

### Appendix 3

## Rotherham Community Hub Final Activity Report

Period 24/03/20 – 08/03/22

	<u>Comments</u>	<u>Cumulative Total</u>	
<b>No of Support Requests</b>	Being the number of Requests for support logged on the CXM system. This figure includes all requests and therefore includes multiple requests by single contacts.	8,252	
<b>Number Support Request Types</b>	This is the total of support 'types' requested and therefore includes cases where a contact requests multiple areas of support.	10,887	
<b>Cumulative total of Support Requests per Type</b>	<p>This includes request types before and after they were amended around 18/04/21.</p> <p>* This does not indicate that a Food Parcel was issued whenever a request was received, vetting of cases took place, also this figure ONLY includes requests processed through the Hub. Also, this was a new type input on form from 18/04/21, prior to this most requests for Emergency Food parcels came via the 'Other' category.</p> <p>** This was a new type input on form from 18/04/21, prior to this most requests for Financial assistance came via the 'Other' category.</p> <p>*** This was a category intended to cover any support requests not highlighted as a 'main' category. Most were requests for Food parcels or financial help and are covered as such in the table to the right. The remaining number shown as 'Other' were for a diverse range of requests.</p>	Help with Food Shopping	1,949
		Help with Prescription Collection	1,996
		Support with Loneliness	630
		Help with walking or exercising pets	175
		Request for Emergency Food Parcel *	2,655
		Suffering Financial Hardship**	1,811
		Signposted to other Services both Council and External	721
		Other ***	950
		<b>Total</b>	<b>10,887</b>
<b>% Of Support request types as a % of total (10,887).</b>	The table to the right shows that Requests for Food Parcels and requests from people in financial hardship accounted for over 40% of the total support requests received.	Help with Food Shopping	17.90%
		Help with Prescription Collection	18.33%

	Despite a notable 'drop-off' as the pandemic progressed, both Help with Food Shopping and Prescription collection maintained a high % of the total, driven mainly by requests at the start of the National Lockdown. These were the categories that saw most support from Rotherham Heroes volunteers.	Support with Loneliness	5.79%
		Help with walking or exercising pets	1.61%
		Request for Emergency Food Parcel *	24.39%
		Suffering Financial Hardship**	16.63%
		Signposted to other Services both Council and External	6.62%
		Other ***	8.73%
		<b>Total</b>	<b>100.00%</b>
<b>Number of Support Requests from Council Tenants</b>	This is a breakdown of the 8,252 Support Requests logged on CXM, where tenure type is logged.	3,664 (46.47%)	
<b>Number of Support Requests from Non-Council Tenants</b>	This is a breakdown of the 8,252 Support Requests logged on CXM, where tenure type is logged	4,221 (53.53%)	