** Urr, seemed like a good idea at the time, \*laughs\*. That’s quite literally it, yeah, and basically because urm, I’m, I discovered urm, I’ve really, I’ve embraced my inner misanthrope, basically.

**Interviewer:** Your inner what?

**Participant:** My inner misanthrope, I hate people. \*laughs\*. Urr, I actually we we had to lockdown, I told you that I’m living in this cabin at the moment, that’s behind the house. And the reason for that was in March when it all started, I got a cold, and because my daughter’s got cancer, we thought it would be best if I isolate, and so I moved into the cabin at the back of the house. And we’ve kind of kept it like that because as I said the other three people in my family are ill. I’m the only one who goes out, meets the rest of the world and is potentially the most likely to catch it, so we have a kind of semi permeable barrier between me and the rest of the house. So, I’ve spent an awful lot of the last six months on my own. And I really like it, I’ve got, I’ve got, in my cabin I’ve got Netflix, I really don’t care about the rest of the world \*laughs\*.

**Interviewer:** You have everything you need.

**Participant:** Urm, so I basically, and I do an awful lot of stuff online, that’s I I, I do the social media for [TOWN NAME 1] [POLITICAL PARTY], that kind of thing. I work a lot, urr I used to work a lot online anyway, I was a [OCCUPATION], urr and did most of my [WORK DUTIES] online, they would occasionally drag me out of the house and go to [\*audio dips out\* 12:54] or anywhere close to here, you know? Urr, I’m used to working online, and this this sort of Facebook thing popped up, the idea of having a COVID mutual aid page in actual, wasn’t set up in [VILLAGE NAME] - so that’s what I did.

**Interviewer:** What’s the name of the page?

**Participant:** [FACEBOOK PAGE NAME], I’ll, I’ll see if I can find the link, hang on a minute, keep talking, or keep me talking.

**Interviewer:** Okay, yes, urm, how does the activity that you do in the group relates to other parts of your life?

**Participant:** Urm well at points it kind of took it over. Urm, because I was working non-stop on urm… in things like making sure that people spoke to each other, that kind of thing. Urm… hang on I’ve lost - oh there it is. There’s the link to the Facebook thing there, COVID mutual aid.

**Interviewer:** Okay.

**Participant:** How does it relate to other parts of my life, urm… good question. Urm…

**Interviewer:** Have you –

**Participant:** It’s, it’s the kind of thing I do.

**Interviewer:** Okay.

**Participant:** You know, I, I organise things online, I do talk to people despite… having embraced my inner misanthrope, I do still talk, I like organising people I like making people happy I like… urm… and it’s just part of what I do.

**Interviewer:** Okay, and what geographical area has the group covered?

**Participant:** [VILLAGE NAME] Parish.

**Interviewer:** Only?

**Participant:** Yeah.

**Interviewer:** Okay, that is about how many people in the village?

**Participant:** Urr, roughly five and half thousand, it’s debatable whether its, I mean you say [VILLAGE NAME]’s not a village you get lynched, because people are determined to keep [VILLAGE NAME] a village, it’s pretty much the size of a small town.

**Interviewer:** Okay.

**Participant:** Shopping, it’s got twelve shops, it it’s quite massive for a village, it’s getting bigger, they’re building all the time.

**Interviewer:** Okay, you mentioned that you did shopping, what kind of other activities did the group do?

**Participant:** Urm… there was a certain amount of personal support, the [NAME OF LOCAL GROUP 2] in particular offered to just ring and talk to people if they were feeling lonely or…. Urm… the library which is volunteer run urm… did a delivery service throughout lockdown, and still does actually, for people who are shielding, and she’s remarkably good. The librarian is [NAME OF LIBRARIAN], who was the qualified paid library when the library was being run by [COUNTY NAME], [COUNTY NAME] closed the library just after [NAME OF LIBRARIAN] retired, so [NAME OF LIBRARIAN] now runs the library on a volunteer basis with serval other volunteers in the village, she knows how to run a library. Urm, she knows very well how to run a library and doing that, she’s been delivering books urm, last time I saw a figure from her she had made something like 400 deliveries to approx. seventy or eighty households within the village over the last four- or five-month period. And picks the up again and takes them back after a while.

The science of quarantine is actually very interesting, there was a lot of work done by libraries in various parts of the world and they have, you know, as scientists do, they’ve all pooled their knowledge, they’ve done a lot of work on how long COVID stays active on various things like paper and plastic and like books I suppose books and all that kind of thing. So, you know, they arrive fairly quickly and… [\*audio drops out\* 17:21]

**Interviewer:** When you have to?

**Participant:** Sorry.

**Interviewer:** I didn’t hear you, when you have to?

**Participant:** Sorry, there’s an optimal level for the number of days you have to quarantine a book, before you can put it back on the shelves and give it to somebody else to read. So that was one of the things that happened. Urm, food bank deliveries, they – I don’t have figures for that, but they certainly, they increased very substantially over a period of time. Urm… there was, again, there was contacting, and befriending work done by the church organisation, and the [NAME OF LOCAL GROUP 1]. The [NAME OF LOCAL GROUP 1] they deal mainly with really elderly people. Urm, so there’s all that kind of thing going on.

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

**Participant:** I haven’t the faintest idea.

**Interviewer:** Sorry?

**Participant:** I haven’t the faintest idea. Sorry.

**Interviewer:** No, okay. But maybe you mentioned a coordination group, right?

**Participant:** Urm… probably six, let me think, there’s [CO-ORGANISER NAME] from the church, there’s food bank which includes [CHURCH NAME], there’s the [NAME OF LOCAL GROUP 3] there’s me, I make four, [NAME OF LOCAL GROUP 1] – five, [NAME OF LOCAL GROUP 2]- Six.

**Interviewer:** Okay.

**Participant:** That’s about it.

**Interviewer:** And how do you coordinate everything, how?

**Participant:** Badly.

**Interviewer:** Badly?

**Participant:** Seriously, there is hardly any coordination that actually goes on.

**Interviewer:** Okay.

**Participant:** Urm...

**Interviewer:** It was always like that?

**Participant:** It was basically pepe are doing their own thing and occasionally tell other people what they’re doing. The only thing that was every *seriously* coordinated between groups was leaflets. The rest of it was basically people doing what they did to plug the gaps that were there, working pretty much independently but occasionally talking to each other.

**Interviewer:** Okay.

**Participant:** I’ve just checked on the COVID, the the COVID mutual page has 388 members.

**Interviewer:** And how many were active? Not much?

**Participant:** Urm… a couple of dozen, maybe. Urr we did get… when the leaflet needed to be delivered, there were more than forty people, probably around forty-five people volunteered to deliver, some off the people there were active, most people there are just there because they want to check up what’s going on and have it there to help if necessary.

**Interviewer:** Mmm, urm what kind of resources do you have?

**Participant:** People.

**Interviewer:** People, any particular skills?

**Participant:** That’s basically it, there’s a little bit of money available if we want to spend it. Urm, but you know, no one has every identified a pot. We know that the parish council has money, urm, and we can ask for it. I know that the church has spent some money, I’m sure that, urm… actually I say I’m sure, I wouldn’t be surprised if it’s the church that set up the food bank, although the food bank is independent, it was set up by the Baptist, its connected to it – I would not be surprised if this church puts money in. Urm apart from that its just people doing what people do.

**Interviewer:** Urm any particular skills that was important, that were important for the group?

**Participant:** Urm… well we used our writing and leaflet productions for the leaflets, and I think that was important actually, to have a leaflet that was properly written and properly laid out, so people [\*audio drops out\* 21:26]. Basic organising skills, which everybody does, urm but they all do differently. And a certain amount of logistic skills, as used by the food bank and the library, apart from that, nothing really exceptional.

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

**Participant:** …Urm… they were already there, basically. All of the groups have their own networks, they used their networks urm… I’m not aware of anybody new emerging as a volunteer.

**Interviewer:** Okay.

**Participant:** I don’t, I don’t know because, as I said, everybody does their own thing, you know, neighbours group, volunteers, [NAME OF LOCAL GROUP 1], the [NAME OF LOCAL GROUP 3] are all volunteers, and they were already there.

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

**Participant:** No, we, [CO-ORGANISER NAME] and I are both part of the [NAME OF VOLUNTEER NETWORK] local network group, if you’re aware of that.

**Interviewer:** No, okay. So, it’s a local network of mutual aid?

**Participant:** It’s a local volunteer network, urm… which got very involved in organising coronavirus response throughout [COUNTY NAME]. urm… [NAME OF ORGANISER OF VOLUNTEER NETWORK], that’s right, he’s the… organiser. They have their own WhatsApp group and they started organising monthly Zoom meetings that were very useful for urm… finding out stuff and coordinating and getting access to resources. We didn’t need so much, large places like [TOWN NAME 2] and [TOWN NAME 3] and [TOWN NAME 1], they’re much more organised and much bigger and they need the support [\*audio dips out\* 23:53].

**Interviewer:** They need what, sorry?

**Participant:** Sorry, they needed skills that [NAME OF VOLUNTEER NETWORK] had to offer in terms of community organising, and also access to resources, access to funding and so on and so forth that otherwise might not have been available.

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

**Participant:** Urm…

**Interviewer:** Or local authorities, for example.

**Participant:** Urm, yes, right… the local district council, [TOWN NAME 1] district council has been very involved, urm it took them a little while to get their community, community hub running, but it… it did, once it was up and running, they did an immense amount of work and it took a load off the local voluntary organisations. And one of the, you know, we we certainly knew that one of the things we could do if people were in need was say, “call the community hub, urm, whatever the problem, you know, the community hub would be able to deal with it.”

Urm… parish council, urm, which ought to have been more involved, urm, my own personal view is its really been quite dormant, they could have done more – they do have quite substantial funds. Urm but they weren’t terribly active about telling people that they could do stuff, telling people that they could [\*audio dips out\* 25:25] and so on and so forth. Urm, it’s a rather… urr… trying not think of the right word. Urm… its not that I’m trying to be polite, I just really can’t think of the word I want, its right in the back of my mind. They’re a very formal organisation, urm, in the sense their officious, they go, “here are the rules, oh you can’t possibly do that!” and all that kind of stuff. And when they have, they have meetings, and the chair refers to the parish clerk as “clerk.” Not sort of Amy, or Fred or anything else, bit sort of, “clerk, can you do this.” And the clerk replies, “Mr Chair, you can do this, whatever, you know.” It’s its extraordinary formal over. Urm they don’t really do initiative. Which I think is a pity because I think they could have done a lot more positively, and successfully during coronavirus. But we know they’re there. Urm and sort of those of us who knows these things knows that we can actually twist their arm and eventually, and rather reluctantly, get some money out of them. And so, we do from time to time. Urm… county council… there’s no, there’s no involvement really. You know, they deal with schools the deal with care services - rather badly. Urm but they do not get involved in this kind of level of thing.

**Interviewer:** Okay, and how was the connection with other organisations, for example political organisations, charities, community organisations?

**Participant:** Yeah, urm, well the the conversations through the channels that [NAME OF VOLUNTEER NETWORK] set up were very useful, very friendly and very positive, got lots of ideas through them. And our needs weren’t so great, so we didn’t get regular help as such from [NAME OF VOLUNTEER NETWORK], but a lot of people clearly did so that works very positively. Urm… we haven’t had a meeting for some time actually, so I don’t know when the next one is going to be actually. Urm… and basically, we’re sort of talking about other organisations and other charities, we we are the other organisations and other charities, you know, we are we are the people who are actioning that are, and together we remain loosely, loosely tied to together and we just get on and doing out thing.

**Interviewer:** And how do you organise help, for example, how the needs get registered, how do you organise that?

**Participant:** Urr, informally. It really is totally informal. There isn’t a register, there isn’t a, a place where people go. We, we just, we worked with being content to know that the organisations which are doing it… are still doing, they’re doing their thing, but they’ve extended to take on the extra need that COVID has caused. And as far as we know, urm… everybody who’s needs come to attention, do get catered for. The caveat to that… is… that… urm… we don’t know who falls through the cracks. We have no idea, we have no idea who is living on their own, isolated and won’t come forward and ask for help, and that’s, that’s been a concern of mine for the last three or four months. And that’s what, in the end… I just said the only, the only practical thing I could do to deal with that is to get another leaflet together, which I knew would go through every household in [VILLAGE NAME], and therefore I know it will go to the people who aren’t yet responding, who aren’t yet saying, “I need help,” and that may encourage them to ask for help. That’s the best thing that I can think of to help with that. But urm, even in this place, in in [VILLAGE NAME], which is… you know we we we pride ourselves on being close knit, we pride ourselves on being neighbourly and we pride ourselves on having an absolutely great community here. Yet, I know there are people who are lovely, I know there are isolated people not having their needs met because we can’t find them.

**Interviewer:** Mmm, what did you do to find them?

**Participant:** Well as I said the leaflet, that’s the best thing that I-

**Interviewer:** That’s the best-

**Participant:** Actually, get into people’s houses. The only other thing is actually knock-on doors, and we don’t do that.

**Interviewer:** Okay, and have your group, have your group tried to get official recognition? If you thought to create another group?

**Participant:** No, urr, there was urm… the pretty much definite decision not to do that –

**Interviewer:** Why?

**Participant:** -the only reason we might have had to do that was if there was some kind of central coordination of funds, of money for using for various purposes, for everything. There wasn’t and so we decided we didn’t need to do anything formal. It would have been extra bureaucracy, it would have been, urm, you know extra work for somebody, there was no need.

**Interviewer:** Okay, you mentioned, or you talk a bit about your own motivations to get involved, and what are the motivations for other people, for the other active participants, in your opinion?

**Participant:** I haven’t the faintest idea. People like… doing stuff, like helping, people like plugging gaps. Urm… I think the… the most interesting people for me in this regard are the [NAME OF LOCAL GROUP 3]. They’re an organisation of… it is, its actually quite difficult to tell because they’re so informal and urm… I I, they they don’t like other people interfering, let’s just put it like that. They’re not secretive, they’re not exclusive or anything like that, I think it’s possibly a gender thing, they started out as a bunch of mothers of school children, basically. They expanded to be a more or less long-term grouping of women, anybody, any women. Most of them are urm…mothers of school age children, quite often people in work etc, and… its, that’s it, they like to chat, they like to get together, they like to do stuff. Urm, but they’re also, they’re clearly the kind of people who do actually *do* stuff. So, when COVID came along they became very active doing things like the pharmacy drop, and so on and so forth. But they actively resist getting caught up on other people’s organisations. So, it’s actually quite difficult to tell, because I’ve never met them.

**Interviewer:** Okay.

**Participant:** Apart from one person who acts as a kind of… urm, sort of semi-formal organiser of the group, she’s the only one I’ve ever actually – and there’s this almost kind of barrier drops whenever you try to find something else out. It was a little disconcerting at first, then I… I made my own interpretation which is, it is actually a gender thing.

**Interviewer:** A gender thing, okay.

**Participant:** Yeah, and you know that, I could be right or wrong about that, urm… but is you know they… they have their thing, they have their identity, they have what feels to them to be very comfortable… if… urm… its fine. As I said, I could be completely wrong about that, because to me they’re opaque.

**Interviewer:** They are what?

**Participant:** Opaque.

**Interviewer:** Opaque, okay. In what sense, you can’t tell?

**Participant:** I just, I cannot see inside the organisation, I don’t, I do not know what makes them tick. Urm, you know, and it did, it started out as a very informal grouping of women who just wanted to get together and it’s become something… more… purposeful perhaps, but I can’t see what it is.

**Interviewer:** And the volunteers who were provided help?

**Participant:** Yeah?

**Interviewer:** Why, why did they do that?

**Participant:** I don’t know, they just like helping people.

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

**Participant:** Yes. Massive. \*Laughs\*.

**Interviewer:** Emotional effort as well?

**Participant:** No.

**Interviewer:** Okay.

**Participant:** No, its not been a cost in that sense at all. Urm… it has taken a lot of hours urm… and…. And the only time, the only time there was any emotional cost was actually, was actually something that shouldn’t have happened. When we were first organising all this, the local surgery put up a coronavirus page, urm… I’ll see if I can find that for you as well, while I’m, while I’m telling you this story. Urm… I I talked to the person at the surgery who was organising it, I mentioned to them about the Facebook, Facebook page, let me just quickly get it up. Not googling, I refuse to say “googling”. Urm, anyway thy put up this page about coronavirus resources, urm and included me on it and included my phone number on it. And it took ages urm… to get them to take my phone number down, luckily, nobody saw it, apart from one person…who phoned me early on a Sunday morning because she was in desperate need of help. She had, without going to too many details she had real mental health problems of her own, she was living in quite an isolated place, she was lonely, she was exactly the kind of person that I was telling you about earlier on, the kind of person we don’t know exists. Urm… urr… right, okay. Urr the surgery’s reorganising its website at the moment. I I won’t tell you now, I’ll try and find it later and I’ll e-mail it.

**Interviewer:** That’s okay.

**Participant:** Yeah, as I was saying, this woman phoned me up and said she was desperate. Urm and we spoke on the phone for about fifteen minutes and the phone cut out… and… I, I couldn’t get hold of her for a while and a couple of hours later I managed to phone her back again. And I was in the middle of, when the phone cut out in the first call, I was in the middle of telling her I was the wrong person to actually help her, because I didn’t know the answers to any of the questions she was asking anyway. I phoned her back again by which time she was actually in a much better frame of mind, and we talked for a about half an hour and she was extremely happy after that and, in a sense, I was a bit lucky because I think really she just needed-

**Interviewer:** Someone to talk.

**Participant:** Yeah, and once that had happened, I was, it wasn’t – and then I texted her a couple of links to resources, which I said I would do, [\*audio dips out\* 38:56]. So that weas really nice, but the early on Sunday morning I was thinking, “oh shit! I’ve got somebody here who [\*audio dips out\* 39:07]. The only time where there was actually any emotional…

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

**Participant:** Urr, there’s been a lot of turn, in and out, urr the most noticeable pulling back was from the [NAME OF LOCAL GROUP 3], who were heavily involved at the start but worked – when circumstances changed, from both ends, first of all the need was no longer there, secondly, urm, the the most active ones were going back to their jobs and so weren’t able to react [\*audio dips out\* 39:49].

**Interviewer:** Okay, urm.

**Participant:** That’s it.

**Interviewer:** Okay, any problems that affected the group? Organising, difference in aims, communication problems.

**Participant:** Urm, no I don’t think so, urm…

**Interviewer:** Lack of resources, too many people?

**Participant:** \*Laughs\* yeah. The only thing I’d speculate about would be, as I said, I’m concerned about this problem about the people that we don’t know about, and I do feel that if there had been more coordination all the way through, right from the start, we might possibly have been able to get to more people who needed our services, and health service and who are complaining silent.

**Interviewer:** Mmm.

**Participant:** But that’s a complete unknown and it was evident right from the start no one actually wanted to coordinate.

**Interviewer:** Okay.

**Participant:** It was just, you know, “we’ll keep each other in touch with what we’re doing, it’s nice to talk, but don’t organise us beyond that.” And it was very obvious that that was what we were going to play, so that’s they way it has played.

**Interviewer:** Mmm, okay and in terms of urm the kind of things that have helped to keep the group going. Did you do everything?

**Participant:** Urm, no. Once or twice, I sent an e-mail to the various, you know to the six involved in the e-mail chain. Urm, just to say how are things going, any problems etc, got no replies \*laughs\*. Urr so I just left it, this is the way people like to be, this is the way it works, urm… clearly people don’t want to do anything else, there’s no point in trying.

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

**Participant:** No.

**Interviewer:** Not at all?

**Participant:** Urm….no, only urm… you know its conformed what I already know, in the sense that there are, there are always a lot of people willing to help in an emergency. And I was fairly sure, I wouldn’t say fairly sure, actually I was quite confident that people would come out in their dozens, possibly their hundreds to help other people while the coronavirus emergency is on. When it ceases to be an emergency, they’ll stop. They’ll go back to doing what they did before, you know. Urr, maybe then this is about people being there for when you need them, [\*audio dips out\* 43:01]. It’s very… that’s very evident in [unclear 43:04].

**Interviewer:** And you think it was important to keep going?

**Participant:** Urm… I think it would be nice to see some things change. I think that urm… we, we are far too materialistic and far to individualistic as a society, that is true in [VILLAGE NAME] as it is everywhere. I think that we need tocooperate. Urm we won’t solve the problems of, we won’t solve the problems of climate change without actually doing something for each other. Rather than viewing other people as only being there when you need them. I don’t think that’s going to change, not without a lot of effort. It won’t change because of coronavirus.

**Interviewer:** Okay.

**Participant:** There are various ideas emerging I want to – one of the things I want to do is to start a conversation, to start using the Zoom in particular to have regular conversation with groups of people.

**Interviewer:** About what?

**Participant:** Anything. Within [VILLAGE NAME] to start with, and in fact within the [POLITICAL PARTY] to start with, I have a very, very straight forward set of four questions. Urm, what, what do you want to keep that you have got during coronavirus? And what do you want to get rid of from the coronavirus? And then the other two questions, what do you want to go back to before coronavirus? And what do you not want to go back to before the coronavirus? I want to start with those four questions, get people involved and just start them talking.

**Interviewer:** Okay. So how do you see the future of this group?

**Participant:** Urm… it will, it will fade out of existence. It may regenerate itself if COVID becomes much more a problem again, which is quite likely. Urm, you know this this country has not got control of coronavirus because we have a shambles of a government. We have a government that urm, that doesn’t care enough to be bothered. You know, competence requires time and energy, and they don’t care enough to put that in, and so it is quite likely that coronavirus will reappear and there’ll be a spike because of Christmas, quite likely, and various other things and if we have to go into massive lockdown again then this grouping will continue to carry out its functions. Once coronavirus disappears, the group will disappear. It’s completely organic.

**Interviewer:** Okay. And how do you see yourself in the group? If it continues if the need is still there?

**Participant:** Urr, just carry on doing the same stuff.

**Interviewer:** Okay.

**Participant:** Yeah, carry on as before.

**Interviewer:** Okay, well thank you I don’t think I have; I don’t think I have any more questions.

**Participant:** Okay.

**[Debriefing]**

**[End of Interview]**