



Love's Farm Community Association Meeting
Zoom Video Conference
15 April 2020
19.30

Minutes

Committee only invites

Agenda: Coronavirus Response

Attendees: Marcus Pickering (Chair), Becky Fowler, Ben Pitt (SNTC), Julie Wisson (CCC), Emma Lovelock, David Wells (HDC), Cameron Paul, Nik Johnson (HDC), Jenny Lincoln, Caroline Gregson, Helene Tame

Response to LF Coronavirus Newsletter (Ben Pitt)

1. Since the distribution of the Coronavirus edition of the LF newsletter, only a handful of requests for help have been received. Circa 20 volunteers have offered their assistance. Ben is engaged with the wider St Neots Coronavirus community support group, to ensure any LF residents requiring help are directed to our group (and similarly any LF-based volunteers identified).
2. The lack of requests for help, may reflect the relatively young population of LF, and also the strong sense of community; with neighbours already assisting one another. However, the wording of the previous newsletter, suggested those in the shielded group should already be receiving support from the NHS and should therefore not utilise the help of LF volunteers if possible; this was written as such in anticipation of a high demand for help. Ben commented that this wording may have been too strong, and may have stopped residents who are in genuine need, asking for help. Ben also noted there may be some stigma associated with requesting help.
3. Ben suggested the wording of the offer of help is softened, and extended more widely. Also, that an image-based offer of help should be distributed via Facebook to reach more people.

Action: Ben to send Emma an image and text for a Facebook offer of help.

Action: Marcus to change the wording of the offer of help on the website (as per above).

4. Ben requested the section of the website where residents can identify as vulnerable be removed, as this is not being actively monitored, and residents

may use this as a roundabout way to request help. Residents who need help should instead contact the LFCA Coronavirus telephone number.

Action: Marcus to remove the option for residents to identify as vulnerable from the LF website.

5. Julie commented that CCC are sending letters to the shielded group. It was noted that shielded lists aren't being filtered through to supermarkets, with shielded residents unable to obtain priority delivery slots.

Action: Julie to explore why the shielded list isn't being prioritised with the supermarkets.

6. It was noted that the payment system setup for LFCA volunteers to obtain groceries for residents is low risk (the operator of the LFCA volunteer line takes the payment over the phone).
7. LFCA is in the process of obtaining a community grant to fund mileage costs for volunteers, and any credit card charges etc that may be incurred through the volunteering scheme.

SMART (Helene Tame)

8. Helene intends to make available the SMART day equipment for one household, per day (on request to Helene). Helene will leave the equipment on the railings of her property to be collected. The group were in agreement with this suggestion.

BPHA Liaison (Helene Tame)

9. Helene has spoken with the housing agent at BPHA who noted that an increasing number of residents are defaulting on their rent. BPHA has made it clear that there will be no evictions arising from failure to pay rent because of the Coronavirus, which may have led residents to believe that they do not need to inform BPHA if they can't pay their rent. This is not the case; residents should be contacting BPHA as soon as they are aware they may default on their rent. It was also suggested that BPHA could inform residents in need of the LFCA offer of help.
10. It was also noted that Helene is a foodbank voucher holder, and any referrals for the foodbank can be made directly to her (or alternatively via the school).

Action: Helene to send Emma a form of words to put on facebook requesting BPHA residents to contact BPHA if they may default on rent.

Action: Helene to inform BPHA of LFCA's offer of help/information for residents.

Emotional Support (Ben Pitt)

11. It was raised whether more could be done by LFCA to provide emotional support to residents at this time. It was noted that members of the LFCA and those operating the help line, may not have the expertise to support residents who may require more specialised help with their mental health, and that residents requiring this help should be referred to specialist agencies e.g. Samaritans. However, volunteers were available to talk to residents over the phone to provide company.
12. Helene has hosted three successful online coffee mornings via Zoom. It was noted that it can be difficult to engage with all present, particularly once numbers dialling in increase above 8 or so. Emma commented that she continues to use the LF Facebook page to promote LF community initiatives such as the Easter egg hunt, dance on the doorstep and the upcoming VE Day celebrations (picnic on your front lawn). A Loves Farm homeschooling support group has been set up on Facebook.
13. Ben commented that he would like to explore if the LFH could host some of its usual events online e.g. a Schume beer tasting night in May and a quiz. Various options for attracting residents to join in were discussed, including using zoom rooms (at a cost?), using myquiz.org or kahoot to design quizzes and utilising live YouTube presenting, whilst residents dial in on zoom to watch.

Action: Emma and Ben to explore what LFH online events could be held online.

AOB

14. The next LFCA meeting will be held on Wednesday 20th May 2020 (1930), and will likely also focus on other agenda items, in addition to our Coronavirus response.