




















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 people with 2,266 journeys home </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 Wakefield Bereavement Service provided 317 sessions of support to 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 made **33,722** visits, enabling people to live independently in their own home

<p>Home Support Service provided 28,694 hours of dedicated support </p>	<p>with 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