

Our Response to Covid 19

TELEPHONE ENQUIRIES



Calls to our enquiry line increased dramatically so we extended our open time to 2 hours. Enabling us to meet the demand for foodbank referrals, benefits advice, debt advice and general enquiries.

2364
enquiries

VOLUNTEERS



As people stepped forward to help during the crisis we stepped up to recruit an additional 300 volunteers.

300
volunteers

BEFRIENDING SERVICE



Face-to-face befriending moved to the telephone. Our team of 180 volunteers made calls 2-3 times per week.

500
clients

WELLBEING CHECK AND CHAT SERVICE



Our team of volunteers made weekly wellbeing calls to our low need's clients.

465
clients

ONLINE ACTIVITY CLIENTS



Face-to-face activities were moved online. 70 new online activities were introduced i.e. Chair Yoga, Dance classes, DJ etc.

407
clients

EMERGENCY PARCEL DELIVERIES



We helped 130 of our most vulnerable clients by delivering essential items weekly.

980
deliveries

SHOPPING SERVICE CLIENTS



We supported local residents who were shielding and had no one to support them with a weekly personal shopping service.

50
deliveries

PREPARED MEALS CLIENTS



We help vulnerable local resident enjoy a cooked nourishing meal with our prepared meals to your door service.

400
meals delivered