

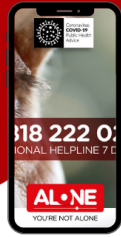
ALONE's COVID-19 Response Report

From the launch of ALONE's Support line to 26th July

28,327 calls to our National Support line

Average call waiting time - 17 seconds

Maximum wait time - 60 seconds



2,997 practical supports delivered

76% of callers live alone

30% of callers aged between 75-90 years

1,298 Technology Prescription

20,900 units of practical support via our volunteers

19,893 Social Prescribing (June 1st- July 26th)

142,150 calls providing support to Older People

13,856 Older People being supported

2,227 Non-COVID Support plans

505 on Vulnerable adults lists

Between July 13th - July 26th

1,102

Practical supports delivered

- Collection / delivery of food 353
- Social isolation, Befriending supports, reassurance 562
- Meals delivery 50
- Other medical, health, finance, pension needs 137

12,416 Support and Befriending Telephone Calls

1,296 calls received to ALONE's National Support Line

20 referrals to Local Authority for practical support

Highest areas of need

1. Housing
2. Befriending and Emotional / Mental Health
3. Personal Care/Physical Health & Mobility
4. Technology

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From the launch of ALONE's Support line to NOW

Total number of volunteers 2,756

Volunteers waiting to match 241



Number of staff being recruited 9

Volunteers expression of interest 4,732

985 Volunteers trained



Number of staff 69

471 Volunteers added to the front line

Between July 13th to July 26th

To be assessed 687



Referrals received 244

270 Support plan objectives achieved

34 Assessments carried out

The following supports have been provided through the housing work stream

170 Tenant check-in calls / visits

2 practical supports to tenants



13 Maintenance responses

ALONE
YOU'RE NOT ALONE