





Our Impact

6 months with Covid-19—1st April 2020 to 30th September 2020




People

-  **8,453** People supported by our services – on average 1,408 per month. >>>
-  **43,017** Welfare check phone calls made – on average 7,169 per month
-  **8,179** I&A calls and inquiries calls made – on average 1,030 per month
-  **8,122** Volunteer made friendship contact calls made – an average of 1,354 per month





Engagement

-  **6,400** Views of our video “When our world turned upside down/ Bring Me Sunshine”. >>>
-  **224,102** Social media reach and 36,231 website visits, 9 radio interviews and 2 TV appearances. >>>
-  **2,733** re-usable facemasks were sewn by 53 volunteers.
-  Community Support Resource document created and updated over 45 times. >>>

Teams

-  **465** Volunteers deployed to support people.
-  **136** Staff adapted roles to support people.
-  Regular weekly briefings.
-  Wellbeing support for teams.
-  H&S protocols and PPE guidance for all our services.

In our Community

-  **1,161** Covid-19 response shops and deliveries.
-  **7,598** Community Warden daily contacts. >>>
-  **170** people Hospital Discharge and Admission Avoidance support
-  **613** People provided with Help at Home or assisted by Handyperson with home safety measures. >>>

+54k

Almost 55,000 phone calls have been made over the last six months to support older people

+£27k

Over £27,000 has been donated to the HOPE appeal fundraising for Covid-19

+600

601 Staff and volunteers have been deployed to support people in the last 6 months

+1,000

Over 1,000 shops and deliveries have been made to older people as a response to Covid-19