

MELBOURN CORONAVIRUS COMMUNITY RESPONSE (MCCR)

Report dated 10th June 2020

Summary

This report has been collated to show the value and integrity of the MCCR (COVID-19 response) team that operates in Melbourn, South Cambridgeshire. With the support of existing key local organisations, Melbourn Timebank, Melbourn Hub, the Parish Council, the Melbourn Mobile Warden Scheme and the District Councillor for Melbourn, a systems-ready and robust team consisting predominantly of volunteers has been operating for the last 12 weeks combatting the epidemic threat to vulnerable residents.

Area of operation	Melbourn, SG8 – population approx. 6000
Recipients registered	517
Volunteers registered	193 – no new registrations since 22 nd May
Prescriptions delivered	1,140
Shopping requests delivered	248
Hearing aid batteries delivered	312
Transport requests completed	9
Community meals delivered	1,147
Food Bank	150 people provided with food
Flyers delivered	3 to every household

The MCCR has evolved since lines opened on 23rd March; 3 phone lines are open 7 days a week from 9-4. On Sundays the phone is diverted to a mobile phone due to low call volume and the pharmacy not being open. The control centre operates 6 days a week; generally 3 staff in the morning, 2 in the afternoon and one prescription delivery person on shift and a pool of 8 shoppers on call; 2 people run the Food Bank once a week. It is estimated that in the region of 1820 hours have been volunteered for the MCCR effort since 16th March 2020

1. Overview of essential services now offered

- i. Collecting and delivering prescriptions* - the MCCR work very closely with the WELL pharmacy and Orchard Surgery, but also collect prescriptions from all 4 Royston pharmacies, delivering to Orchard Surgery patients from Shepreth to Therfield (and most places in between). We also coordinate and collect prescriptions for Meldreth and Whaddon. The MCCR has been taking considerable strain from and alleviating pressure on local essential services, such as the GP surgery, dispensary and pharmacy. Our efficient system requires only two people per week going in to the pharmacy and thus has reduced footfall within the village and minimised exposure for all.
- ii. Essential shopping* - this includes Tesco, Leech & Sons, Aldi, Fieldgate, WELL and Coop. Additionally, designated volunteers are doing regular shops for their 'buddy' households. We are also assisting with shopping for those with Pupil Premium vouchers.
- iii. Community Meals* - since Friday 24th April MCCR volunteers have been delivering approximately 150 meals every Friday to families in our community.
- iv. Food Bank* - the Food Bank was established on the 21st May in the Hub and many households (150 people) have been supplied with free food parcels.

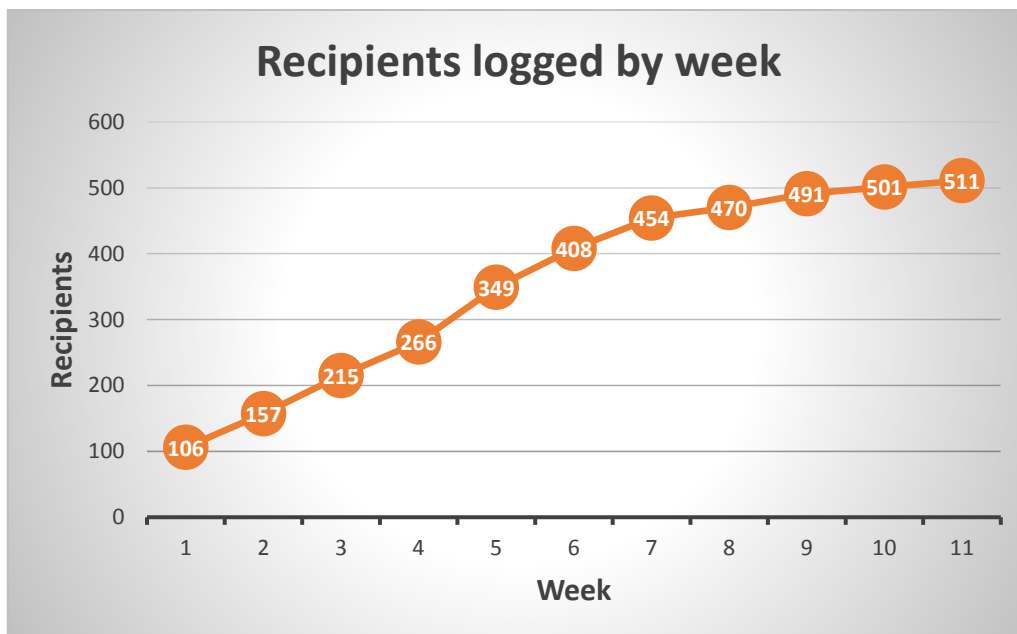
- v. **Hearing aid battery supply** - these were delivered to us because the usual Cambridgeshire Hearing Help sessions are not currently running. The batteries can be delivered free of charge to anyone with an NHS prescribed hearing aid (or at cost to anyone else).
- vi. **Patient transport** - we have a volunteer driver who is fully briefed on safety and infection control and Orchard Surgery have supplied us with masks for the driver to use.
- vii. **Contactless payments** - either over the phone or using the iZettle card reader to permit us to receive contactless payments on the doorstep
- viii. **Maintaining telephone social contact to combat loneliness** - we have a small team of volunteers who ring those who have asked for contact
- ix. **Media contact via flyers and Facebook** - a total of 3 flyers have now been hand-delivered to all Melbourn residents by volunteers, in addition to the 760 letters posted specifically to those identified as vulnerable or shielding. The spike in recipient numbers recorded in week 5 is due to flyer #2 and receipt of shielding letters. The Facebook page has proven to be a highly effective tool for informing residents with a reach of 4,425 and 1,279 engagements in the last 28 days.

County Councillor Susan van de Ven reports that *“precisely because of the overwhelming success of village schemes ... in South Cambs, the need for the Countywide Hub Volunteer pool, and probably the NHS Volunteers, is greatly diminished.”*

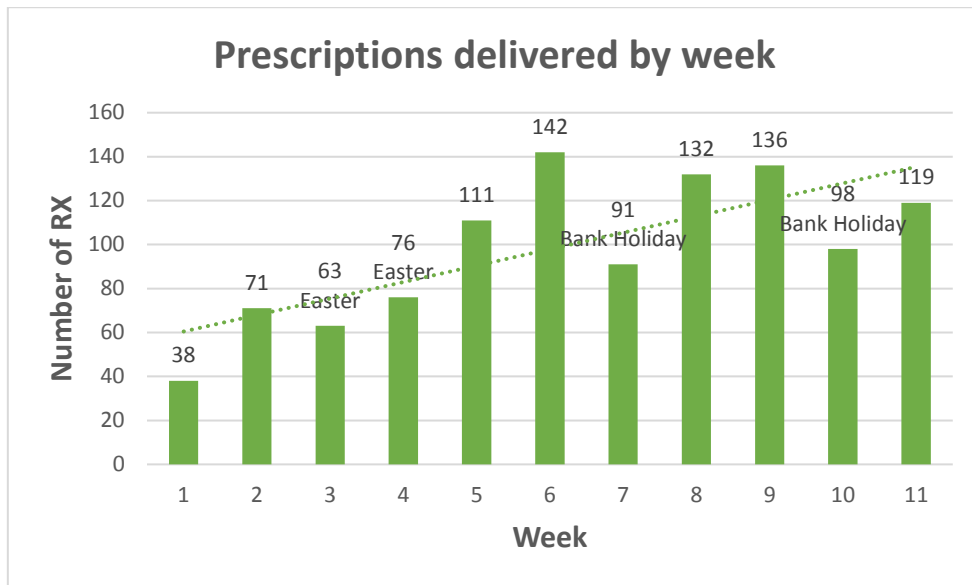
2. Charts

Please note Week 1 is 23rd – 29th March, Week 2 is 30th March – 5th April etc.

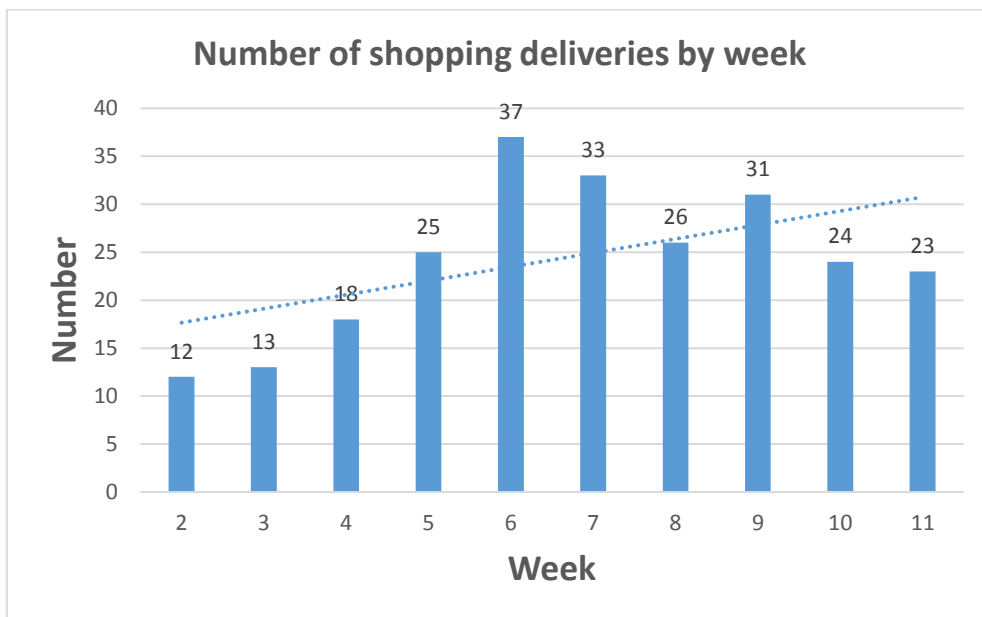
- A. We are still registering new recipients each week even though we are now into week 12 of operation



- B. Prescriptions deliveries are still in growth
Easter and Bank Holidays are flagged as inevitably, pharmacy closure/half day opening means no or fewer prescriptions delivered.



- C. Shopping deliveries are still in growth (from Week 2 onwards)



3. Financial Overview

I. Income

Parish Council Loan	£2,500.00
CCF Grant	£3,200.00
Just Giving (net)	£3,156.43
Other donations - bank transfers/cash etc.	£2,194.41
Total	£11,050.84

II. Operational costs/outgoings

MCCR Costs - stationery, phones, IT, consumables, hearing aid batteries etc.	£2,952.67
Fuel expenses	£388.35
Food Bank	£490.76
Community Meals	£569.26
Total	£4,401.04

III. Recoverable costs

Shopping costs incurred	£ 4,277.99
Reimbursed to date	£3,741.10
Outstanding amount	£ 536.89
<i>(of which MVC Pupil Premium)</i>	<i>£ 325.43</i>
To be reclaimed*	£211.46

*some payments may already be in house, reconciliation done on Saturdays

- some customers' payments may only be made in cash at the end of MCCR operation
- no single account owes more than £20

If the recoverable costs are disregarded, the MCCR has a working balance of **£6,649.80** (£11,050.84 – £4,401.04)

4. Considerations for future operation

Approximate weekly costs

MCCR operation	£250
Community Meals	£250
Food Bank	£200
Fuel	£50
Total	£750

- The Parish Council loan of £2,500 could be returned if required, this would leave a sum in the region of £4,100 for future operation. At an approximate running cost of £750 per week, this permits a further 5 weeks of operation in the same manner without further income.
- We envisage a requirement for many additional services in coming weeks, such as counselling and support from mental health services. These will also have a cost.
- We have been assured that the Community Meals will continue until the end of July (furloughed staff will likely return to work around then).
- We can expect the demand for the Food Bank to continue to rise to the end of 2020 as unemployment rises and incomes suffer.

5. Qualitative Data/Feedback

A selection of some of the thank you notes/emails we have received over the last 12 weeks:

Just wanted to let you know I've spoken to a few people today on the welfare calls, and they are all raving about everyone at the Hub!

They are so grateful for all that people are doing, whether its dropping off their prescriptions or meals, they are so very pleased they live in the areas served by the Hub.

Please pass on their thanks to all those helping out, what you are doing is fantastic and it really is making a difference to people's lives, and it is so lovely to hear in people's voices the pride and thanks they have for you all!

Keep up the fantastic job you are all doing 😊

Operations Team, Housing – S Cambs

Thankyou so much! Sorry to gush constantly but im not sure what we wouldve done without you (and the other MCCR team).

Resident, Clear Crescent

I thank you all.

You are doing amazing helpful things within Melbourn.

Resident, Portway

I just wanted to say a big thank-you for arranging for someone to collect our prescriptions last week, and also our Tesco Click-and-Collect order on Saturday.

I think it was a gentleman called Martin who collected our prescriptions, but I do not have the names of the couple who collected our shopping.

I phoned The Hub this morning to ask if someone could pick up our Tesco order on Friday and spoke to a very friendly gentleman whose name I forgot to ask.

It doesn't seem right that we are having to ask for help, as we are both volunteers ourselves for different organisations (when life is normal!) but please pass on our grateful thanks to all those concerned. Everyone is doing a fantastic and worthwhile job, which is greatly appreciated.

Resident, Water Lane

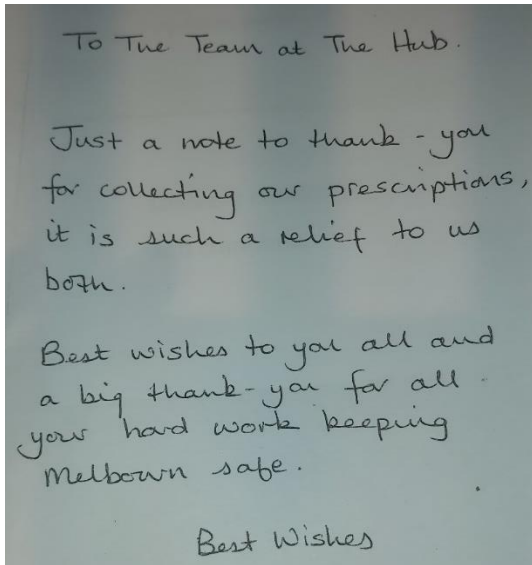
We would like to thank the MCCR organisers for the excellent flier received. How very helpful and reassuring to those of us who are needing to stay at home, both to know that help is at hand and to have the food provision contacts.

Thank you,

Resident, Drury Lane

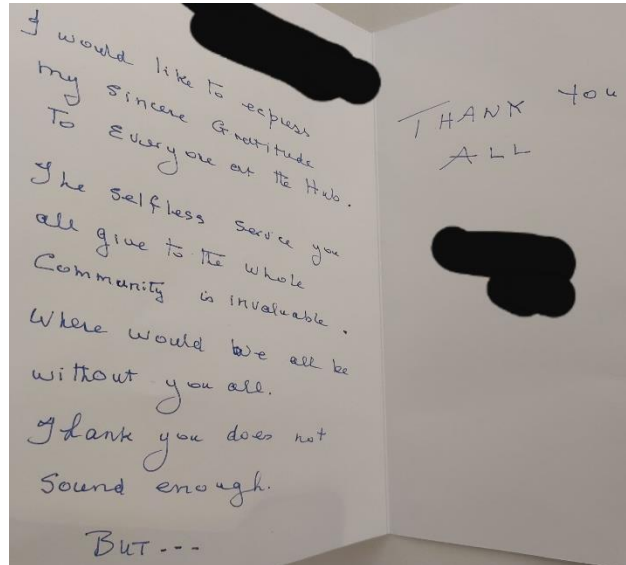
Many thanks for your help in obtaining John's and my medication, a very efficient service you have provided. We really appreciate your help.

Resident, Fowlmere Road



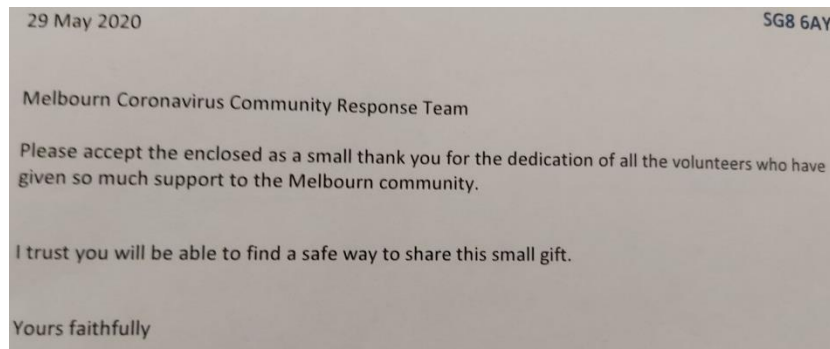
To The Team at The Hub.
Just a note to thank - you
for collecting our prescriptions,
it is such a relief to us
both.
Best wishes to you all and
a big thank-you for all
your hard work keeping
Melbourn safe.
Best Wishes

Resident, Clear Crescent



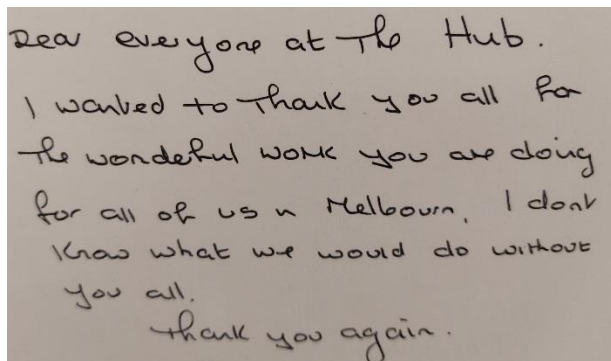
I would like to express
my sincere gratitude
To Everyone at the Hub.
The selfless service you
all give to the whole
Community is invaluable.
Where would we all be
without you all.
Thank you does not
sound enough.
BUT ---
THANK YOU
ALL

Resident, Clear Crescent



29 May 2020 SG8 6AY
Melbourn Coronavirus Community Response Team
Please accept the enclosed as a small thank you for the dedication of all the volunteers who have given so much support to the Melbourn community.
I trust you will be able to find a safe way to share this small gift.
Yours faithfully

Resident, Water Lane



Dear everyone at The Hub.
I wanted to thank you all for
the wonderful work you are doing
for all of us in Melbourn. I don't
know what we would do without
you all.
Thank you again.

Resident, Elm Way



Resident, Melbourn
