

Age UK Islington: Impact Report 2025-26

Supporting independence, health and wellbeing across Islington

Happier, healthier, better connected.

Impact Report: April 2025 – March 26

Our impact

Helping adults 16+ and older people live well in Islington

In 2025-26, **Age UK Islington supported more than 12,000 people.** This reflects the scale of local need (in a borough with 194,240 adults 16+) and our vital role in helping people live well and independently. 47% of people supported were aged 60+.

People increasingly face multiple, interconnected challenges – from physical and mental health concerns to housing, isolation and cost-of-living pressures. Our staff provide caring, expert support, taking time to understand the whole situation and helping people achieve the outcomes that matter to them.

Prevention is at the heart of our approach. Through our helpline, outreach, workshops, communications and community events, we make support accessible, helping people stay informed, active and connected, to build networks and manage challenges earlier.

Working with health, social care and community partners helps us reach people earlier, strengthen local support and reduce pressure on statutory services. **Our Navigation service alone is estimated to save the system over £1.67m each year.**

Behind these numbers are thousands of people feeling more informed, connected and confident about what to do next.



Adam Moll
Chief Executive
Age UK Islington



Cient satisfaction rate with support from Age UK Islington

> **"The service provides complex, proactive support that prevents escalation to primary and acute care...significantly reducing downstream system costs."**
>
> *North Central London ICB Review*



4,888 people supported by casework

13,566 helpline enquiries



Nearly 5,000 volunteering hours

Positive change across every area of wellbeing

Average wellbeing scores at the start and end of support (0–5 scale)

Connections	Housing & Home	Money	Positivity	Safety	Wellness	Work & Purpose
1.6 → 3.9	1.7 → 3.9	1.6 → 3.7	1.9 → 3.7	1.7 → 3.8	1.6 → 4.1	1.7 → 3.4

Every area shows a meaningful improvement.

Outcomes recorded across 4,716 cases.

More than Signposting

We don't just tell people where support is. We work alongside them to understand their situation, navigate options and help make the right connections happen.



Our connecting approach

Understand situation → Agree goals → Navigate options → Make the connection → Overcome barriers → Follow-up

Case study: putting the pieces back together

This case shows how our Navigation service helps people with interconnected needs — working across services to achieve meaningful, long-term change.

The situation

After eight months in hospital following a serious assault, our client had lost his flat, had poor mobility, no income, was running out of medication and had fallen unaccompanied in a new bedsit.

What we did

Our Navigator coordinated support across multiple services, starting with GP registration, urgent medication and a safeguarding alert. They then organised support to apply for Universal Credit and Personal Independence Payment, help with shopping and transport, Community Matron support, Islington MIND for emotional support, and a grant for essential items such as bedding and basic kitchen equipment.

What changed

Our client now has an income, can pay his bills and avoid debt. His medication and healthcare are in place, he can attend hospital appointments and shop independently, his home is better equipped and he has support to rebuild his confidence and social connection.

More effective than signposting alone

Evidence suggests that making direct referrals and connections to services results in a significantly higher uptake compared with signposting.

13% **Signposting: uptake of services**

70% **Referrals: uptake of services**

NICE: Evidence review (2018)

1,138
Clients were supported to maximise their income in 2025-26

655
Connections to different services and activity providers in 2025-26

Partnership working that prevents crisis

We work closely with GPs, NHS teams, Islington Council and a wide range of voluntary and community organisations to make sure people get the right support.



> *"Age UK Islington Navigators can support patients with complex physical, mental health and social needs. They are able to work with statutory and non statutory services, bringing everything together around the person."*
>
> ***GP, Islington***

Working with a wide network of partners

We work with health, council and community organisations to deliver support tailored to an individual's circumstances.



Delivering real value

By supporting people early, we help them stay safe and independent and reduce pressure on health and social care.

£1.67m+

Estimated annual health and social care system savings from Age UK Islington Navigation service.

North Central London Integrated Care Board Review - 2025

£355	**Average navigation intervention cost**
£1,200	**Average non-elective hospital admission**
£160	**Average A&E attendance**

Working with Adult Social Care

We help clients to manage independently at home, and to get out and about safely.

What we do includes:

- Helping clients access and fund support for domestic tasks, food shopping and meals.
- Identifying needs for aids, adaptations or care support and helping clients apply for assessments.
- Finding affordable and accessible transport to meet individual mobility needs.

Working with the Housing Team

We help support clients so that their housing better meets their needs where possible.

What we do includes:

- Helping clients understand their housing options and supporting them to apply.
- Making sure clients access benefits and grants to maximise their income.
- Helping clients with budgets, debts and bills.
- Supporting clients to maintain and manage their homes.

Who we reach and reducing inequalities

We support a diverse range of Islington residents, each with their own story, circumstances and goals. More and more clients are presenting with multiple challenges.

37%
live alone

84%
have one or more health conditions

58%
are from a BAME group

Reaching diverse communities

Our services reach residents from all backgrounds across Islington, one of the most densely populated and diverse boroughs in England. We work hard to help people resolve problems and achieve their goals, ensuring that our services are inclusive and culturally sensitive.

Supporting unpaid carers

Caring for someone can impact a carer's own health, finances and social connections. 72% of carers report a long-term physical or mental health condition compared with 61% of non-carers. Our Carers Hub supported **3,500 carers including 2,652 helpline queries and 848 cases, and identified 510 new carers.**



Age UK Islington connected a client struggling with his emotional wellbeing to London Friend's counselling group and Outcome's local events. He had not known relevant support was so close by.

"Now I have this outlet, I have so much more hope."



"Your support has been brilliant. I have such a weight lifted and feel much less anxious about money now."

Age UK Islington client

Projects tackling inequalities

Our community health projects target people living with specific inequalities, providing practical guidance and support working together with NHS partner teams.

Type 2 diabetes and pre-diabetes - nutrition and exercise workshops: 50 attendees, 95% 'very helpful'.

Asylum seeker 'Healthy You' workshops: support for 141 individuals with 260 attendances.

Cardio-social prescribing project: 130 referred with 121 (93%) completed.

A borough of contrasts

Despite perceptions of affluence, Islington is ranked as the 6th most deprived local authority in London and ranked 4th for income deprivation amongst older people nationally.

Ministry of Housing, Communities and Local Government (2025)

Prevention starts in the community

We enable residents to access support easily in their local neighbourhood, build connections and prevent problems escalating.



"I'm grateful for the visit and I look forward to it every week. It helps to take the loneliness away."

AUKI Befriending service

Let's Talk sessions

Our monthly Let's Talk sessions are a key part of our prevention work, offering a friendly, supportive way of keeping informed about a range of health and wellbeing options for Islington residents.

601 attendances

28 organisations and teams

76% attendees aged 55+

Helping people to stay active



We regularly promote free and affordable opportunities to keep active and let residents know why it's so important to do so.

Stretch & balance taster class

Finding social connections

For many adults, information and inspiration can be enough to build social connections whilst others might need a helping hand to get started.

Health conditions, mobility, low confidence, language barriers, anxiety or depression can make connecting with others more difficult.

Our Befriending and Counselling services provide vital one-to-one support, reducing isolation and improving mental wellbeing when getting out and connecting with others is difficult.

1,738 residents — **casework support for social connections**

2,353 attendances — **of our social activities and events.**

"I'm able to accept my emotions without judgement, giving me emotional peace."

AUKI Counselling service

See videos for an insight into our work to reduce loneliness.

Our Befriending Service

Since 2024, our Befriending service has supported 89 isolated Islington residents.

- Recruited befrienders to provide weekly social visits to clients for up to nine months.
- Befrienders also provided digital support, helped clients build confidence and explored ways to access local activities wherever possible.

Our Counselling Service

Launched in October 2024, our Counselling service has supported 135 clients.

- Clients received 12 weekly counselling sessions providing therapeutic emotional support.
- 13 clients have attended a counselling group.
- Many clients were supported with challenges including debt, homelessness and health conditions, alongside their counselling sessions.

Reaching people early and inclusively

We make it easy for people to keep informed and to contact us - through our communications and outreach.



> *"It was good to share my own experiences, meet friendly faces and to hear from services that can help."*
>
> ***Let's Talk attendee***

Reaching local residents

We use a mix of channels so we can reach out to as many local residents as possible, including printed newsletters.

6,908 digital newsletter subscribers

20.8K website visitors

1.8K visitors to Get Together webpages

3,000 printed newsletters each quarter

Our Quarterly Get Together Newsletter



Available at libraries, GP surgeries and other local venues across Islington, helping to reach people who aren't online.



> "I was able to speak to someone from Age UK Islington at a drop-in. They were welcoming and so kind. The staff were able to take the time to understand my situation, taking me into a room so I had privacy."

Age UK Islington helpline

13,035 Helpline interactions in 2025-26.

The helpline is available Monday to Friday 9am - 5pm. The gateway to Age UK Islington services and further support, experienced team members provide information and guidance about a wide range of challenges ranging from money problems to housing related and emotional issues.

Bringing support to neighbourhoods

Our regular community outreach brings Age UK Islington caseworkers into local communities, making trusted face to face advice and support easier to access close to where people live.
Social Prescribers also work from 12 GP surgeries in central and southern Islington.

1,564 Clients supported through Social prescribing casework

93% Social prescribing casework satisfaction score

6 Age UK Islington Information and Advice service at community venues

12 GP surgeries with Age UK Islington Social Prescribers

Help make a difference and support our work

We'd love to hear from you or your organisation if you would like to:

- Volunteer with Us
- Build Corporate Partnerships
- Make a Donation
- Make a Legacy Contribution
- Organise Your Own Challenge



Let's start the conversation

We would welcome a conversation to explore volunteering or fundraising opportunities:

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