

Hello all,

Although I only emailed you at the beginning of the week lots has changed since then!

We now have an AMAZING 300+ and growing volunteers, plus 50% of streets in Clevedon have been adopted and many neighbours have teamed up to support and deliver aid locally.

We have received and fulfilled over 30 requests via the website for aid in the last 72 hours - that's on top of the local requests that are seamlessly being picked up on street!

THANK YOU!

We have also received a few queries over the last few days and we hope we can solve these with a few FAQs below.

I'm not being matched with anyone?

We are a support network. Our expectation is that you are actively engaging with the street you live on. We suggest you leaflet your road and create a WhatsApp group or similar so you can all support each other.

We get requests from people that have not had a neighbour contact them; we find their nearest volunteer and link them. We then hope that neighbour keeps in contact.

We do not expect every request to come via us - it would be unmanageable! We expect people to help each other and build up these relationships locally. This makes the model far more sustainable.

Someone from my street has asked for aid but I can't fulfil their request?

Have you asked your neighbours to help out? If no-one can please contact us via the website request form and we can find a nearby volunteer from our database.

I've dropped leaflets but no-one has reached out and said they're also volunteering.

Email us and we can let you know who nearby has signed up.

I've had a leaflet through from someone on my road already.

Brilliant - they've saved you a job! Text them and offer your help to share any requests they might get. This is how the WhatsApp groups are developing.

If I drop the leaflets does that mean I'm responsible for everyone?

No - hopefully this will encourage others who can support will reach out. If this doesn't happen and you receive too many requests to manage please reach out to us for help.

I signed up but now unfortunately am ill/self isolating.

We're sorry to hear this. Please just email us to let us know and we will pause you on our database (so we don't annoy you with requests you can't fulfil!) and let your street team know. When you're better just drop us another email and we'll get you reinstated.

I have a query about aid, the delivery of aid or I'm unsure or uncomfortable about something.

Firstly, have you checked our volunteer guidelines? These are updated regularly and are found on our website: clevedonmutualaid.co.uk.

If the guidelines are no help please email us directly. We are coming across lots of difficult scenarios that aren't always directly COVID19 related but are exacerbated by the fact that services are stretched and routines are disrupted. We are working closely with the Town Council, County Council, local Health and Social Care providers, Children's Services and the Police so we should be able to find an answer or pass it on to the correct person.

Why do all requests for help have to go through the website?

This is so we can make sure they are fulfilled and not lost to the depths of Facebook. It also means that those who are requesting are not left in a vulnerable position with their needs and location publically shared. We connect the volunteer with the requestee and follow up to check the aid has been fulfilled.

Why do all volunteers have to sign up via the website?

Simply so we have a central database of who is volunteering, your geographical location and what you can volunteer. If you don't sign up this way we are unable to pass on requests to you. It also again keeps your data safe from public viewing.

Can I adopt more than one street?

Please leaflet drop to as many streets as you can and you feel able to be able to support. We don't necessarily need to know your overall patch as if we have a request come in for a road that has yet to be adopted we push the request to the nearest volunteer anyway - which could well be you!

Is there anyway I can help further?

Yes! We are currently looking to build a SUPER VOLUNTEER TEAM who will be able to cover areas that have minimal volunteers, or support on streets where there is only one street volunteer but recieving lots of requests. If you think you'd like to join this team please email: clevedonmutualaid@gmail.com and subject your email: SUPER VOLUNTEER TEAM.

These FAQs will be available on our website too.
I hope this clarifies some of the queries you may have.

Thank you again for everything you are doing.

Kind regards,
Lizzie and The ClevedonMutualAid Team