



Impact Report 2023-2024

Single Point Of Contact has taken over **12,000** calls from older people and their carers



Information and advice service has provided triage to over **3000** older people by telephone



11,062 referrals were made to the organisation



94,753 contacts made with service users



Hospital Transport Support Service provided **2582** journeys for people discharged from hospital



Connecting Care has supported over **2250** older people with home visit based support on a wide range of issues and concerns



Working in partnership with The Yorkshire Ambulance Service, Patient Transport Service launched in July 2023, transporting over 5000 people in the first financial year and providing our service information to residents of Wakefield



Wraparound supported **200** older people with their mental health and wellbeing challenges



Home Support Service provided **39,856** visits to people in their homes

Home Support Service provided a total of **30,734** hours of care and support to **454** people in their own homes

Domestic Support **19,008** hours



Personal Care Support **11,725** hours



109 Time for Tea events with over **3000** visits by attendees



6,251 Veteran contacts



92 Digital Inclusion contacts



Maintenance Cognitive Stimulation Therapy (MCST) provided support for **35** people with mild to moderate dementia and **25** carers



We supported service users with...



243
blue badge
applications

269 introductions to
social groups and
activities



360
utility bills
concerns



393
aids and adaptations
and equipment loans



328
access domestic and
cleaning services



access over
in unclaimed
benefits

**£3
Million**

Our retail outlets supported our community by...

Central Wakefield, Horbury, South Elmsall

Across our three shop venues,
54895 items were sold



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



Our Staff team...

117 Members of staff



Of our staff team, **62** are over the age of 50

Our Volunteers provided...

16905 total
Volunteering hours



8856
Befriending hours



6673
retail hours



253
admin hours



258 Volunteers

243 Befrienders

92 New volunteers into the organisation

