



Corona Virus Support Analysis

Apr 12, 2020 - Jul 13, 2020

Enquiries

Swansea Council helpline

3,389
Contacts

Local Area Coordinators (LAC)

19,452
* Enquiries

Swansea Council for Voluntary Service

905
** Referrals

Total

23,075

*An Enquiry relates to the number of enquiries received from individuals and will also include multiple interactions with an individual



662,274
Pageviews

**A referral is a request for help by an individual in need – it does not include multiple interactions with an individual

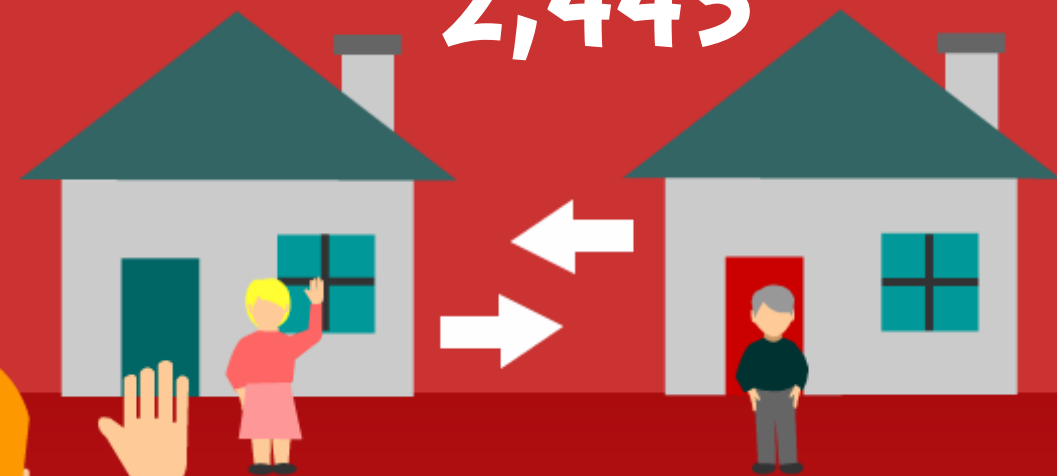
Volunteers



SCVS Formal Volunteers

1,206

2,445



Neighbour to neighbour sign-ups
(Informal Volunteers via LAC)

Community Food Support

Appendix B



8,825

Families supported Via Food Bank Network



249

Crisis packs issued



20,056



595
Food Packs



Food Parcels Registrations

Llywodraeth Cymru
Welsh Government

5,798



Hot meals to Morriston hospital and the community

2,339



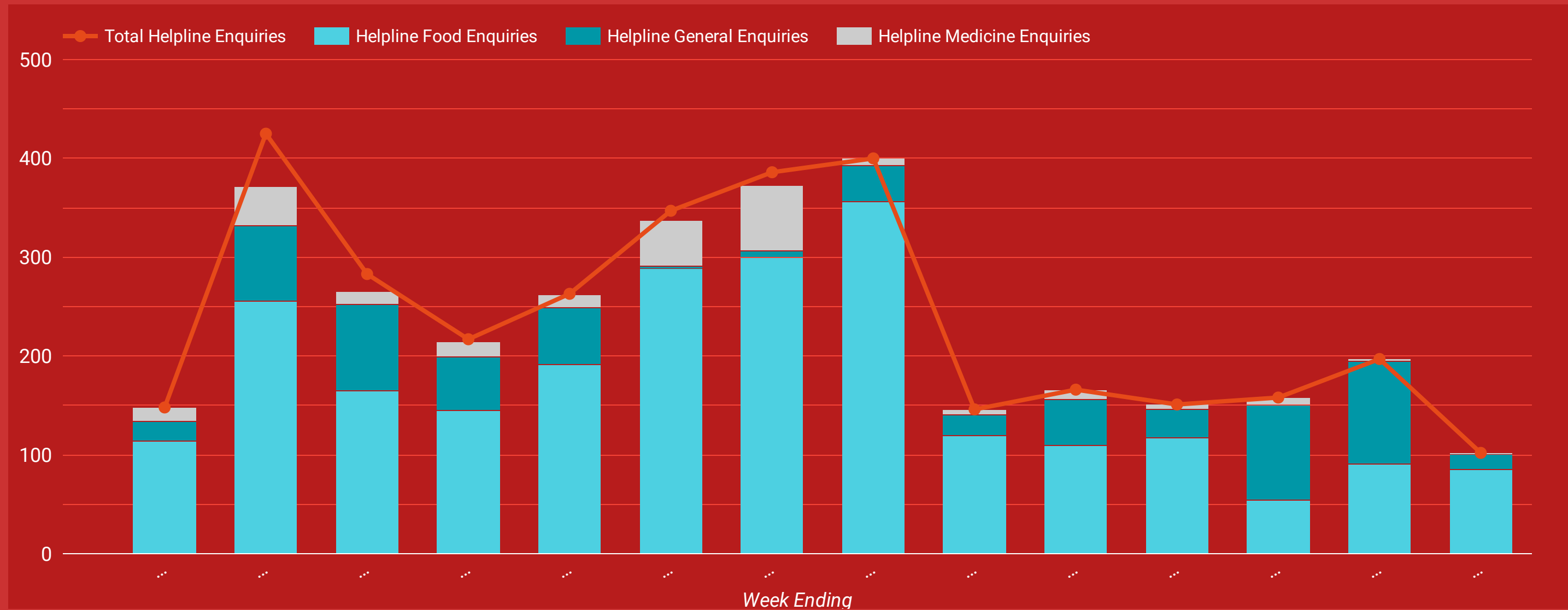
Hot Meals



Cyngor **Abertawe**
Swansea Council



Corona Virus Support Analysis



Helpline Totals

Helpline Food Enquiries

2,390

Helpline General Enquiries

654

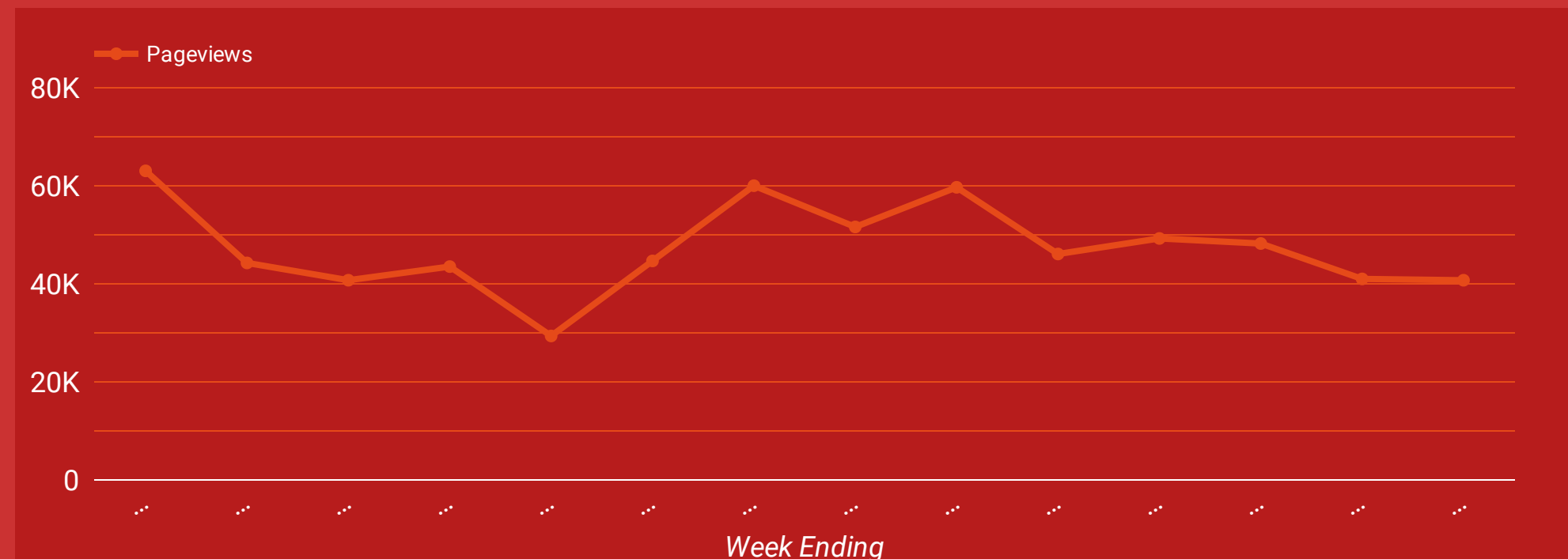
Helpline Medicine Enquiries

249

Letter Responses

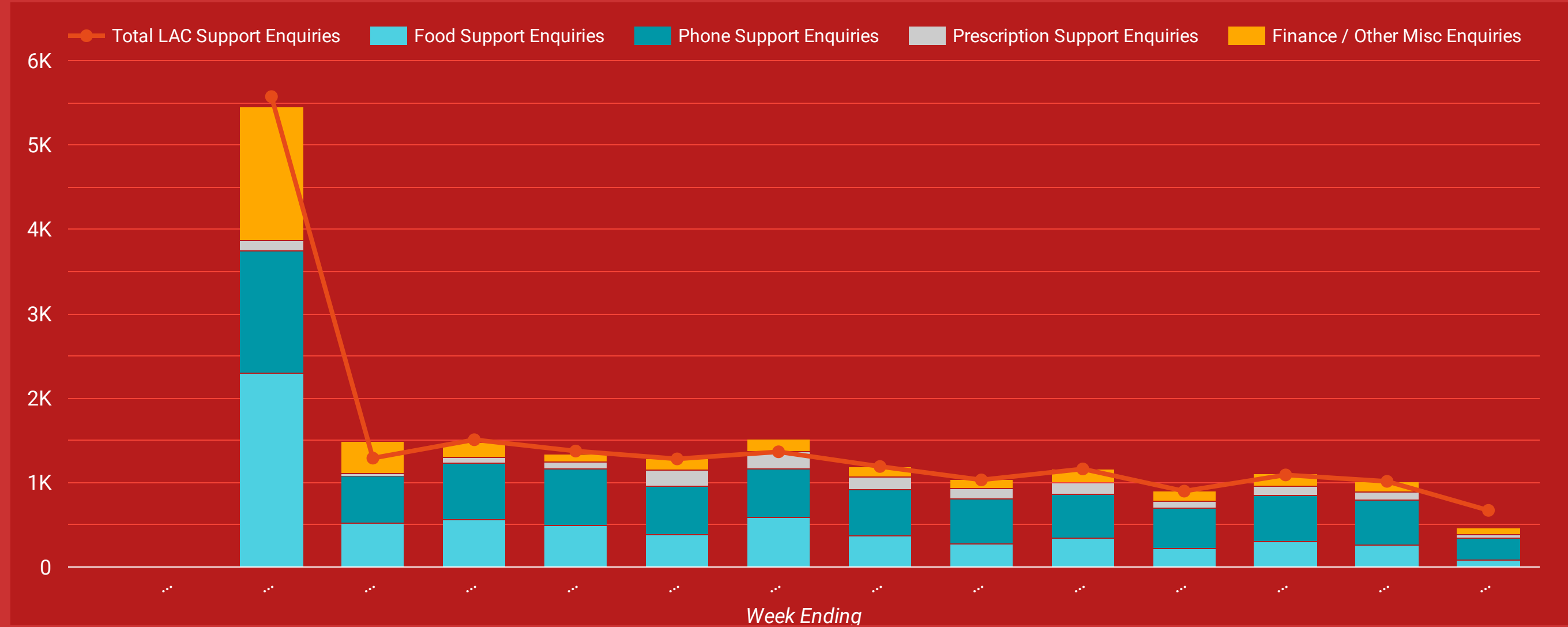
96

Website Pageviews swansea.gov.uk/coronavirus





Corona Virus Support Analysis



Local Area Coordinators (LACs) Totals

Enquiries relate to the number of enquiries received from individuals and will also include multiple interactions with an individual.

Total Enquiries
19,452

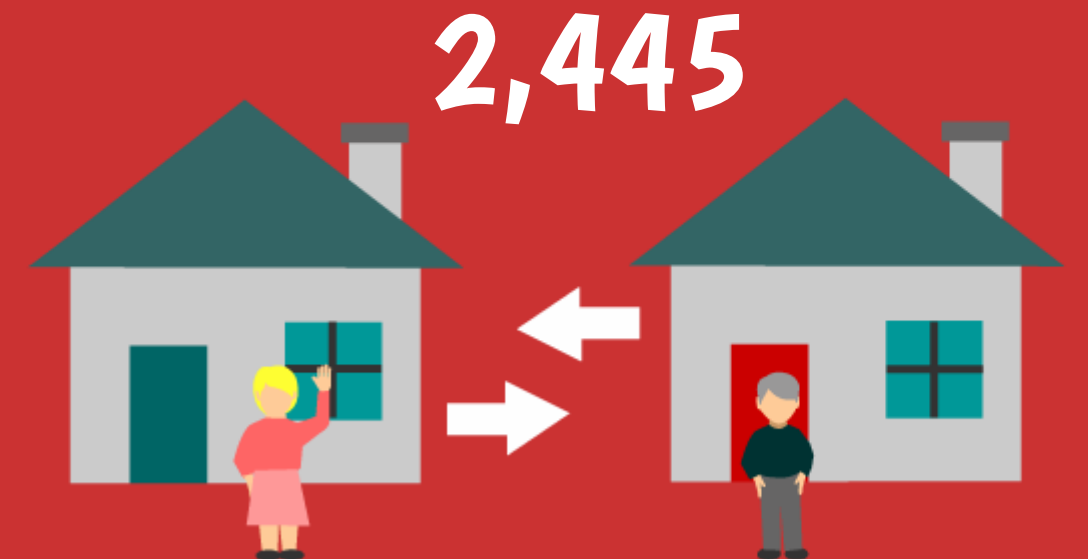
Prescription Enquiries
1,459

Finance / Other Misc Enquiries
3,405

Phone Support
7,901

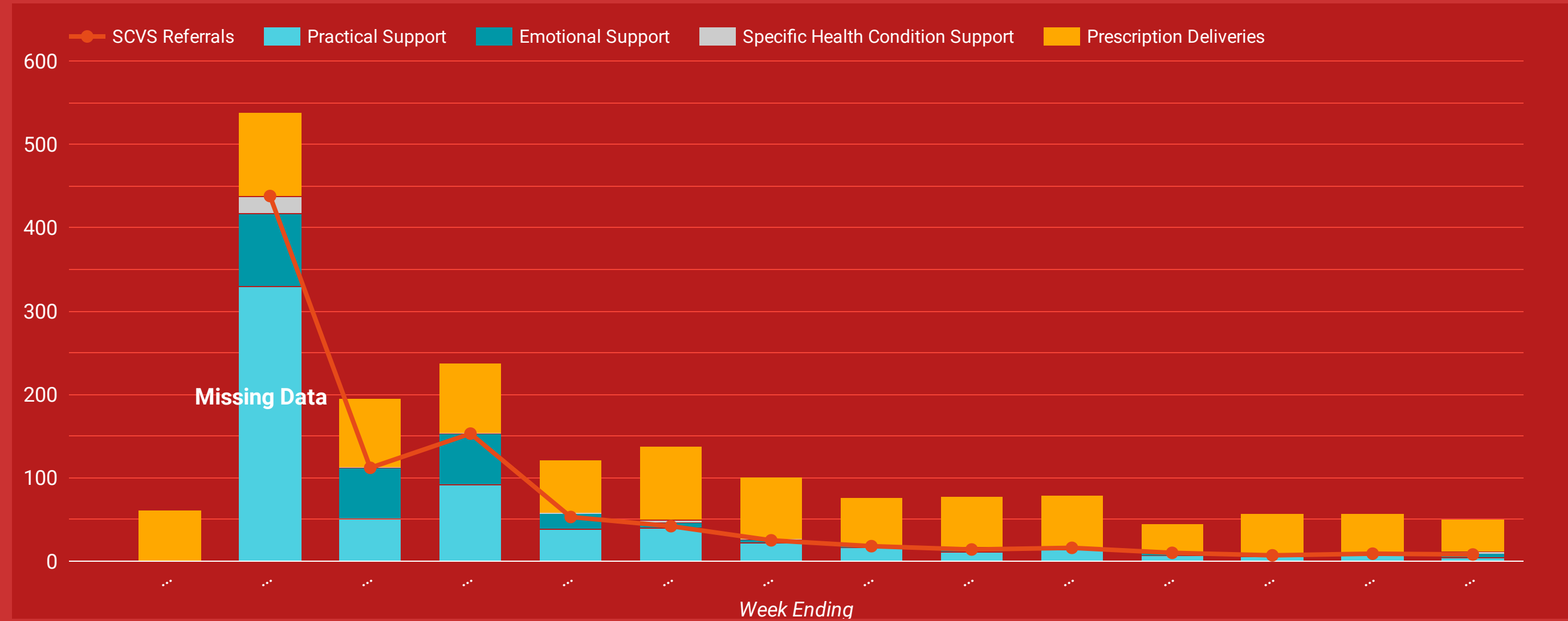
Food Enquiries
6,687

Neighbour-to-neighbour sign-ups





Corona Virus Support Analysis



SCVS Volunteers

1,206

Total Referrals*

905

Practical Support

634

Emotional Support

264

Specific Health Condition Support

28

*A referral is a request for help by an individual in need – it does not include multiple interactions with an individual

Prescription Deliveries

912

Corona Virus Support Analysis



Food Support

Total Families Supported

11,455

