



Malvern Hills  
**Good Neighbour  
Network**



# Case Study

## Little Malvern and Welland Parish Council June 2020

At the start of the coronavirus pandemic, Little Malvern and Welland Parish Council distributed a newsletter to **every household** asking who needed help and who could offer help. Around **60 volunteers** in the villages came forward and there were **12 requests for help**, mostly concerned about getting supplies. Networking with other groups locally also led to the implementation of **food parcel** and **prescription deliveries**.

The prescription deliveries were for Upton Surgery and, in Welland, about **30 volunteers delivered** twice a week. This was organised by a local couple and, to date, well over **1,500 deliveries** have been made.

Upton Baptist Church had become a clearing house for **food and grocery donations** from Morrisons, the Co-op and other sources. Welland and neighbouring villages were recipients of **'food parcels'** containing some staple products, fresh veg and some occasional oddities. In Welland we deployed more than **30 volunteer deliverers for 9 weeks** and **delivered over 200 parcels to more than 50 households**.

The local village stores also recruited a **team of volunteers** to deliver ordered **shopping to households** throughout the parish and, as well as remaining open throughout, the shop has provided a real **lifeline to many local people**.

The Parish Council is keen to ensure that some of the **kind and willing volunteers continue to contribute** to the needs of residents in the parish and hope that, post Covid, the **momentum will be maintained**.

There is also a **Community Orchard initiative** which resulted from the Parish Council's purchase of an old orchard recently and there is a wonderful team of volunteers who work tirelessly in the orchard which will, in due course, be formally opened as a **community resource**.





**Here is just a few of  
the many comments  
received by phone,  
email, post and directly  
to the volunteers:**

*Thank you. It was a delight as we  
are both vulnerable.*

*Thank you for your excellent  
village support.  
Mum has asked me to email you  
to thank you for the food parcel.*

*Thank you for all you are doing.  
Many thanks for the food parcel  
which came this morning.*

*The contents will be very useful  
and very much appreciated.*

*A big thank you to you and all  
your helpers in this difficult time.*

*We were surprised and at the  
same time delighted to have  
received the food parcel which  
came yesterday.*

*Please ensure that our sincere  
thanks are passed on to all  
concerned with this community  
service which is much appreciated.*

*I just wanted to thank you for  
the food parcel handed to me a  
couple of days ago. It was very  
welcome.  
Once again thank you for  
thinking of me.  
What a lovely surprise.*

*I can't tell you how wonderful it  
was to see a friendly face, and  
to have a chat from a very safe  
distance.  
Please would you give a special  
thanks to all the volunteers as  
what would we do without them?*

*Once again many thanks for  
your kindness and care. Please  
stay safe.*