Triage Team

- **3036** Number of people supported/matched with a volunteer
- **2** Number of people awaiting urgent requests (48 hours)
- **50** Number of people awaiting support (triaged & deemed not urgent)
- **175** Number of people awaiting support (contacted awaiting volunteer)
- **3263** Overall total number of people registered for support
- **872** Number of those people who are known as shielded residents
- **1281** Number of those people known to Adult Social Care

Social Brokerage Team

How those requesting help have been supported

- **748** Receiving ongoing support from a Volunteer
- **536** Receiving ongoing support from Volunteer Coordination Network
- **112** Receiving ongoing support from other Voluntary Organisation
- **88** Receiving one-off support from a Volunteer
- **17** Receiving one-off support from other Voluntary Organisation (Van Driver, Emergency Assistance etc)
- **40** Referral to CEC internal team i.e. Emergency Assistance, shared lives, Care4ce team.
- **12** Referral to commissioned provider i.e. carers hub, AgeUK, Alzheimer’s Society
- **191** Doesn’t need further help (started to receive a government food parcel)
- **829** Doesn’t need further help (Phone Info and advice sufficient)
- **281** Duplicates (or re-entered system)
- **42** Refused Support and closed
- **110** Couldn’t contact after 3 attempts and closed
How volunteers have been supported

178
Number allocated to Social Brokerage/
Number deployed by Social Brokerage

1122
Number availability

602
Number signposted to Volunteer Network/
Number deployed by Volunteer Network

1723
Number of contacts made

1195
Total number allocated a 'category/status' (total of gold/silver and bronze)

131
Number allocated Gold

260
Number allocated Silver plus and Silver

804
Number allocated Bronze plus and Bronze

Working for a brighter future together
Case Studies

Service development - feedback from community development officers:

#QueueBusters: A VCF sector group identified an issue with long queues (of some infirm residents) outside their local pharmacies, so they mobilised a service to assist both the pharmacy and its customers. A rota was developed whereby volunteers are deployed in 2 hour stints throughout the day to engage with all customers waiting in the queue, ascertain their circumstances (i.e. are they vulnerable) then engage with the pharmacy staff to enable the customer to return home and the volunteer will wait, collect and deliver their prescription to the customer’s door. The group VCF group have recognised that demand for prescription delivery outweighs their volunteer capacity, so they are currently working with PHP Officers at Cheshire East Council to increase their volunteer workforce and utilise resource from an additional public sector organisation to increase delivery capacity.

Volunteer experience

Request received from INH customer whose wardrobe door wouldn’t open. Customer was matched with a volunteer who has 40 years experience as a woodwork technician and is currently furloughed from his role at the local college. Volunteer arrives to discover customer’s boiler has leaked and warped her floorboards (resulting in the door sticking) so he resolves the situation by removing and replacing the chipboard floor – a job carried out for free which would ordinarily have cost £300. The volunteer reported that he was pleased to help as he was able to put his skills to good use and help out someone in need.

Customer ‘I Need Help’ experience

Quote from PHP customer in receipt of emergency food parcel from local food bank:

“A pleasure speaking with you a few moments ago and thank you so much for calling so promptly after my enquiry with Cheshire East earlier today and for all the advice you gave. First, I would ask that you convey both my own and my wife’s extreme gratitude to the triage team and the amazing response to my earlier enquiry about help at this moment in time due to circumstances that have placed us in a situation we never expected. We have just opened the two boxes of emergency food packs that Paul in the triage team arranged earlier and both myself and wife are almost in tears at what you have provided to help us through this difficult moment. Neither of us expected nor anticipated that the contents would be so plenty and varied our sincere appreciation goes to you all at this speedy help you have given. As discussed I will attempt to register to the link provided [shielding] and in the interim consult with my doctors so they realise the true extent of my own health instead of hiding things so I do not have to face up to possible problems with my lungs. Again, many many thanks for all you have done”