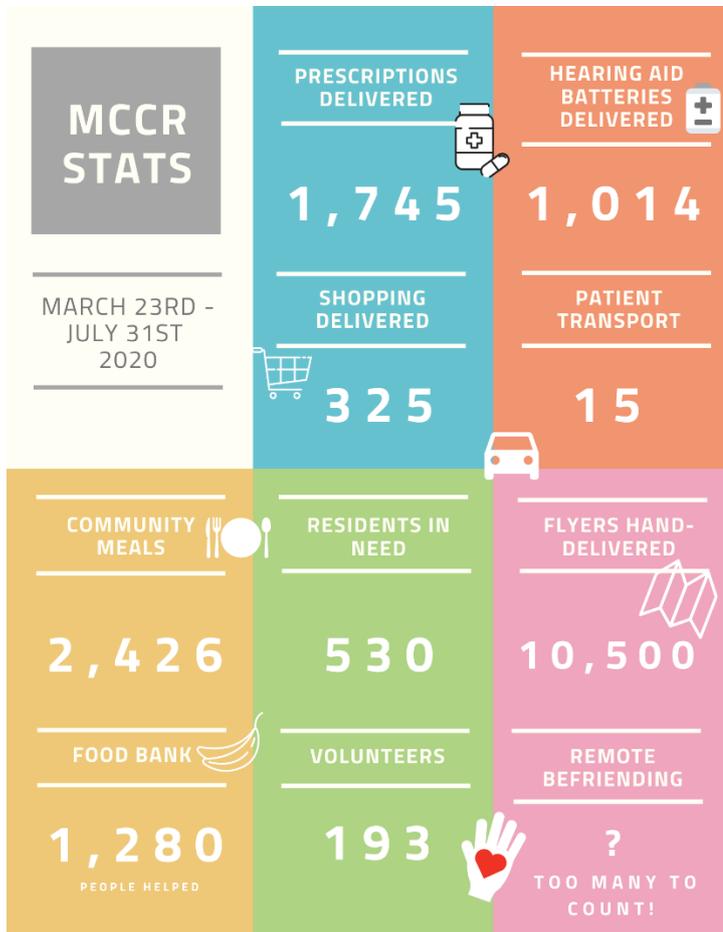


# MELBOURN CORONAVIRUS COMMUNITY RESPONSE (MCCR)

Report dated 25<sup>th</sup> September 2020

The MCCR operated for 20 weeks and in total it is estimated that in excess of 2,500 hours were volunteered for the MCCR effort since its inception on 16th March 2020. This helped achieve the below:



With the support of existing key local organisations and individuals, Melbourn Timebank, Melbourn Hub, the Parish Council, the Melbourn Mobile Warden Scheme and the District Councillor for Melbourn, the MCCR successfully operated for 20 weeks combatting the epidemic threat to vulnerable residents. The thank you cards from grateful residents were manyfold and a pleasure to receive (and also the kind gifts of chocolates, cakes and biscuits!) All those involved in the MCCR were so pleased to be able to provide the much needed support.

## Financial Report

CREDIT			DEBIT	
PC grant	£	750.00	MCCR overheads	£ 5,030.78
CCCF Grant 1	£	3,200.00	Fuel expenses	£ 597.60
CCCF Grant 2	£	1,165.00	Community Meals	£ 1,526.29
Just Giving (net)	£	4,304.10	Food bank	£ 4,708.33
Donations	£	5,176.61	Debtors (unable to pay)	£ 16.68
PC Loan	£	1,750.00	Debtors (deceased)	£ 26.14
Overpayment credits	£	3.26	Debtors (underpayment)	£ 0.15
Reclaimed monies	£	691.79	iZettle charges	£ 11.74
			PC loan returned	£ 1,750.00

**£ 17,040.76**

**£ 13,667.71**

Credit	£ 17,040.76
Debit	-£ 13,667.71
<b>Remaining funds to be ring-fenced in Hub accounts</b>	<b>£ 3,373.05</b>

# MELBOURN CORONAVIRUS COMMUNITY RESPONSE (MCCR)

## Case study (names changed for anonymity)

*Joe is a 79-year old Melbourn resident, he lives with his wife who is in the early stages of dementia. He contacted the MCCR very early on in lockdown and was clearly very anxious about going out; both he and his wife have regular prescriptions, a need for grocery shopping and payment of bills and other household tasks. Their situation was exacerbated by the fact that Joe's wife used to take care of all household chores and now Joe was finding himself needing to take over, but already very unsure of himself. His anxiety about his newfound responsibilities and the COVID-19 lockdown meant he called us frequently and it was plain to hear he was worried and fearful about many tasks that needed fulfilling.*

*Lisa is also a Melbourn resident, a member of Melbourn Timebank and had contacted the MCCR during the first few days of lockdown to offer whatever assistance she could to anyone in the community.*

*Initially the MCCR focussed predominantly on servicing prescription needs to reduce footfall through the small village pharmacy premises and to bring an economy of scale efficiency to the operation whereby one person collected 30+ prescriptions in one visit and then delivered them to patients. After the first couple of weeks of lockdown, as expected, an increasing demand for weekly household shops emerged. To assist with households deemed to be particularly in need of support, the MCCR established a pool of volunteers that were either referenced through the Timebank or vouched for by members of the MCCR Team (these members included a District Councillor – Jose Hales, the Timebank Coordinator – Cath Sharman, the chair of Melbourn PC – Graham Clark and several directors of Melbourn Hub). Volunteers from this pool were then considered as suitable matches for households in need and approached individually to establish their willingness and availability to be 'buddied' with another household. Where possible, location was taken into account to allow for neighbouring households to be buddied.*

*Lisa lives on the same road as Joe, but they were unknown to one another. Cath spoke to Lisa about the requirement and Lisa gladly volunteered to be Joe's buddy. We spoke to Joe too and he was happy with the arrangement, and both agreed to the MCCR sharing their contact details with the other person. We hand-delivered a letter from the MCCR to Joe with Lisa's name and phone number and emailed Joe's phone number and address to Lisa. Included in this email were instructions covering safe delivery procedures, advice on financial arrangements and a reminder that we must be notified immediately in the case of Lisa being unwell and unable to assist Joe. The email also asked Lisa to 'phone Joe to introduce herself and see how she could help. From then on, and for the next 19 weeks, Lisa undertook a weekly grocery shop for Joe. Occasionally, if he was short of something and didn't want to trouble Lisa, Joe would come back to the MCCR for a pint of milk from the village Coop. This situation was ideal as we knew that Joe had someone calling/checking up on him and his wife regularly and Lisa was also then in a position to alert us if she had any concerns. The MCCR continued to handle Joe and his wife's repeat prescriptions. Lisa helped Joe with everything else, helping him pay his newspaper bill and shopping for him regularly. During lockdown, Joe needed to visit the hospital so the MCCR also arranged transport for that trip. Cath checked in with Lisa periodically to make sure all was well and whenever Joe rang in for prescriptions we also checked with him to ensure we had double confirmation that everything was working well with the buddy system.*

*Over the lockdown period, what had begun as a buddy arranged by the MCCR/neighbourly help blossomed into a lovely friendship; Joe bought Lisa flowers to thank her for her help and we were all delighted to see them both enjoying coffee and cake together this week in the re-opened Hub after so many weeks of only being able to talk on the 'phone and maintain socially-distanced no-contact-doorstop-drops.*