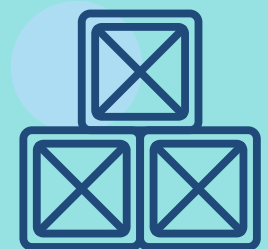


AGE UK NORTH TYNESIDE COVID-19 RESPONSE

During Covid-19 we have supported North Tyneside's most vulnerable older people in a number of ways

1050 ISOLATION PARCELS

Provided to those unable to leave their property during Covid-19



1500 ADDITIONAL MEALS

Our kitchen delivered an additional emergency hot meal service to those in need



4,990 CUSTOMER ENQUIRIES

Our Customer Service Team, operating over 7 days of the week provided information, advice and support



931 ESSENTIAL SHOPPING TRIPS

Our team was able to provide essential grocery supplies to those self-isolating or shielding to ensure their continued safety as well as a prescription collection service.



34,990 CUSTOMER CONTACTS

To ensure that our customers felt connected we made contact with them weekly to ask about their wellbeing and to offer advice and support



13,000 REACHED OUT

In an effort to assist those older people not already known to us we delivered information about our emergency services into the homes of those living in the most deprived and socially isolated areas of the borough



110 NEW VOLUNTEERS

To support our efforts within Covid-19 we attracted and recruited additional volunteers.



18,620 WEBSITE HITS

In the period March 16- July 31 we saw an increased need for information. 90.1% of those users were new to the website.