




















Impact Report 2025-2026

Our services provide a range of support for the people of Wakefield, offering practical and emotional guidance through life's challenges. We're here for people in need of help and those who care for them.

Total of **8,987** referrals into the organisation

<p>We received 11,357 calls to Single Point Of Contact </p>	<p>3,992 referrals into Connecting Care for information, advice and support with complex issues </p>	<p>Hospital Transport & Support Service helped 2,266 people with their journeys </p>
<p>We made 86,619 contacts with people across the Wakefield District </p>	<p>Step Out supported 142 people through 934 contacts during the year, with 126 new referrals </p>	<p>Wraparound supported 126 older people with their mental health and wellbeing challenges </p>
<p>Time for Tea hosted 142 social events </p>	<p>We welcomed 3,947 people to Time for Tea </p>	<p>We provided 4,063 support contacts for veterans </p>
<p>The new Wakefield Bereavement Service supported 317 people aged 18yrs+ </p>	<p>MCST groups provided stimulating activities for 65 people with mild to moderate Dementia </p>	<p>66 Carers met and discussed their concerns during MCST sessions, knowing their loved one was provided for</p>
<p>Our Oral Histories project spoke with 30 people, capturing over 7 hours of local history and stories </p>	<p>We have 2,173 followers across Facebook & Instagram, offering a way to make contact and provide information </p>	<p>We opened our new cafe in February. welcoming people Tuesdays - Saturdays </p>

Home Support Service provided a total of **28,694** hours of dedicated support, enabling people to live independently in their own home

<p>Home Support Service provided 33,722 visits </p>	<p>providing 18,152 hours of domestic support </p>	<p>and 10,542 hours of personal care </p>
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The type of support we provide...



Our teams work across the district to offer support to those in need, from completing paper forms to acting as advocates in legal matters, our highly skilled workforce offers help people can trust

Access to unclaimed benefits totaling **£2,532,420**

Blue Badge applications



271

247 Introductions to Groups and Social Activities

664 Utility Bill Concerns



Support to obtain Aids and adaptations for the home and to access community



394

44 Wheelchair loans with delivery and collection service



Access domestic and cleaning Services

248



Our amazing volunteers donated 17,323 hours of their time



Befriending volunteers provided 10,529 hours of company to isolated older people



Retail volunteers gave 4,402 hours sorting, steaming, displaying and selling goods in our shops



Admin volunteers provided 177 hours of their skills to support the work done by our teams across the district

403 active volunteers generously donated their time and skills in a variety of roles



with 96 people joining us in their volunteering journey this year!



We have 103 members of dedicated staff

with 52% being over the age of fifty

and 36% being with the organisation over five years

Our retail shops are located in Wakefield Centre & Horbury



Across our shops 38,516 items were sold



21 tonnes of fabric was recycled and prevented from entering landfill.



Age UK WD Website



Age UK WD JustGiving



Age UK WD Social Channels