

Covid-19 Response

Working in collaboration with local key partners as part of a tactical response to bring resources together to respond to urgent needs.

March – June 2020:



Handled **15,000** wellbeing calls

**** Identified and referred
73 urgent support cases ****



Delivered
1,800
emergency
food parcels...

...with a combined
approx. value of
£24k

Wellbeing Support

In spite of diverting ALL of our resources to emergency support and wellbeing calls during the first lockdown, we have still delivered...

Winter Pressures

340 people supported with winter pressures



2,500 hours of support including:

- ◆ Transport to hospital and vaccination appointments
- ◆ Welfare and companionship
- ◆ Information and Advice
- ◆ Shopping

Healthy at Home

£400k additional benefits secured for older people



Approx. **3,000** enquiries enabling people to remain independent at home:

- ◆ **2,000** relating to provision of care in the community
- ◆ **1,500** enquiries relating to benefits and legal
- ◆ **260** Energy checks

Living Positively

700 Wellbeing Parcels including:

- ◆ Think Good Feel Good
- ◆ Veterans packs

Support to niche groups including:

- ◆ **600** older carers
- ◆ **300** Veterans

OLDER PEOPLE'S ENGAGEMENT: we continued to innovatively engage and consult on issues affecting older people including: * Zoom Training Session for Expert Panel * Virtual Workshops * Five Ways to Wellbeing Panel Session * Age Friendly LCR webinar * North West Ambulance "Your Call" magazine editorial - experiences of loneliness

Special Recognition

- ◆ Proud recipients of a Special Recognition Award from the High Sheriff of Merseyside for our work supporting older people in the community.
- ◆ Nominated for a Queens Award for Voluntary Service.



How Our Work Was Funded

Grants and contracts totalling **£659K** including support from: Halton Borough Council, St Helens Council, NHSE Winter Pressures Programme, Steve Morgan Foundation, Mersey Veterans Together, LCR, AGE UK (provided via Comic relief)... and many, many more.



100 volunteers supporting services, approx. **16,000** hrs of voluntary support including Merseyside and Cheshire Fire and Rescue Service