

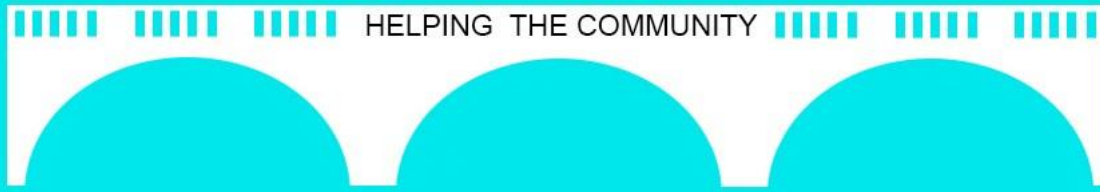


Setting up your area – notes for an Area Coordinator

Our mission as a group is to ensure, to the best of our ability, that no household in Henley is missed out. As long as this is achieved safely and respectfully, HCMAG is not here to mandate how you achieve this. However, the experience that we have had so far has taught us a few things.

1. Before doing anything, a good tip would be to start a [spreadsheet based on this](#). This will hopefully help you to order the way you work and make sure that no street gets missed out.
2. It is useful to split your area down into the smallest group you can so that they are really manageable. This means recruiting Street Representatives – if you are able to do this via the HCMAG volunteer list or through local knowledge/friends before you start leafleting it will make your job easier. If not you can ask for volunteers to take on the street level management once you have your WhatsApp or Facebook group is up and running.
3. We recommend that you leaflet your whole area with our template leaflet from the Resources section of our website, If you do use your own version, the leaflets should give clear instructions of what the household should do next. Options:
 - a. Message/call/email if you need help including:
 - i. Phone calls
 - ii. Help with shopping
 - iii. Dog walking
 - iv. Help with getting on to technology to keep in touch
 - b. Message/call/email to be added to your street's WhatsApp group or Facebook group
 - c. Message/call/email to indicate an interest in volunteering your help.Some of the early forms available had boxes to fill in and return – please avoid these so we don't force people in self-isolation to leave their houses if they don't need to.
4. Either recruit street representatives via your new street whatsapp groups or use your previously recruited street representatives to split up your group and help you to fill in the gaps locating vulnerable people. The aim should be for the street representative to know every household within their area. If any of those people aren't on the WhatsApp group aim to link them up with a volunteer who can contact them by phone or email on a regular basis to check in with them.
5. Make sure that all households know the structure of the group – who should they contact if they need help? (we have found directly contacting the street representative avoids the message being lost in a WhatsApp). How can people

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volunteer? It is helpful to give vital information on the group description (name and number of who they should contact if they need help).

6. Make sure that your Street Reps have guidelines on safeguarding/reducing virus spread (we have guidance in our Resources section of our website) to pass on to their volunteers.
7. Make sure your Street Reps are clear on how to handle payments for shopping done. You may want to standardise this across the area or allow each street rep to find the best way for their individual circumstances. Please do take time to read the Money Handling resource though before making recommendations.
8. Your street reps should ideally match up people requesting help with volunteers from their own street. If the person in need of help is particularly vulnerable – it is great practice for the volunteer to actually be known to the person in need of help. This will obviously not always be possible but is best practice. If the street rep can't find a volunteer from their own pool they can reach out to the other street reps in the area. If they still can't find anyone to help, they can escalate back up to the Area Coordinator group.

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For further guidance documents please visit www.henleymutualaid.org.uk