



RESPACE MUTUAL AID FORMATIVE IMPACT REPORT

01.11.2020

Abstract

This is a final report of the Respace Mutual Aid Project at the location of 3 Bradbury street covering the time period 13.04.2020 to 28.08.2020. Over 13K meals were given out to vulnerable people in Hackney. Long should this brilliant team continue to support Hackney and other areas.

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Table of Contents

- Introduction..... 2
- Methods 2
- Data Sets..... 2
- Meals Delivered..... 2
- Waste and Environmental
Impact..... 3
- Social Impact 3
- Summary 3
- Appendix 4



Introduction

This report will be useful for anyone interested in seeing the success of the Respace Mutual Aid project. This is a final report focusses on the Gillett square, 3 Bradbury street distribution space, managed by Respace from the 13.04.2020 – 28.08.2020. The report also details team improvements and their impact on systems and future improvement suggestions, which may be useful for the team.

Methods

The current data set represents the recorded meals distributed and compares them to the previous time slices from previous reports. The team lead for each section (bulk and individual orders) has assured the data for the latest time period. Having viewed the operations from an intimate position for months and verified the data, I am confident that the data is accurate to within 5%, taking account of waste.

Data Sets

We are currently using the following data sets to assess impact and identify areas for improvement.

- Meals delivered (1 meal = 1 single container)
- Waste (% number of containers of waste)
- Social impact (qualitative conversations and calls with the team and food recipients)
- Environmental Impact (qualitative and quantitative assessment of issues and other considerations).

Each area will be explained with its own areas of recommendation.

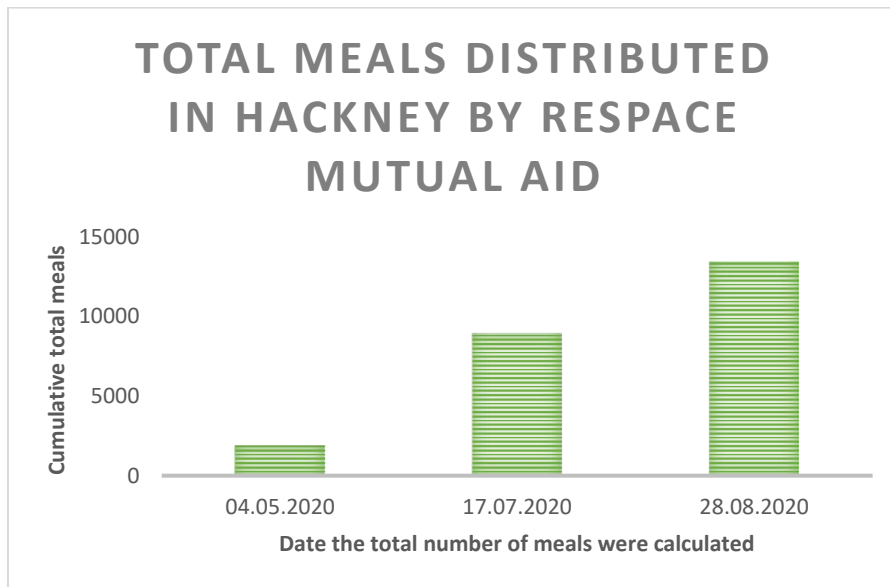
Meals Delivered

There are two types of delivery: bulk and individual and these are distributed every Monday, Wednesday and Friday. In the latest reporting period (18.08.2020 – 28.08.2020) Respace Mutual Aid delivered 288 single meals each week. From the last reporting cycle, as the numbers of meals were consistent over the 6 weeks, 1,728 were delivered. The number of meals delivered per week has gone down; however, there are still hundreds of meals providing support to members of Hackney every week. For the bulk orders there were a consistent 460 meals distributed each week, so 2,760 were given out in this last cycle. Taking the totals from the latest reporting cycle, and the number of meals distributed since the Mutual Aid project's conception, you can see that over 13K meals have been distributed (see table 1 for more detail).

Reporting cycle finished	Meals Distributed to Individuals	Meals Distributed to Bulk Organisations	Totals
04.05.2020	482	1427	1909
17.07.2020	2880	4140	7020
28.08.2020	1728	2760	4488
Total			13417

Table 1 Showing the individual and bulk distribution data





Graph 1 Showing the total food distribution for each time period.

Waste and Environmental Impact

There is still a considerable on-going effort to improve the food distribution processes. There has been an increase in the number of bio-degradable containers. However, there are still many plastic containers (as many as there are meals) being used and not reused. It is critical that the food production organisations be encouraged to more bio-plastics or recyclables to reduce the project's impact on the environment.

Social Impact

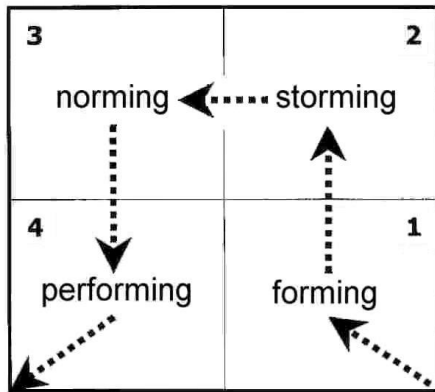
There was a significant change in the variety of food distributed to those that needed it across Hackney, in the last phase of the project. This is in response to the feedback from the food recipients and may have contributed to the retention of the meals distributed by the team. Given the strong induction and support systems that were implemented in the first few months, the team appeared to be consistently 'norming' with elements of 'high' performance (see appendix). Several factors reduced the top capability of the team namely: people going back to work from furlough, or leaving to get paid jobs, meaning that high performance was never fully achieved. The induction programme was quite effective, so new team members were quickly trained up. Therefore, if the volunteer churn (number people entering and exiting) were reduced then this would probably allow the team to progress towards a high performing team status. Reducing churn could be achieved in several ways: increasing the benefits of volunteering (paying travel costs or providing free food) improved systems e.g. reducing waiting times for distribution riders (which was a drive in the last phase) would certainly help.

Summary

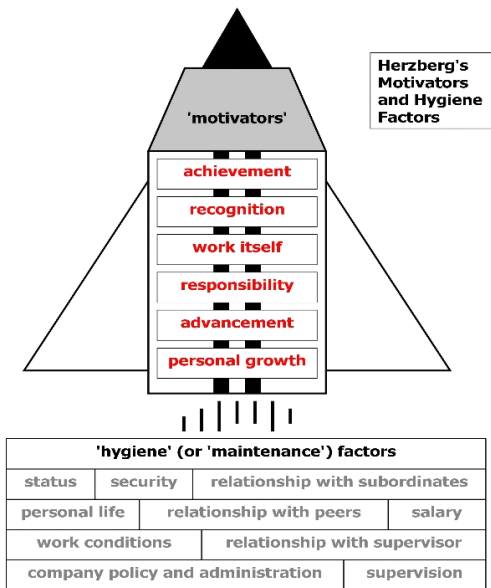
Overall, the numbers have dropped as lockdown has lifted and the Mutual Aid Service is still going and being utilised. The team appear to be 'norming' (see appendix) but showing lots of elements of high performance. A more stable team and new fixed location would allow Respace to distribute high numbers of meals effectively. Given the free nature of the project and benefits given by such a small number of volunteers, the team should be commended for their efforts.



Appendix



<https://www.businessballs.com/team-management/tuckman-forming-storming-norming-performing-model/>



Hygiene factors are merely a launch pad - when damaged or undermined we have no platform, but in themselves they do not motivate.

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<https://www.businessballs.com/improving-workplace-performance/frederick-herzberg-motivation-theory/>

