

Community Business re COVID-19, Mutual Aid
Theme – **Managing food preparation, delivery and/or distribution**

Host – **Chris Buckham, Bretforton Community Shop Ltd**

7th April 2020

Bretforton response to Covid-19

- ▶ **Bretforton** is a rural village in Worcestershire. 4.4 miles (7.1 km) east of Evesham.
- ▶ Population around 1300
- ▶ Demographically close to UK average, but with a higher proportion of elderly
- ▶ There is a village hall, a garage, a sports and social club and a community social club.
- ▶ Bretforton is also home to the Bretforton Silver Band that can trace its roots back to 1895 when it was known as Bretforton Temperance Band.
- ▶ Most famous for The Fleece Inn – a 300 year old National Trust pub



St Leonards Church and the Village Square



The famous Fleece Inn during filming for a TV Series

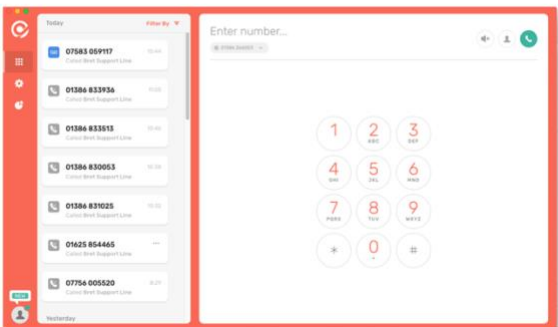


The Community Shop

What we did/are doing?


- ▶ Village-wide meeting
 - ▶ Representatives of pub, clubs, shop, Parish Council and Church. Village committee established.
- ▶ Regular Zoom Meetings to review progress and improve response
- ▶ Leafleted every household
- ▶ Set-up Covid-19 Mutual Aid Telephone Helpline and social media groups with rotas and management
- ▶ Set up the Shop as a grocery delivery business – cut opening hours to facilitate deliveries
- ▶ Re-purposed the pub as a weekend takeaway – including beer!
- ▶ Big shout out for volunteers to help the over 70s and other self-isolating

▶ Hotline call log



The screenshot shows a mobile application interface. On the left, there is a list of call logs with columns for 'Number', 'Time', and 'Status'. The numbers listed are 07583 069117, 01386 833936, 01386 833513, 01386 830053, 01386 831025, 01625 854465, and 07756 005520. On the right, there is a dial pad interface with a numeric keypad (0-9, *, #) and a text input field labeled 'Enter number...'. The entire interface is framed with a red border.

▶ Village Rota using 3-Rings



The screenshot shows a web-based interface with six main sections: 'Rota' (a calendar grid), 'Stats' (a bar chart), 'Directory' (a list of names and photos), 'Comms' (a text input area), 'Filestore' (a list of files), and 'Admin' (a settings menu). The interface is color-coded with blue, green, and white.

Links to key resources

- ▶ Community Hotline
 - ▶ IP based telephone system from Circleloop www.circleloop.com – free to charities and community business sector for 3 months
- ▶ Managing Volunteers
 - ▶ 3 Rings rota system used by Shop modified to add volunteers for other functions – delivery of prescriptions, cash and carry runs etc <https://www.threerings.org.uk/>
- ▶ Comms for organising and managing response
 - ▶ No surprise – www.zoom.us

Opportunities, Challenges & Impact

- ▶ Impact
 - ▶ No one feels isolated. Positively seeking out those who might be vulnerable and could need help.
 - ▶ Over 100 new enthusiastic volunteers from the self-isolating over 70s “Bret Call Girls” to the wedding photographer turned cash and carry expert.
 - ▶ Groceries and prescriptions delivered same or next day.
- ▶ Challenges
 - ▶ Organising the response and putting in processes while maintaining enthusiasm.
 - ▶ Maintaining the disciplines of social distancing.
 - ▶ Getting the rotas right.
 - ▶ Good Comms
- ▶ Opportunities
 - ▶ Creating a new framework for the community when we get through this crisis.

Risks & Issues

- ▶ Risks
 - ▶ Lack of resilience and loss of key organisers to self-isolation and the disease itself.
 - ▶ Further restrictions from the government on people movement or the supply chain

- ▶ Burn out
- ▶ Issues
 - ▶ Lots of enthusiasm, but much of the burden has been incremental work for a small group.
 - ▶ Delegation of tasks
 - ▶ Process design
 - ▶ Communications

More information

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