



# Sustaining community-based voluntary action

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Being a good neighbor is an art  
which makes life richer.

— Gladys Taber —

AZ QUOTES

# Sustaining community-based voluntary action

- About North Walsham Good Neighbours
- Us and Covid-19
- Benefits of being a constituted group
- Sustaining
- Looking forward

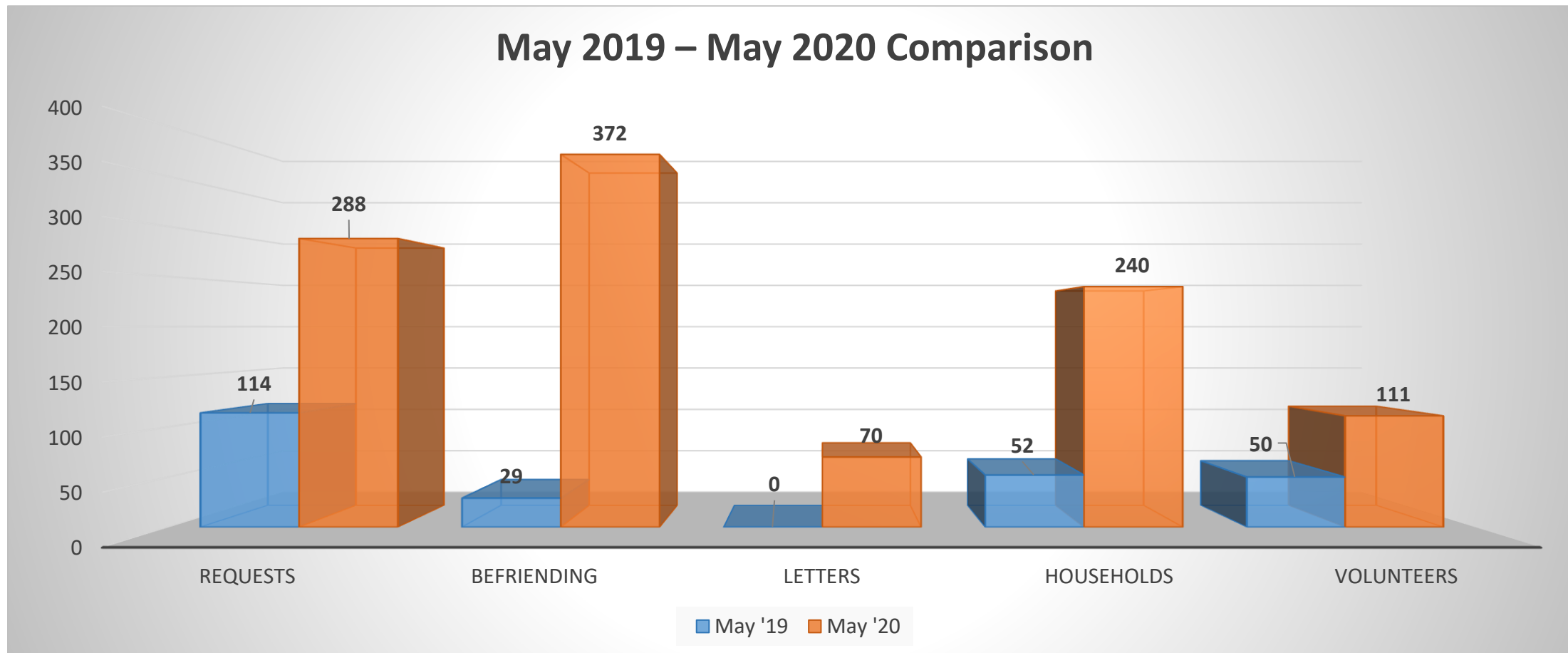


# About Us

- We are 5 years old
- 50 regular volunteers
- 20-30 jobs per week
- Telephone befriending scheme
- 700 neighbours supported
- Part of the GNS network

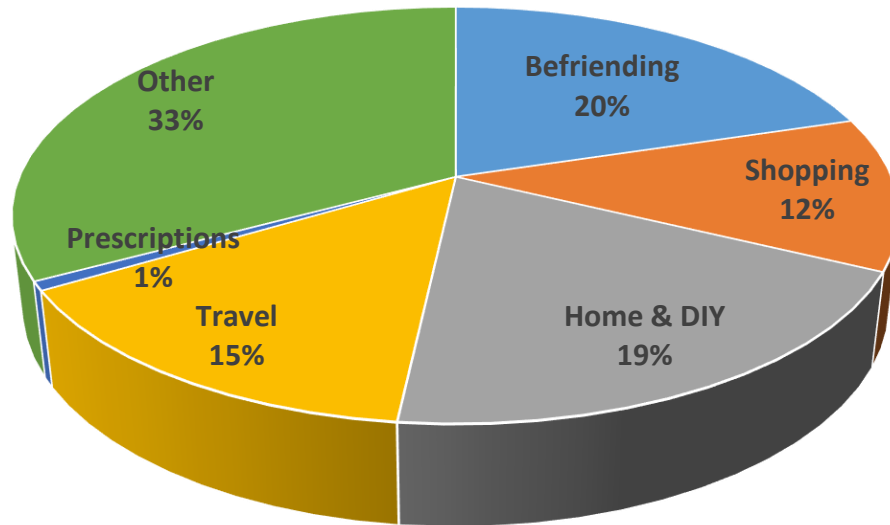


# Response to Pandemic



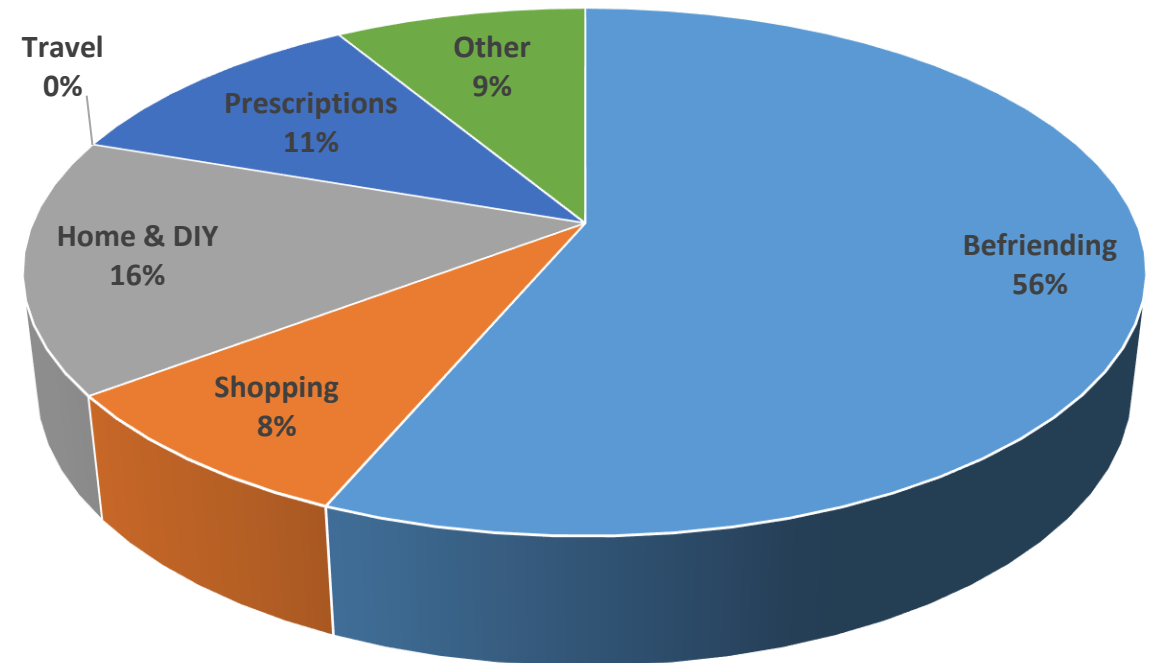
# Types of requests

## May 2019 – 135 jobs



■ Befriending ■ Shopping ■ Home & DIY  
■ Travel ■ Prescriptions ■ Other

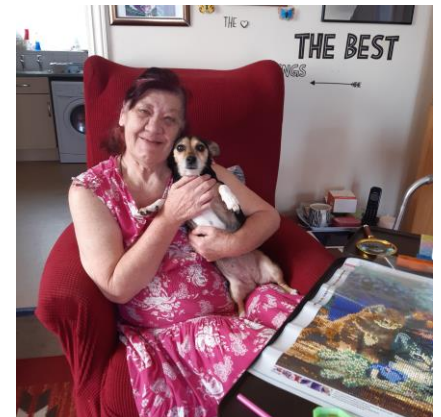
## May 2020 – 660 jobs



■ Befriending ■ Shopping ■ Home & DIY ■ Travel ■ Prescriptions ■ Other

# Benefits of a constituted group

- There is a clear decision making structure
- Different roles and responsibilities are clearly identified
- More accountability to our volunteers and to neighbours
- Recognition by partners
- More important with larger groups



# Sustainability - key factors





# Going forward

- Involving younger people
- 'Life and times'
- 'Stepping out'
- Improving ICT support
- Promoting virtual community hub

