



# Mar 23rd - Aug 23rd 2020 5 Months with COVID-19 | Our Impact

## People

- ♦ 12,807 Calls & enquiries
- ♦ 9,442 Welfare check calls
  - 1,667 Benefit support checks
- 97% of people calling the Helpline were satisfied with our service



- **Developing Partnerships** Please click to find out more
  - ♦ Macmillan Cancer Support
  - ◊ Inclusion Matters
  - ♦ Inclusivity Project
  - ♦ Cornwall Link C-19 Support
  - ♦ <u>Settled</u>
  - ♦ Memory Matters South West

### **Our Community Impact**

### Our Teams

293 Volunteers & staff
deployed to support people



- Appointed C-19 lead
- Regular weekly briefings
- ♦ Wellbeing support for teams
- H&S protocols & PPE guidance for all our services

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- Helped 5323 people home from hospital
- People received 3306 medication deliveries
- 10,000+ medical appointments across Cornwall & Devon



- ◊ 4036 welfare visits
- Over 2953 meals prepared
- \$\mathcal{E}20,000+\$ food shopping & essentials received
- Our Electric Vehicles have completed 4,000+ health & wellbeing drops

- 110 Gardens cleared & restored
- We provided help at home for 168 people



Over 40,000 page views on our C-19 support space

> Community Stories You can view real experiences and stories from our team here

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#### Make a Donation

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