

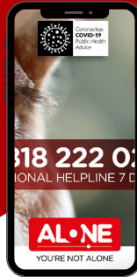
ALONE's COVID-19 Response Report

From the launch of ALONE's Support line to 12th July

27,012 calls to our National Support line

Average call waiting time - 17 seconds

Maximum wait time - 59 seconds



2,925

practical supports delivered

76% of callers live alone

29%

of callers aged between 75-90 years

1,202 Technology Prescription

19,800

units of practical support via our volunteers

14,420

Social Prescribing (June 1st - July 12th)

127,475 calls providing support to Older People

13,508

Older People being supported

2,016 Non-COVID Support plans

510

on Vulnerable adults lists

Between July 6th - July 12th

1,306

Practical supports delivered

- Collection / delivery of food 360
- Social isolation, Befriending supports, reassurance 554
- Meals delivery 240
- Other medical, health, finance, pension needs 152

7,485

Support and Befriending Telephone Calls

838

calls received to ALONE's National Support Line

25 referrals to Local Authority for practical support

Highest areas of need

1. Housing
2. Befriending and Emotional / Mental Health
3. Finance, Legal Affairs
4. Personal Care / Physical Health & Mobility



ALONE's COVID-19 Response Report

From the launch of ALONE's Support line to NOW

Total number of volunteers 2,711

Volunteers waiting to match 256



Number of staff being recruited 5

961 Volunteers trained

431

Volunteers added to the front line

Volunteers expression of interest 4,723

Number of staff 69



Between July 6th to July 12th

To be assessed 576

117 Support plan objectives achieved



110 practical supports to tenants



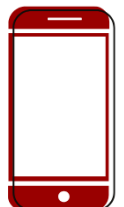
Referrals received 267

32 Assessments carried out



The following supports have been provided through the housing work stream

83 Tenant check-in calls / visits



21 Maintenance responses

ALONE
YOU'RE NOT ALONE