

**COVID-19 IMPACT CASE STUDY FOR MARCH – JUNE 2020**

INFORMATION & ADVICE		SANDWELL IMPACT	
No of contacts	3483	No. of Virtual clubs	22
No. of referrals	2028	No. of attendances at virtual clubs	63
No. of Covid-19 Enquiries	557	No. of welfare calls	240
No. of contacts made by the Information & Advice Team	3,273	No. of contacts	455
Value of the benefit claims we supported	£123,944	No. of shops carried out	10
TELEPHONE BEFRIENDING		OTHER SERVICES	
No. of welfare calls made	2203	No. of nutritious meals delivered	929 meals to 201 clients
No. of beneficiaries	193	No of shopping and prescription deliveries	484
No. of volunteers recruited	67	No of food parcels delivered	94
Support calls to those living with dementia: (telephone)	1062	No of hours of care in the home delivered for people living with dementia	45
(Video Calls)	89		

**Case Study One:**

Mrs A lives alone, is a non English speaker and has restricted mobility. She contacted us as the lockdown was announced as she had no food and needed some culturally appropriate food items. Neither did she have any cash with her to pay for these food items as she was shielding and could not go to the post office to collect her pension. We contacted Green Lane Mosque, arranging a delivery of food item for next day with reassurance she could pay for the food items when she could access her pension. A volunteer was assigned to Mrs A for her further shopping deliveries by the mosque and we signed her up to our weekly Telephone Befriending Service, assigning a Punjabi speaking volunteer to her.

Prior to lockdown Mrs A had started learning to read English at home. She said she is uncomfortable reading to her family and friends and asked if she could read passages from the book during the weekly befriending calls. She now looks forward to her weekly calls where she can enjoy a social chat and continues to improve her English.

**Case Study Two:**

Mr R was referred to us by his support worker as he was very lonely and isolated and had very little support available from his friendship network. We him and offered our Befriending Service as lockdown had closed all face to face social groups.

Mr R really enjoys the befriending calls and so does our volunteer. He told us he loves singing and had always wanted to sing in the choir at his church, so he finishes every phone call by singing to, or with, our volunteer. Mr R has recently told our volunteer that weekly befriending calls to him are a 'kiss of life' for him.

**Case Study Three:**

Mrs D contacted us for benefit advice as her husband was diagnosed with dementia and she wanted to know what financial support that they could get. We advised and supported her with applying for Attendance Allowance and their entitlement to discount on Council Tax due to one partner living with a severe mental health condition.

Mr D was awarded higher rate Attendance Allowance which was an increase of £4635 per annum in their income, and a 25% discount on their annual council tax bill. Both Mr and Mrs D were very pleased with the outcome and grateful for the support they received from us stating the money would reduce their pressure and worry.

**Quotes from our Telephone Befriending Service Volunteers:**

- 'When I called Mrs A I was shocked to see how much Age UK Birmingham means to older people and how much they appreciate and trust the services provided by AUK Birmingham'
- 'We had a long conversation about the news, coronavirus, her cats, garden etc. She said to let Age UK Birmingham know that she is so happy to get these phone calls and looks forward to it all week and to hear my voice!'
- 'On my phone calls I am consistently met with a really warm response, and a lot of gratitude- my Befriendees always tell me how much they appreciate talking to me and how grateful they are for the call'

**Quotes from our Telephone Befriending Service Clients:**

- 'You are my guardian Angel'
- 'I wait all week for my next befriending call'
- 'How kind of you to think about us'
- 'Calls from my befriender are the highlight of my week'

**Quotes from our Information and Advice Service Clients:**

- 'We want to thank Age UK for the wonderful and fantastic service that they gave us. You have been an absolute life saver. You gave us a survival package which made all the difference to our lives. I cannot believe how much you care about us and how concerned you are about our well-being'
- 'Thank you for all the wonderful work you are doing!'
- 'I have been speaking to a lovely man who gave me great advice. In fact everyone that I have spoken to within Age UK Birmingham has been very helpful'
- 'Thanks very, very much to all the team. I very, very much appreciated your help'
- 'Thank you for the information, you have been a great help'
- 'I spoke to a lovely man, who always shows concern'
- 'I am very grateful for your input. I no longer have to worry about my father's diet, and I am pleased he would have regular contact from someone local'