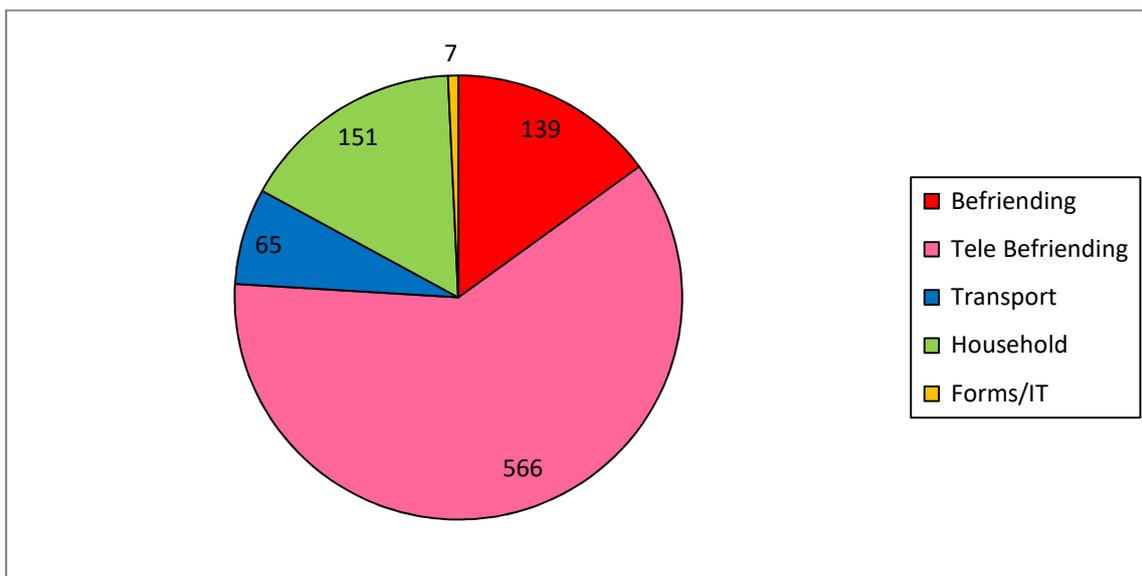


Tasks completed 1st December 2019 – 31st December 2020



The chart and table show tasks delivered in the **first 13 months** of opening for reporting to our 1st AGM

Year/Month	Befriending	Tele Befriending	Transport	Household	Forms/IT	Sub Totals
Dec	9		1	3		13
2019 total	9	0	1	3	0	13
Jan	11		11	1	2	25
Feb	15		16	9	1	41
M1-3 Total	35	0	28	13	3	79
Mar	12	31	6	16		65
Apr	9	51		16		76
May	5	50		15		70
M4-6 Total	26	132	6	47	0	211
Jun	2	45		14		61
Jul	5	44		10		59
Aug	5	43		14		62
M7-9 Total	12	132	0	38	0	182
Sept	3	44	4	14	1	66
Oct	8	73	8	6	3	98
Nov	16	79	9	19	0	123
Dec	39	106	10	14	0	169
M10-13 Total	66	302	31	53	4	456
2020 Total	130	566	64	148	7	915
Running Total	139	566	65	151	7	928

- We now have **31 volunteers** that have completed DBS checks and **30 Members** registered
- **Telephone Befriending:** We have 12 members receiving regular calls from 17 different volunteers. Each volunteer will call a member at least once a week
- **Home visits:** With lockdown 3 restrictions in place home visits have reduced. We have 5 volunteers visiting 5 members. In addition we have 2 volunteers that offer walks to members they would usually visit.
- **Transport:** We have 3 volunteers that offer transport to 3 members as this is now reduced to medical related appointments.
- **Household:** We have 1 volunteer shopping weekly for 1 member. We have a team of 8 volunteers providing a prescription collection and delivery service.
- **WhatsApp:** Most of our tasks are now run using various support teams on WhatsApp and are proving really successful in keeping everyone informed.

Number Of Tasks By Type Each Month:

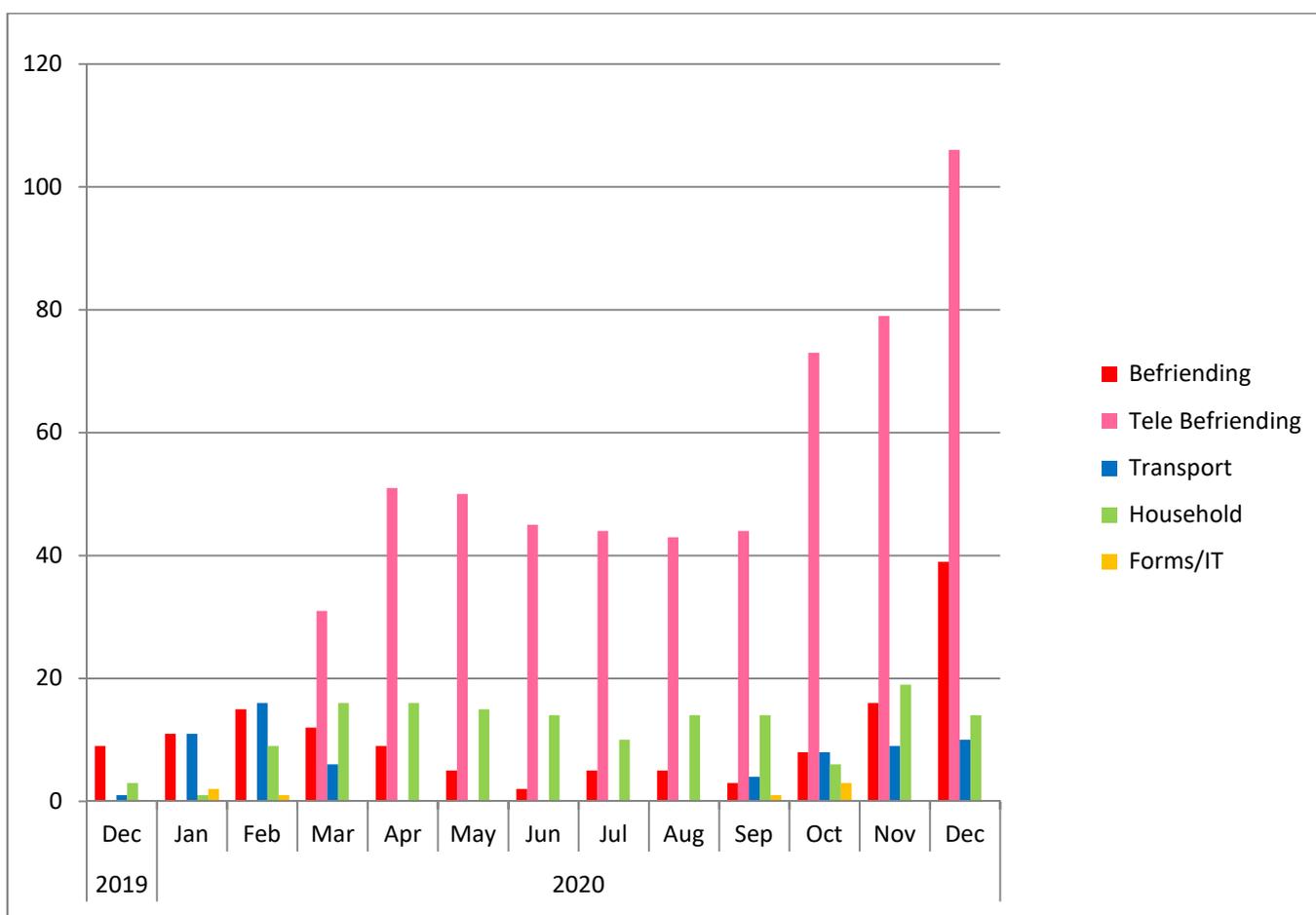
Below is the same data as shown above but shown as a monthly bar chart.

It clearly shows the uptake in **Telephone Befriending** calls starting in March (Lockdown 1). An increase in October/November was due to a couple of our members having additional daily calls due to illness. A further increase in December reflects new volunteers being introduced to more of our members and Lockdown 2.

Home Visits have steadily been rising since the end of summer as more members have asked if it is available, and more volunteers were able to provide it.

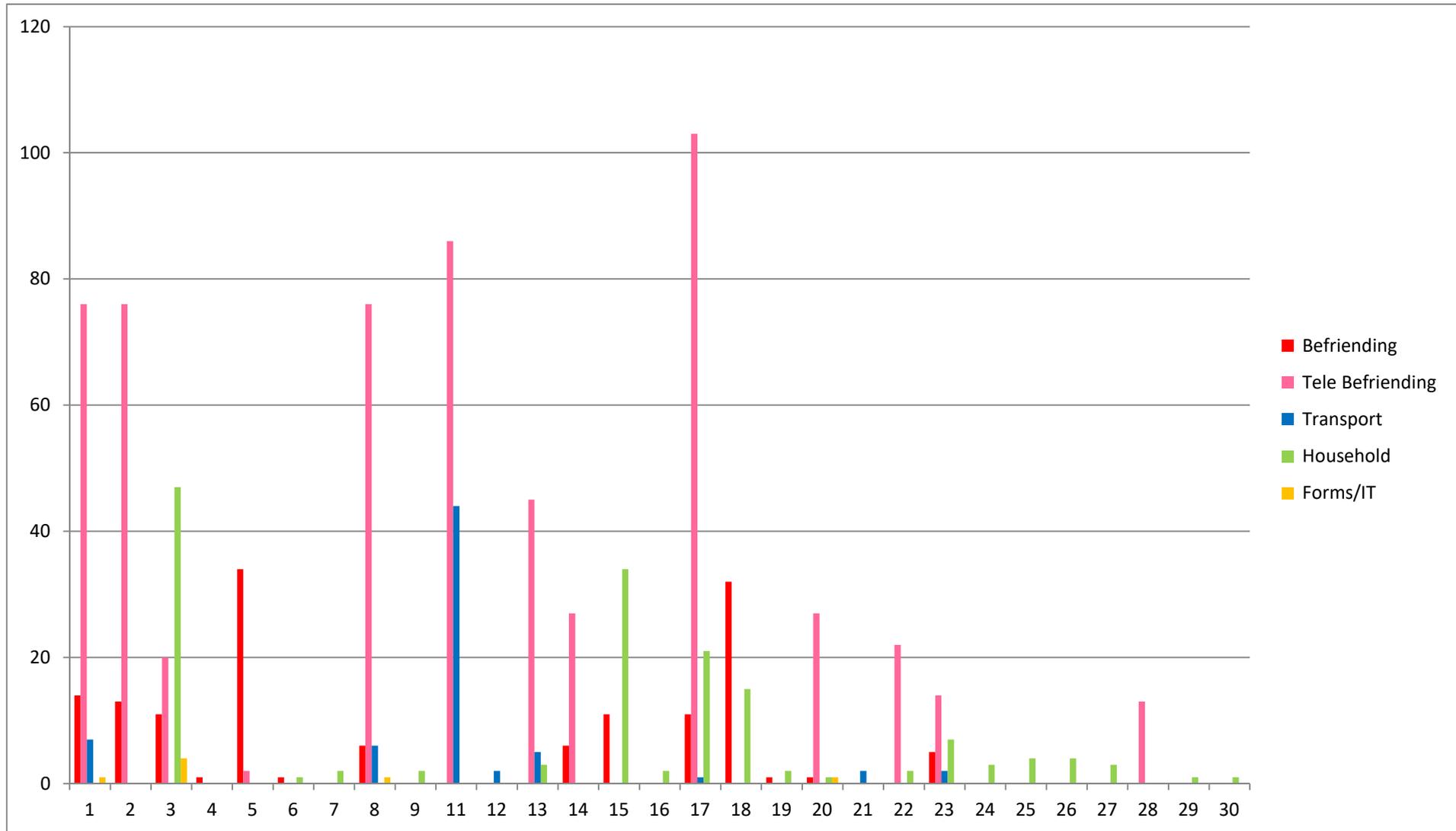
Household tasks have been steady throughout the reporting months. Prescription collection/delivery is now a regular request for a few of our members.

Transport tasks were halted in March (Lockdown 1) and not reintroduced until September. We have a limited amount of volunteers able to restart this support so numbers remain steady.



Member's Tasks: The data about the amount and type of task each of our **members receives** is shown below. Data has been anonymised.

The chart clearly shows which of our members are receiving the most support, but it also shows that this support is mainly in the form of telephone befriending calls. A number of our members also contacted us for quiet specific support and have not requested any additional help.



Volunteer's Tasks: The data about the amount and type of task each of our **volunteers provides** is shown below. Data has been anonymised.

We have some very dedicated volunteers that were able to provide a considerable amount of support during Lockdown 1 (Mar-Jun), and have continued this high level of support since. Most of our new volunteers have been with the scheme for less than 3 months and are already providing valuable support.

