**Date: 29/09/2020**

**Duration:** 58:30

**Transcript:**

**Interviewer:** *Project Introduction.*

So, just some background questions first, so, what is the name of your group?

**Participant:** Urr, what’s the name of our group? Gosh… it was, it was called [FORMER GROUP NAME].

**Interviewer:** Sorry?

**Participant:** It was called [FORMER GROUP NAME]. I saw ‘was’ because it’s kind of transformed into something else. But when it started it, it, it, it was called various things, but it was called [FORMER GROUP NAME] and, and we, we covered about umm, most of the [AREA NAME 1] district of East [TOWN NAME] and, and, and actually we went beyond that as well, but the idea was that we would cover a ward of about 7000 people and, and called it East [TOWN NAME]. Although we also put the word ‘[AREA NAME 1]’ in it because other people in East [TOWN NAME] had done a different, urr, mutual aid group, and so we had to specify it. So, it went from [FORMER GROUP NAME] to [CURRENT GROUP NAME]. But to be honest it didn’t really matter.

**Interviewer:** So, [AREA NAME 1] is like one area in –

**Participant:** Yeah, [AREA NAME 1] is a ward in [TOWN NAME] of around 7000 houses. And, and the way that we did it, we, we, we got off the mark pretty quickly compared to other places in the town, so, the way that the town worked, you know, there was three of is who set up a network of people and we, we, we did it in wards. So, I did [AREA NAME 1], another one did [AREA NAME 2], another one did [AREA NAME 3] and they’re all about 7000 houses, so we split the areas. And then other people did other areas and, umm, some people didn’t do any areas, so some areas weren’t covered at all. So, the areas that weren’t covered tended to come over and ask the area – the networks of the areas that were covered. If that makes sense.

**Interviewer:** Sure, yeah, that makes sense. So, when did the group start?

**Participant:** It started, urr… about… I asked for a meeting a week prior to lock down. Urm, and urr, it was myself – I’m an [OCCUPATION], but I’m also a [ELECTED POSITION], so, urr, and as, whenever you’re involved in anything as a [ELECTED POSITION], there are political ramifications for being involved. And I’m a [POLITICAL PARTY 1] town councillor over in [TOWN NAME]. So, were I to just go over and start something, urr, it would, it, it, I wanted to get buy in from different people from different parties, so we did a piece of work that was community specific rather than various party politics, you know, got involved. So, I, I, I, I called some local community leaders to a meeting, including some local [POLITICAL PARTY 2] councillors and we all came to the meeting at East [TOWN NAME] Community Centre and I, I, I said, I said “look, a lot of people are, kind of, talking about the fact we’re going to go into lockdown, some people are setting up mutual aid groups in different parts of the country, there is going to be vulnerable people, etc, etc, do we want to start something?” And there was about eight to ten people in the room and we all agreed that this would be worth doing. So, we, we, went off, set up a Facebook page, started recruiting volunteers, urr… set up a WhatsApp group, which actually turned out to be the most useful way of communicating for us, and we just went forward. So, it was about a week prior to lockdown.

**Interviewer:** A week prior to lockdown, okay. And you said it was eight to ten people –

**Participant:** Eight to ten people, yeah, yeah, yeah, you know, we invited people like, one person was the [LOCAL COMMUNITY CENTRE ASSOCIATION] Chair, we had a couple of councillors, we had people who ran local community groups who were very prominent in the area. And we just brought them on board and said - because we knew that these people all have networks of people, you know? And at the time we wanted to reach out to the networks of people to recruit volunteers but also to let people know that this was an offer that would be around.

**Interviewer:** Mmm, and so when you said “we – we knew these people”, I mean, it sounds kind of like you were basically the originator of this group Is that correct?

**Participant:** Yeah, it was not like, it was myself and my colleague [GROUP MEMBER NAME 1]. She was - I was doing this area, she was doing another area, but we were working in tandem, we did the same thing in two different areas. We sat down and we said, “I think we need to do this, let’s give it a go.” And we were, I did one area and she did the other. So, when I say “we”, there was always - I was never making decisions on my own.

**Interviewer:** Sure. And so, what, in that week before lockdown, what was, kind of, your aim?

**Participant:** Well the aim was, it looked like, it was pretty obvious that there wasn’t an infrastructure there to support people who were… people, we were talking about it an impending lockdown and that there wasn’t an infrastructure there. People were already shielding prior to the lockdown who were vulnerable and urr, and we were mindful that the people who were shielding were struggling to get hold of food because people had done a lot of panic buying. There was no, there was a three week wait in supermarket food deliveries, etc, etc. And so, urr, so, we realised there was already a need out there. So, when we got those people together, it was to meet that immediate need.

**Interviewer:** Uh-huh, I see, I see. And has anything about that changed since it started? It’s been months since -

**Participant:** Yeah, well, we ran, we ran that for a while and, and, urr, well actually that’s still going we, we, set up a dedicated phone number, we’ve leafletted houses, urr, every single house because we were worried about getting hard to reach people. All of the other groups were doing things on Facebook and of course, by doing things on Facebook you, urr, miss out on…

**Interviewer:** People without internet.

**Participant:** Yeah, yeah, yeah.

**Interviewer:** So, has that grown or declined over time then, this group?

**Participant:** Urr, it grew very quickly to about eighty volunteers and a coordinating group of about twelve people and it’s since transformed into – we’ve set up a food bank, urr, from scratch, we’ve set up a school uniform exchange, its transformed, it’s grown into a charity and the charity is now flourishing. We’re, we’re supporting sixty to eighty families a week with food, and that’s people who cannot afford food.

**Interviewer:** Okay, when you say charity you mean, it’s not legally registered as a charity?

**Participant:** Correct.

**Interviewer:** Okay. So, what is the situation with your group currently then?

**Participant:** So, there’s two, there’s two, there’s two groups in a way. Urr, of which there is overlapping people. Urr, [FORMER GROUP NAME] is still a group of people who occasionally contact and we, we - because we’ve got no more people coming in, we, we it’s stopped. Although, funny enough, we had our first one for about a month, a person asking us to pick up a prescription because they’re isolating. But actually, it’s stopped. That, that, that part of it stopped for a couple of months and a lot of the volunteers kind of, crossed over and now volunteer doing deliveries for the food bank or doing volunteer at the depot, volunteer sourcing food from supermarkets – various different things. So, we’ve used, we’ve kind of, in essence it’s the same people, but they’re just shifting across as they are needed. And I suspect what will happen, if and when we go back into a second lock down, we will have to do a reorganisation of those people again so we are able to meet the need on both fronts. That is the people who have the money but are not able to get the food, and urm, medicines and people who do not have money and hence cannot get food. Urr, so, so, it’s that sort of two groups.

We, we, it just became obvious, when you start to look, you may or may not know yourself, as soon as you start shopping for people, or offering to shop for people, you quickly come across hidden hunger in communities. You see it very fast where people just can’t afford any food. And, and so, it’s not a surprise, obviously there was a huge leap in hunger, but actually, prior to that, we knew there was, the research from food foundations suggests that there is about four million people who live with food insecurity in the country. Many are not using food banks – the food banks are the tip of the iceberg. Oh, by the way, our food back is not Trussell Trust, we’re independent.

**Interviewer:** Okay. Urm, so, why did you set this group up then? What were your motivations?

**Participant:** Because it was needed.

**Interviewer:** Yeah, because it was needed, yeah. Urm, what, and has your role in the group stayed as the, sort of, superordinate role or has it been… is the coordinator group separate from the volunteers?

**Participant:** Yeah, we, we, we, we, we’ve got different, we haven’t had, we run both of the projects, the food bank and the, the food bank/uniform an exchange and the mutual aid network. There’s a group, a loose collective of about ten to twelve people who run it. Some do, some, some co-, one person coordinated volunteers; one person coordinates the depot; one person does supplies; one person does funding. We just all peeled off into different roles, much like you would have done in a charity, the difference is everybody is a volunteer. I, I, I’m one of them, I’m one of ten who runs these things.

**Interviewer:** And what is your role then? When you peeled off, what did yours become?

**Participant:** I don’t know whether you could give it a role? I mean, urm… I, I, I, I suspect if you asked my colleagues, they would probably say that there’s two or three of us who are like the main decision makers, and who people come to, to get advice about where to go with different about with carious different pieces of work. So, but we don’t, we do work – the problem is, if you work with a flat structure, and you operate it as a collective, there are plenty of organisations that do it, you don’t have a role, it’s not a traditional kind of like, chief executive, manager, supervisor, that all, that bollocks goes out the window. And instead if you run it as a collective, what you tend to find is the roles are quite loose, they’re fluid.

So, so, my role, I do a day a t the food bank on Fridays, I do the depot rotas for the food bank. I do a lot of the, I’m, ah, a trustee on the charity, I help with the funding bits, I write articles for us, I Christ, I do about a million different things. There is no, as, as, as we all do. But the thing is we’re in an unusual situation because… the reason why this works – and it does work – is because a lot of us who came on board to start with, were all from the local [POLITICAL PARTY 1] party. We had been used to working together and campaigning together for years in the area. So, we, we were very good at setting up campaigns and driving them and organising them and taking different roles. So, we just fell into those roles and then very quickly that kind of dissipated as more and more members of the community came on board. People from all, you know, all parts of the community, so the [POLITICAL PARTY 1] things just kind of faded into the background and we’re now just a charity. But, umm, yeah, yeah, so, so, I, I don’t know what my role is. Don’t know what you would call it.

**Interviewer:** I just mean what do you do, and, and I think you’ve –

**Participant:** I help to coordinate it.

**Interviewer:** Yeah. So, I can see the connection with what you do as a [POLITICAL PARTY 1] [ELECTED POSITION], urm, were there any other ways in which it related to what you do in the rest of your life you know, say [? unclear 11:51].

**Participant:** Yeah, so my work is, I’m a [OCCUPATION] over at [PLACE OF WORK], I’m a [DESCRIPTION OF OCCUPATION] so a lot of the work I do, my research work and my practice work is working in communities with groups of mental health service users. So, a lot of that experience and a lot of that, urr, know how that I’ve gained over the years has been mobilised in this, these projects – there is no doubt about it. You know, much of the, much of the principles of what we’re trying to do here, kind of, chime with that particular bit of them. So, yeah, that’s also relevant.

**Interviewer:** And how do you fit it in, time wise, your activity with the group?

**Participant:** I’m an [OCCUPATION] \*laughs\*. You know, I don’t know you, I don’t know what your position is, I mean are you a research fellow? Or a research-

**Interviewer:** No, well, I don’t have a role, as they say. Urm, I’m just research assistant for John basically.

**Participant:** A research assistant for John, right okay, well if, if, if and when – you may not become, but if and when you become an [OCCUPATION], you, you - certainly at my [PLACE OF WORK], you [DESCRIPTION OF DUTIES]. But your time is your time, nobody hassles me about it. So, I, what happens is as long as I produce referable documents for the funding bit that are, that please the powers that be, they will leave me alone. What that means is you’ll get an awful lot of flexibility in your working week to do things that other people don’t have flexibility to do.

**Interviewer:** Sure, sure. Urm, so, let’s go a little bit more into what exactly the group does, urm, you described sort of [? unclear 13:29].

**Participant:** Sorry, I missed you there, that, that…

**Interviewer:** Just to hone in there on the activities of the group, so you’ve covered prescription collections so far, as well as the food bank and delivery, is there any other –

**Participant:** Dog walking, dog walking as well.

**Interviewer:** Dog walking as well.

**Participant:** Dog walking, people with dogs who couldn’t get – these things, what happens is when you put this out there and you put a leaflet through every single door, you, you find out people have different needs. We did, we did – Christ – we did dog walking, we did picking up prescriptions, we did picking up food, we did some other stuff as well, really idiosyncratic things that you just wouldn’t expect. That now, it doesn’t \*laughs\* I can’t think of what they were. But people when just can’t leave the house but they have things that they want, they will call you up. And so, we’d put a call out on our volunteer list and, and find out whether or not they could do it. There’s, there’s always somebody who always came forward, they were lovely, wonderful people, they were amazing.

**Interviewer:** So, when you put the leaflet in through peoples doors, what it said was something like, you know, “if you have any needs, you know, get in contact with us.” You know, you didn’t specify the types of needs.

**Participant:** Yeah, you know, I’ll tell you what is it [INTERVIEWER NAME], is that how you, is it [INTERVIEWER NAME]?

**Interviewer:** [INTERVIEWER NAME].

**Participant:** [INTERVIEWER NAME] I’m going to share my screen with you. the reason I’m going to share my screen with you is, urm… can you see my screen?

**Interviewer:** I can, yeah, I can see your screen yeah.

**Participant:** Alright, so this is the leaflet.

**Interviewer:** \*muttering\*

**Participant:** This is the first one, the second one, urr, had, oh no, that’s not it. The second one had the food bank on it because we’d started the food bank by then. But it, it, oh yeah we did some friendly phone calls as well for people who were isolating and were a bit lonely. So that is what we, what we sent around.

**Interviewer:** I see, can you send that over to me afterwards? Is that alright?

**Participant:** I should be able to do it right now, mate, if I urr, it’s just, ahh, let me try, I think I’ve got this in me. Let me… okay, so I’ll go to the chat… and urr…. I thought I had it in my… [INTERVIEWER NAME], I don’t have it in me. I’m going to just e-mail it.

**Interviewer:** \*Laughs\* Just e-mail it to me, it’s fine.

**Participant:** I, I’m at my limitations I’m afraid. Umm, my IT limitations came to haunt me there.

**Interviewer:** That’s alright, urm. So, I mean, the nub of it is, basically is that you started out quite kind of urm, you know… flexible in terms of what you were willing to provide for people and then that maybe kind of, specialised over time. You know because you set up this food bank and –

**Participant:** Yeah, yeah, yeah, we did specialise as the, as the restrictions eased, and as people felt more comfortable going out, the number of people who were coming through and asking for, urm, for mutual aid support, urr, diminished. However, at the same time, the number of people who had heard about our food bank and who needed food support increased. So, we just switched over, in a sense. And, and, and we decided to formalise that as a charity because it means you can bring in money, we just got a ten grand bid from the lottery, we got five grand from somewhere else, you, you, once you’re a charity you get money, people are chucking money at you for things like food bank. And we, we, especially for us because we are a volunteer run charity, literally every penny goes on food. So, it, it’s a, it’s an easy sell.

So, we’ve, urm, we’ve been doing a school uniform exchange, a, a, as I say, a school uniform exchange for parents who are struggling to afford school uniforms; we’re doing a, the food bank; we’re doing another project we’re starting off, what is it? Oh, yeah, we’re working with various stake holders now, with [ORGANISATION NAME 1], with [ORGANISATION NAME 2] and with other stake holders, we’re going to try and, urr, take a town centre spot and, and, set up a community kitchen as and when – obviously not during the lock down but we would like to have a community kitchen up and running as well. So, so, there’s, there’s various different things we are moving on. But we are mindful that the circumstances, the, the way that they are, we are probably going to be doing some more mutual aid work in the near future.

**Interviewer:** In the near future, yeah. Urm, and you said earlier something, which was interesting, that as soon as you put something up, basically, someone, you know, it was almost taken up very, very quickly.

**Participant:** Oh, yeah. Well interestingly enough I got that, that, that leaflet that you saw there, I put that, we put that out 6000 homes and I probably got about… forty texts that, over two days. Urr, my phone was buzzing left, right and centre and it was all people wanting to volunteer. So, so, because actually nobody, nobody got in contact with me unless they wanted to volunteer. The, because, because we set up a specific, by one of these cheap lines, we set up a specific telephone group for the mutual aid group. If anyone wants mutual aid support, that telephone number, I get up each morning and I put it, or, or somebody else will do the phone for the day. So, we have, urr, a phone, phone, phone for the mutual aid, and a phone for the food bank and we get called on various different days.

But interestingly loads of volunteers came, that was the first thing, as soon as those leaflets went out and I – we had to organise all these volunteers. And of course we were just a group of people who \*laughs\*, we expected to have a small group of people who would said, “yeah, can you come get my prescription” and then all of a sudden, before we knew it, within about a week we were organising and running a network of about, well actually more than eight- probably a hundred people. Urm, yeah, it became very, it became quite big for a small group do people very quickly, so we had to adapt and organise to that we could sustain this. Yeah.

**Interviewer:** Absolutely, and, and, you said, overall a hundred, how many of those people were active, do you think?

**Participant:** Do you know, most of them!

**Interviewer:** Most of them.

**Participant:** Yeah, you know the ones that weren’t active disappeared quite quickly. Yeah, so, so, yeah, I’d say most of them at some point. You know, obviously, some were *very* active, some, you know, they were doing things every single week, some would dip in and out every couple of weeks, as and when they could.

**Interviewer:** Sure

**Participant:** The ones who weren’t active, yeah, they just tended to drop off the WhatsApp group.

**Interviewer:** Mmm, okay. And so, the infrastructure of how this works is, you have a phone line, or one for yeah system that you’ve sent up and then people manning that phone line? Is that one of the volunteers?

**Participant:** Yeah, yeah, so what we have is, urr, we have a phone, we have a website, urr, urr, as well, so we have a website and a Facebook page and a phone line. But actually, most people come through the phone line for the mutual aid group. Urm, and urr, we have, urr, a different person doing the phone each day. Urr, so I just, just get up in the morning, switch the phone over to my mate Paul on the Monday, John on Tuesday, blah blah blah and urm yeah, that’s it. And as I say, at the moment because there is not very much call for it, we are, our food bank phone, that tends to go with the, they both get put on to the volunteers at the same time, that tends to be a bit, a bit busier. But yeah, yeah.

**Interviewer:** So, I’m manning the helpline, I get a call, urm, so I have a request. Now what do I do?

**Participant:** Right, so, we’ve got a central database that a few people, urm, have got access to, the people who are on the telephone lines, they’ll log the, urr, request, they’ll log the details, they’ll log who took it at what time, and they’ll log the action that was taken. At that point they will go to either our WhatsApp Group or our Facebook page, but probably WhatsApp group and they’ll say, “Hey folks, just got a call in today, there is an elderly lady at [street] who needs prescriptions picked up, can anybody do it in the next day or two?” We put it out there and, urr, yeah, people will respond and say, “yeah, okay, I’ll do it.” At which point we then put that on the spreadsheet and say, “this has been done by this person.”

**Interviewer:** Mmm, I see, okay. Fantastic. And so, what other resources do you have would you say? Apart from your volunteers, you’re getting food from somewhere as well, where’s the –

**Participant:** Yeah, so the food, the, the food bank side of it, yeah, we source food from all over, Fareshare do a delivery to us, we, urr Morrison do, give us food, Sain- urr, Lyons Farm, Sainsburys give us food, Tescos- so we get donations. We get public donations, so people come on Tuesday’s and Thursdays and donate to our depot at the [CHURCH NAME]. Urm, ah, and we also get, we also buy food. So, we get, we’ve secured a grant of ten grand, most of that will go on us buying food. Urm, for people who are struggling to afford it.

**Interviewer:** Mmm. Do you have a physical space in which to keep that food?

**Participant:** Yeah, so the food bank is based at the [CHURCH NAME] on [STREET NAME]. So, we went to, when we, when we decided to set up a food bank, urr, we, we, went around the different churches, they’re all closed, and said “has anybody got a space, we’re going to set up a *temporary* food bank for lockdown. Urm, and, none of them could do it, or, or there was a lot of bureaucracy involved, whereas the [CHURCH NAME], the guys said “look, give me twenty minutes,” he’s an [NATIONALITY] pastor, and a wonderful, wonderful bloke and he, he, he in [COUNTRY NAME], you know the model of Baptist churches are that it is very community focused. He said, “much more in [COUNTRY NAME] than they are in the UK, in the UK churches are much more focused.” I mean I’m an atheist, I’m secular, but none the less, urr, urr, he, he explained to us that churches are much more focused on congregation in the UK, whereas in [COUNTRY NAME] they’re much more focused on the community. So, when we called him and said, “look, we need to help the community here because they’re struggling with this.” He, urr, he, he, went off, talked to the people who are his elders or whatever the relevant group are, and they come back and said, “yeah, no problem, you can use our church.” So, we went in and we just took over the church for the best part of three or four months. And then when it came to July, and… urr, he wanted to open his church again, he gave us this big back room through which we now operate the food bank.

**Interviewer:** Wow. Amazing, and you’re not, you’re not paying for that?

**Participant:** Well we never paid for it, he said “you don’t have to, you don’t have to pay for it unless you get the money. If you get any money, then pay.” So, we didn’t get any money for months and then we got the first lottery bid and we bid for three grand for premises, so we now give them a hundred grand – a hundred quid a month, you know for costs, urr, electricity all the rest. So, we, we, we didn’t but the agreement we have is, if we have money we will pay, if we don’t then we won’t pay.

**Interviewer:** I see. Urm, any other resources that you have, apart from that one?

**Participant:** Urr… ah, we, we’ve now got a food storage depot in [VILLAGE NAME], we, we’ve got that for twelve months where we store a lot of the excess food that we, because we, we have so much food that we collect, because we’ve put together some good networks, we store some of it that is storable in our depot in [VILLAGE NAME]. Which then gets transferred to the food bank once a week to replenish our stocks. So, we also have that site now as well. But to be honest with you, the main resource we have are people. You know, volunteer, organisers, urr, volunteer workers and volunteers who just do stuff, as and when. The resource, this, this, this thing would fall to pieces but for those people. Yeah, we’ve got some very, very talented people. Very, very talented people, luckily, a number of whom are retired. Who urm, who are spending a lot of their time on this stuff.

**Interviewer:** And when you say, “very talented,” are their any particular skills that, you know, your volunteers-?

**Participant:** Christ, I, I, I’ll tell you, lots, lots, I mean, yeah. \*Laughs\*. We, we, urr, we’ve got people, urrr, it’s… one… yes. Fundraising skills. Urr, some people are very good at fundraising, we’ve got two people who’ve run business who are really good at organising our, our IT so that we’ve got really, really responsive IT systems. Urm, we’ve got people who, urr, have, a lot of experience around safeguarding, risk assessment and so on and so forth, so they’re very good at putting supports in place for people. We’ve got other people who’ve, who, who’ve worked for years in mental health and so, ur, we’ve got people like myself who are community, who have done a lot of community work with people. And so, I think we’re quite good at running our service in quite a, quite a dignified and sensitive way. Urr, yeah, people… we didn’t go out and seek people, it was just lucky that we had some great people.

**Interviewer:** Yeah, yeah. And so, moving on now to issues of organising. When you got those people, that, just to clarify, that was through your initial group of people that you brough together of community leaders, and then also you recruited a lot through the leafletting of people who wanted to get involved.

**Participant:** Yeah well, the initial group, the initial group fell away. That, that group of people that were int eh room, urr, to be honest with you [INTERVIEWER NAME], they were there to, to give me permission.

**Interviewer:** Right, I see.

**Participant:** You know, if they wanted to take part that was great, and they had the opportunity. But what I really wanted was a group of local community elder people all on board. So that when we started this, we could say, “this person – literally everybody is behind this.” Because I didn’t want, what I didn’t want to do was start something up, and then find somebody else is starting something up in the same area or somebody’s moaning about – you can’t be bothered with that. So that was for buy in, let’s get everybody buying into this, all the politicians, all the community leaders, they’re all in it, great. If they want to take part, they can if they don’t, that’s fine. And as it happens was most of them… actually all of them, that was pretty much their involvement.

So, I then kind of went back to the people who I know, who are local people who are friends, colleagues, some of whom I’ve worked with on the [POLITICAL PARTY 1], and we came together and there’s ten to twelve of us now who run both projects and we, we meet every two weeks on, or every two or three weeks on Zoom. To just catch up and urr, yeah, talk about how things are going.

**Interviewer:** And that ten to twelve, a lot of that is say, people that you knew just in the community, or-

**Participant:** Yeah, some we knew and the other people have just joined since then, who are, who, who, who are - you know we’ve got people who are we’ve got somebody who used to run a community setting called [ORGANISATION NAME 3], [GROUP MEMBER NAME 2], who, who’s just amazing, she’s part of our group. We’ve got, urm, a couple of people who just said they want to help with the leadership of it even though, a lot of people don’t want to do that. A lot of people just want to come, muck in, do their volunteering and go. But other people are more interested and so we’ve invited them in to help us out.

**Interviewer:** Mmm, I see. And so, you have a WhatsApp group, that’s where a lot of the needs are put out and –

**Participant:** [INTERVIEWER NAME], I’ve got about four thousand WhatsApp groups! I’ve got more WhatsApp groups than you can shake a stick at. I’ve got WhatsApp groups at the mutual aid, I’ve got WhatsApp groups for uniforms, WhatsApp groups for the food bank, WhatsApp group for the depot, WhatsApp groups for the delivery drivers, WhatsApp groups for sourcing food, we’ve got a WhatsApp group for the leadership group who run it. I, yes. We, my life, my life is WhatsApp.

**Interviewer:** \*Laughs\* Yeah. Urm, and then additionally to that you said there was also a Facebook group.

**Participant:** Yeah, so we’ve got a Facebook group too because some people don’t like WhatsApp or don’t use WhatsApp. So, we have a Facebook group and that, that, that Facebook group is, is we just put updates on there to be honest, just to keep people, let them know. So, so some, some, some groups went off, urr, some of the mutual aid groups in [TOWN NAME] used Facebook as their tool, their, their, as their way of communicating together. We, we didn’t in the end because we, we, we just felt WhatsApp was a better way. We didn’t want to make a lot of the information public on Facebook. And I get that, that, you know I understand the link between WhatsApp and Facebook, but none the less. WhatsApp just felt like a better way of doing it.

**Interviewer:** Yeah. Do you use any other social media apart from those two?

**Participant:** Yeah, yeah, we’re got, a, a, sixteen/seventeen-year-old volunteer who does our Instagram account \*laughs\* and is very good at our Instagram account.

**Interviewer:** That’s exactly the type of person you want to do that.

**Participant:** Yeah, exactly. So, so, [GROUP MEMBER NAME 3] does our Instagram. We, urr, do we do anything else? Twitter. We use Twitter, Facebook, WhatsApp, Instagram, I don’t think we’ve quite got onto Snap Chat, TikTok, blah, blah, blah, I don’t think –

**Interviewer:** Yeah.

**Participant:** I’m worried that that would mean I’d have to dance.

**Interviewer:** Yes, I think so, I think so. Is it part of any national group, then, this group? You already said it had an alliance with-

**Participant:** Yeah, well, so, so, we are, lo-lo-locally there is group of food banks right the way across the region who are part of a food network that regularly converse about the, about how things are going. We are part of the Independent Food… The Independent Food Associations, Networks, it’s basically the Trussell Trust for independent urr, urr food banks who don’t want to use the Trussell Trust’s draconian and undignified, urr, system. Urm, so we’re part of that. We’re also, urm, in terms of our mutual air, our mutual aid was linked in to the [TOWN NAME], there was a, [TOWN NAME] had a group of urr, people who were coordinating mutual aid groups, who were kind of, who set a space, a social media space up so that Facebook, people who were running mutual aid groups, could have conversations. So, we were linked into other mutual aid groups in [TOWN NAME]. And also, [AREA NAME 1] and [TOWN NAME] Council urr, after about four or five weeks, started to do their own version of this. So they did their own community support and, what they tried, I think what they tried to do to start with was just to take the whole operation over, they realised they didn’t have the capacity or resources to do that, and what they did was, in the end, they just set up a phone line and an e-mail line where people would come through and they would often refer people through to the mutual aid group like us. So, we would get referrals from them.

**Interviewer:** Right, okay, I see, I see. So, you’re connected to quite a few different support groups and also –

**Participant:** Yeah, yeah, we are.

**Interviewer:** Any other organisations that you can think of that you’re connected to?

**Participant:** Urr, not that I can think of. No, I think, I think, oh [COUNTY NAME] County Council as well, they, their children’s services are now linked, they, they, they make referrals to us as well for people who are very vulnerable. In fact, actually, the food bank that is, the food bank that we set up, the food bank was called the [FOOD BANK NAME] and we, we, urr, we get a lot of referrals for people from, form both councils, district and country. Urm, for people who are vulnerable and very, very, you know, often with quite significant difficulties, mental health difficulties or, or, what ever else. So, so we, yeah, we are linked in with them.

**Interviewer:** So, they just refer [unclear 32:14]. Sorry, they just refer things, they don’t try and run things for you in anyway, do they?

**Participant:** No, no, no they don’t, I mean I don’t think they’ve got the know how or the capacity to do it. I mean they might, I’m sure they could if they tried.

**Interviewer:** Doesn’t stop them trying to do it in some cases, right?

**Participant:** Yeah, yeah, no, no, they, we, we, it’s one of those things, once you start an organisation like this up, it’s about trust. You have to build trust, you have to show that you’re doing things, that you have your shit together and you’re doing things properly. And urm, and so, and after a time, I think we got a reputation, certainly our food bank got the reputation that it was doing things properly. But we, we had a stock of food and volunteers that was uncommon for food banks, we, we had much, we were able to support much more people, much, much quicker than others are. So, so, so, with that in mind, I think after a while they realised that we were doing things okay and then they started to refer in to us which was fine.

**Interviewer:** I see, urm, do you have any connections to the local resilience forum?

**Participant:** Local resilience forum?

**Interviewer:** Mmm, yeah.

**Participant:** What do you mean by that?

**Interviewer:** Urm, they’re like multi agency partnerships basically of kind of organisations that, I think, are specifically set up for, kind of, disasters.

**Participant:** I don’t know of any local resilience forums in [TOWN NAME]. We have, I mean, we have local community networks, which, which were set up prior, you know, they, they, they were in operation for a couple of years and they were there to bring together various organisations to work on, on health related issues. But I, I don’t know of any local resilience network in [TOWN NAME].

**Interviewer:** No, okay. Have there been any other benefits that you’ve gotten from becoming a charity other than being able to apply for funding?

**Participant:** … that’s a good question. I mean… pos-possibly. But I mean, for us, it was very much, urm… two things, you get access to funding because you are legitimate in the eyes of funders and having a charity, having gone through the charity procedure, you know, what it provides is legitimacy. And, in, in, especially bearing in mind people understood that at the beginning of our project there was quite a few people associated with the [POLITICAL PARTY 1], so, you know, we, we needed independent legitimacy to make this a project that was sustainable. So, having, being a charity allowed us to do that. Urm, so I guess its legitimacy as well as the funding.

**Interviewer:** Sure, did it help you get food? Becoming a charity.

**Participant:** Yeah, absolutely, because most of the money we get we spend on food so, you know, it was immensely helpful.

**Interviewer:** Yeah, yeah. Urm, so now moving on to, kind of, motivations for participation, so I mean, your, your motivations were basically that there was a need for it. What do you think the motivations for, kind of other participants were?

**Participant:** I, its, it’s different, it depends who it is you’re asking. I think a lot of people are probably similar to me, they saw the need, and they wanted a bit of help. We, we had people who we were supporting with food who… who wanted to give something back, who wanted to contribute because they’d been helped. So, you’ve got that as well. You’ve got some people who are just going fucking mental because they’re at home and their isolating and they want to get out of the house and *do* something. So, there was people, there was definitely people like that. We had, it, it was varied, very varied, very varied. But I think, generally speaking, the sense I had was that people just wanted to help, they wanted to contribute, and, and, and help out in their local community.

**Interviewer:** Mmm, yeah. They wanted to help… what do you think is driving that? The idea to help. Some idea of altruism or some other thing?

**Participant:** Yeah, yeah, I think it is. I think it’s a pretty altruistic thing. I don’t think, I don’t think it was anything reciprocal, I don’t think people did it in the sense that they would get something back. I just, I just think that people though they were in a crisis, that they were, that they were in a real crisis and they saw people all around them, fucking killing themselves to help key workers, people staying in shops at their own risk to their help. You know, they saw people going above and beyond to try to help, and I think they wanted to just do their bit. They got a very strong sense of… you know, when, people don’t, you don’t, people use the word community a lot, there is no such… community doesn’t mean any one thing, but it, and it also, it’s not present constantly in people’s minds. But it hoves into view and out of view depending on circumstances, and I think, what happens is, people suddenly got a sense of their community, they, they knew people down the street were struggling, they couldn’t get food, they knew people further up that were going out to help people. People got a sense that they were part of something. And some people drove that, and other people responded to it. But I think they saw all the things that were happening around them, all these people helping and, and they saw this need and I think they just wanted to do their part. You know, I think people have got a… I’m a glass half full kind of person, I tend to see the best in people, and you see the worst in people, Christ, I’m a politician, you see the worst in people all the time. But I, I think, urr, urr, urr, there was a huge amount of altruism out there.

**Interviewer:** Mmm, interesting. And how do you think people conceived of the community, you know, do you think they though of it as in… in these specifically altruistic terms do you think they, you know, could see the community as like helping each other, and –

**Participant:** Yeah, so they saw it as a thing, because, you, you, you know, if, during normal times, for many people, a community is a bunch of streets with people who walk around. You know? They know their neighbours, but they don’t necessarily think or feel that they are part of a broader community. But during this, they did. You know, they saw the, all, all the blue, the little rainbows, the kids pictures in the windows they go past, there are markers there, visual markers that tell people they are all part of one thing. And what it does is it generates, in people, a sense that they’re part of one thing. And so, so, that kind of thing is really important. The fact that you’d walk in your one hour’s exercise a day and you’d just see house, after house, after house with a rainbow painted by a kid, or ‘Thank you for the NHS Workers’. There were visual cues everywhere that tell people they were part of something, rather than normal life where it’s just roads, and people, and cars and noise.

**Interviewer:** Mmm, yes. Urm, and, and do you think that applies to your own group as well, I mean do you think your volunteers initially felt some sense of being part of a group -?

**Participant:** Yeah, definitely, definitely, and a lot of people were very reflective about being part of the group, there were, there wasn’t just a lot of comments about how they would help people or say, “yeah I’ll take-”, they would put things on there about how happy, pleased they were about being part of a group of people who were doing this. Who were, were, such a nice group of people. There was a lot of reflective statements. If I was to trawl back, on the fucking ten million WhatsApp messages, you would see a lot of that. There was not just a lot of conversations, there was conversations about that was pragmatic and instrumental, “we’ve got someone who needs this, can anybody help?”, “yeah I’ll do that, I’ll help.” But there was a lot of people putting on their stuff about what it meant to be part of that group and what it meant to be doing this. And so, and people supporting each other, and thanking each other for doing it.

**Interviewer:** Within the group?

**Participant:** Within the group, yeah. People who had never met each other, other than on that group.

**Interviewer:** Mmm. So, it was also, kind of, I suppose, good for their wellbeing I suppose to be doing it, to be getting-?

**Participant:** Yeah, no doubt. I mean, Christ, there, there, you know, there is nothing better in a situation like this for your well-being than, well, if you’re well, to feel, to have that sense of helplessness taken away. You know, that’s such a crushing thing for so many people, that actually you’re, you’re sat there helpless while the rest of the world around you is radically changing for the worst – and there is nothing you can do about it. And anything that can pull that sense of helplessness away, and get people active about it, and get people involved and, and, and having a sense that they have agency, you know. What these projects do, they give people agency at a time when they are desperate for it.

**Interviewer:** Absolutely. And urr, yeah, and I think when thinking of agency, it, kind of makes me think of mutual aid as a kind of political idea, right? Because you know it has, kind of, anarchist origins and –

**Participant:** I know, I know, I have, I, I did, I wrote an article, so because of the [POLITICAL PARTY 1], obviously the fact that people already associated [POLITICAL PARTY 1] with our, I decided not to mention Kropotkin and anarchy because it doesn’t really play terribly well, when you’re talking about –

**Interviewer:** I’ve read that article; I’ve read that article yeah.

**Participant:** Yeah, but, but none the less, I understand the, I understand where it comes from, I understand the, the, the liberal… legacy in mutual aid groups.

**Interviewer:** Yeah, but it’s interesting isn’t it, I mean, because even though that term is used, it doesn’t necessarily mean that everyone involved in mutual aid groups are anarchist.

**Participant:** Well, nobody is, nobody. Fucking, I don’t think a single person who was, who I came, would ever describe themselves as an anarchist.

**Interviewer:** Yeah.

**Participant:** We, I mean, it’s moved away, it’s moved away, I mean, that’s it’s basis, but, in terms of the kind of, practice – I guess… you’ve got the kind of… theoretical mutual aid and then you’ve got the pragmatic emergency mutual aid and I think pragmatic, emergency mutual aid, it links to the theoretical mutual aid, but it’s a different beast all together. You know? I don’t, I think it comes from a different place.

**Interviewer:** Yes. Urm, but you did say that a lot of people involved at the beginning were [POLITICAL PARTY 1] councillors, do you think –

**Participant:** No, no, no, there was only two [POLITICAL PARTY 1] councillors, we’re [POLITICAL PARTY 1] members. People we knew, because obviously the first thing you do, they’re just members, they’re friends, they’re friends, so, so, so if there’s me and [GROUP MEMBER NAME 4] who are councillors and we sit there and think,   
“shit, how do we get something like this going?” Well the first thing we do is we ask people that we know, and it just so happens that they’re in the [POLITICAL PARTY 1]. Actually, we asked neighbours as well, said, “look can you help us.” Yeah, so, that, that for the first week or two, they were the people who were doing most of the stuff and then, of course, as soon as I put that leaflet out, that all changed, because then 99% of our people were not [POLITICAL PARTY 1] people, well they might be actually, I don’t know how, how they vote.

**Interviewer:** I see. So even though people in the group may have been political, it wasn’t like overt in their motivations for wanting to be doing mutual aid?

**Participant:** No, yeah. The, the, the reason people are political, *for* the people who are political at the very beginning, the reasons for those people are the same reasons, the reason people go into politics, is probably because you think it might be an avenue where you might do some decent things. And you can argue about whether that is the case. But, urm, so, I think, I think it’s just, I think it’s just that the more you have as a group of people who want to contribute to their community, urr, you can either do it through politics, you can do it through mutual aid, you can do it through working for a charity or setting up a charity. There’s lots of different ways. So, I think that the base is a different thing. I don’t think it’s really about… politics or political involvement.

**Interviewer:** Yes, right. Urm, so now moving on to kind of, changing of… maybe potential problems. Sorry., That you encountered. Firstly, did involvement in the group mean a lot of effort for people do you think?

**Participant:** Yeah, massive. Massive, absolutely massive, it was fucking knackering… it still is frequently.

**Interviewer:** Yeah, yeah. I mean probably for you more than some other volunteers who do less?

**Participant:** I mean yeah, probably, yeah.

**Interviewer:** Urm, have people dropped out then?

**Participant:** Urm, we’ve had people… we’ve actually, surprisingly few, the people who dropped out tended to be people who’d gone back to work. Who were furloughed and then they go the ne- the news that they could go back to work; so, they dropped out that way. Very few have dropped out because their knackered or… because urm… yeah no, very few. I mean it tends to be for instrumental reasons- just that, they haven’t got time anymore. I mean, to be honest with you, we do, especially with the food bank, and also, I think, with the mutual aid group, we, we, we ran things, we do things in a very light hearted way. We’re always joking about, we’re always fucking about, we’re always having fun, you know it’s not a serious endeavour the way we communicate. There is a small group of us who do a lot of the communications, and we are just constantly pissing about. And people get a sense that’s it’s a bit, that it’s, we try to make it an enjoyable, a thing that people would want to be apart of. If you’re doing, if you’re doing a session at the food bank and people would come in, it’s just a nice place to be. Yeah, you’re spending three hours packing food, but you’re having fun with the people around you. So, I don’t want to sound like David Brent, but at the same time, you, you, you, we did our best to try to not, for it to not to feel like a chore.

**Interviewer:** Mmm, I mean, because that’s quite remarkable that a lot of mutual aid groups with lock down easing have really seen a big drop in engagement because, as you say, people have to go back to work.

**Participant:** Yeah.

**Interviewer:** Do you think there was anything else you did to stop that haemorrhaging of volunteers?

**Participant:** Well, I think it was, it was the fact that we moved from… urrr… we moved… smo… we moved from our mutual aid group smoothly to our food bank and uniform exchange. People basically still had a thing to do. Because, it’s about giv- giving people a compelling reason to be involved, during lockdown, it, the mutual aid group was a compelling reason, but it becomes less so when people are able to move around and shop and shop for other people and blah, blah, blah. And so, we gave people a compelling reason to still be involved which was that, you know, kids in the local area are not feeding, are not able to get, might not get enough food. Or, or parents can’t afford school uniform, you know, that’s a good reason. If you’re minded to con- to contribute to your local community to support people, then those are two good reasons to still be involved. So, I think the reason why a lot of our people are still there is because… urm, the need is still there.

**Interviewer:** Mmm, interesting. And did you have to do some work, do you think, to link the need that was in COVID to the need-

**Participant:** Yeah, I mean, we, we, we, we would put, we would put it out on our networks to say, “hey folks, just to let you know, that we… what we’re all seeing is a lot of people that are, like, struggling to afford food, we’re now going to set up a little food bank, if anybody is interesting in being involved, then let us know, driver slots, depot slots, blah, blah, blah, blah,” and people, a whole fifty or sixty… a hundred people would came over and said, “yeah, yeah let’s, can I help out.” And then new people have come forward.

**Interviewer:** Mmm, so at what point in the mutual aid group was, was that being set up then? This need to –

**Participant:** Oh, Christ that, that was… I think our first delivery went out… end of April, start of May, maybe end of April our first delivery went out. So, quite early.

**Interviewer:** So, something like two months in, quite early on when there was a lot of enthusiasm still.

**Participant:** Well, no, no, not too much, because actually, if you… we… lockdown was 23rd May – 23rd March, so, we, we started around about then and we were looking for venues for a food bank within 8th,9th, 10th of April, so a couple of weeks in we’re looking for a venue, and already we were, we were already building, trying to get people, trying to urr, set it up and then we got up and running, we got some food, got volunteers, got a rota, blah, blah, blah, and then… we got out shit together enough to start delivering to people probably at the April. So, actually only a couple of weeks in we were actually, we were already embarking on this.

**Interviewer:** Mmm, so this was quite planned then, this wasn’t just… urm…

**Participant:** No, no, it wasn’t planned at all, that was actually unplanned. We thought we just do a mutual aid group and it was only when we kept coming… the problem is, an organisation called [ORGANISATION NAME 3] in our area is, because the area serves a lot… urr, of low income families, or an area that you might consider to be quite high deprivation, and, and [ORGANISATION NAME 3] shut down because of coronavirus, and [ORGANISATION NAME 3] was giving people a lot of food. So, what we found, very quickly, was that… urm, not only do people need people to do shopping for them, but people were hungry. So, there, so we responded to it. There definitely… there was never an intention to set up a food bank, urr, urr, at all, yeah. It was only, it was only when [ORGANISATION NAME 3] shut down and we kept seeing hungry people we thought, “fucking hell, there must be something else we can do here.”

**Interviewer:** Mmm, I understand. So, it arose kind of organically then?

**Participant:** Yeah.

**Interviewer:** Yeah, but you, I, but you now think that, I guess, that it has helped to sustain the group over time?

**Participant:** It’s…?

**Interviewer:** But it has also helped as a side effect, helped sustain the group over time?

**Participant:** Yeah, yeah definitely. There is a constant, people see constant value in being involved. I mean some of it, I’m really worried about it because it’s coming… fucking, it’s coming back and I’m really worried about the fact that there’s nobody who’s put any effort into sustaining the other mutual aid groups. Because I, I, I may be wrong, I mean I hope I am wrong, but if we go back into lock down which looks like it’s very possible, urm… I’m worried about whether or not the other mutual aid groups urr, are going to be able to be responsive quickly. They might do, it might just be that they all just click back in. But I know that a lot of these things have just died. So, yeah.

**Interviewer:** Exactly, yeah. I think, this is why this is such an interesting case, right?

**Participant:** Yeah, yeah, yeah.

**Interviewer:** Urm, have you held any other, kind of like, events or meetings to kind of like, sustain the… you know in the sense of…?

**Participant:** Urr, we had, we had three weeks ago, before all the new restrictions came in, we had… a coff… a coffee morning, some of the, we did a Saturday morning thing. And we invited people from the Church to come, socially distanced event, and we invited people who used the food bank, so groups of clients, users and we invited volunteers, so we had about fifty or sixty people, over, over the course of five or six hours, who came along. People baked cakes, there was a raffle, tombola, you know, the kind of thing – a normal community event. And it was wonderful, absolutely wonderful, we raised about a grand and a half. Urr, for the food bank, and it was just urm… it was really nice to have all of those groups of people represented there.

**Interviewer:** Mmm, so I guess, that ties, ties into that idea of making it fun as well, doesn’t it?

**Participant:** It does, yeah, it really does. Urm… we, we, we work really hard- well, I say we work really hard, we don’t, I think, I think what it is, is, it’s just a small group of people who coordinate it who fuck about a lot, we just do it naturally. But I don’t think we could run a serious endeavour without making lots of shit jokes. I don’t think we’ve got it in us.

**Interviewer:** \*Laughs\* yeah, okay, yeah. Urm, but I mean, it’s not only that, I mean the other volunteers who aren’t part of that coordinating group, I mean presumably they also have a stake in it and it being –

**Participant:** They do, they do, so, so, so, yeah, they, they do, and they all respond to our childish, so for instance when I put the depot, I put the rota out on a Sunday morning and say, “guys, can you do this?” And I always say on the WhatsApp, “can you please reply back with the most inventive and ridiculous emoji you can find.” So, people that I’ve never met before are just putting some of the most bizarre fucking, I don’t know where they’ve got them from. Urm, but its, yeah, people is… yeah, so people have responded, they don’t seem to mind that very much.

**Interviewer:** Mmm, fantastic. Have there been any other problems that have affected your group, other than, you know, some people dropping out?

**Participant:** Oh, fatigue, some people get knackered, obviously, routinely. We’ve urr… what else have we had? Storage space has been a constant battle, we’ve put a lot of our time to try and get storage space, for both uniforms and for food. Urm… that’s, that’s the main thing. The kind of things that affect everybody.

**Interviewer:** Yeah, and taking those two turn, with fatigue-

**Participant:** Sorry?

**Interviewer:** Taking those two things in turn, with fatigue… urm, how do you think you guys combatted that?

**Participant:** Well just trying to back ourselves up, you know, we’re, we’re reverse engineering the organisation, when you set anything up in an emergency, you have to reverse engineer it because you, if you want, if you want to be sustainable, you have to go back and think, “shit, how was… how do we make that part of it sustainable, this part of it sustainable? So, how do we bring extra people in to support this person? We’re… if this person is the only person who’s contacted clients, how do we get people in to support him?” You know, it’s a… it was about reverse engineering, going back, and taking the strain of people as much as we could.

**Interviewer:** Mmm, and, then in terms of the school uniforms space, how did you sort that?

**Participant:** Yeah, oh gosh, urr… well that’s, that’s just… we did an emergency campaign for go back to school but now we’re collecting uniforms from schools to try and set up a uniform, a school uniform exchange across the town. Urm, so that people can come and get uniform at any time of the year. Urm, yeah. But, but, but that’s, that’s a project that is just beginning really.

**Interviewer:** That’s quite a new initiative, isn’t it?

**Participant:** It is, we’re still, ea-ear-early days with that, because you know, school uniforms are, are crushingly expensive, you know, the branded ones. They’re really crushingly expensive. And, and, if they’re not crushingly expensive, if you can’t afford them, it’s horrible actually, your, your kids, kids there is nothing, God bless them, but there is nothing as vile as children to each other. You know, especially at secondary age, and when kids go in with the old P.E. uniform, or the P.E. uniform that’s not got the brand on, or, with, you know tattered clothes on, they get basted it’s fucking horrible. You know it’s like that thing Zygmunt Bauman talks about, being a flawed consumer. It’s brutal. And, and parents can’t afford, or, or, or it’s quite routine for parents to buy expensive uniform, and then not be able to buy food or go into food poverty as a result of it, and so, we just thought, you know, we’ve got to do something about that it’s, it’s an un-, it’s really…. So, there’s two strands to that, there is, one strand of that is actually trying to get school unforms, but we’re also going to try and do a campaign across the town to see if we can shift them to non-branded stuff.

**Interviewer:** Mmm.

**Participant:** Which I think in [CITY NAME] has already happened.

**Interviewer:** So, going forward, I guess, this is a project and also the community kitchen?

**Participant:** \*Sighs\* Yes. Yes.

**Interviewer:** Any other potential plans going forward?

**Participant:** Not at the moment, [INTERVIEWER NAME], but next week maybe.

**Interviewer:** \*Laughs\* I’ll come back and there’ll be another five different WhatsApp groups.

**Participant:** \*Laughs\* There will be, exactly!

**Interviewer:** Okay, and so, finally, what have you learnt from coordinating the group? Any advice that you would give to people?

**Participant:** Urm… my advice would be, try and bring other people in to help you run it, the mutual aid groups that just had one or two people, urm, were always… really, urr… vulnerable. So, there was one in [VILLAGE NAME], and it was one guy, an ex-military guy who runs it in [VILLAGE NAME] and, urm… and he’s a very hard taskmaster. And so, in essence, the degree to which that group does or does not work, depends on the degree to which you could put up with him. So, so, so, yeah, try to, try to make sure that there is not just, it’s not just, the group is not just run by one person, get a collective of people who run, who run things together and can work together. Try and be as democratic and diplomatic as you possibly can, and make things as fun as possible for people so they actually don’t mind giving their time, urr, as well as the fact they want to help people. So, those are the broad principles which, yeah, the kind of human principles that probably apply anywhere, you know, they’re not just mutual aid ones.

**Interviewer:** Yeah. Did you learn anything about yourself?

**Participant:** \*Laughs\* I’ve got a greater capacity for hard work than I thought I had.

**Interviewer:** Yeah.

**Participant:** I thought I was a much lazier person than I actually am.

**Interviewer:** That’s good.

**Participant:** Yeah it is good, it is good.

**Interviewer:** I could do with that. I could do with that. And finally, anything else that you wanted to add.

**Participant:** No, no that’s it, that’s it mate.

**[Debrief]**

**[End of interview]**