




Impact Report 2024-2025


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 **10,283** referrals into the organisation


We received **11,578** calls to Single Point Of Contact 

4,818 referrals into Connecting Care for information, advice and support with complex issues 


Hospital Transport & Support Service helped **2,266** people with their journeys 

We made **89,187** contacts with people across the Wakefield District 

Step Out supported **170** people through **1,173** contacts during the year, with **136** new referrals 


Wraparound supported **183** older people with their mental health and wellbeing challenges 

Time for Tea hosted **129** social events 

We welcomed **4,036** people to Time for Tea 

We provided **5,303** support contacts for veterans 

The new Wakefield Bereavement Service supported **307** people aged 18yrs+ 

MCST groups provided stimulating activities for **29** people with mild to moderate Dementia 

26 Carers met and discussed their concerns during MCST sessions, knowing their loved one was provided for

Our Oral Histories project spoke with **33** people, capturing over **30** hours of local history and stories 

We have **1,563** followers across Facebook & Instagram, offering a way to make contact and provide information 

Over **300** people attended our Digital Inclusion sessions to learn new skills 

Home Support Service provided a total of **30,168** hours of dedicated support, enabling people to live independently in their own home

Home Support Service provided **34,058** visits 

providing **19,306** hours of domestic support 

and **10,862** hours of personal care 



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 advocate in legal matters, our highly skilled workforce offers help people can trust

Access to unclaimed benefits totaling **£3,131,653**

Blue Badge applications



327

Introductions to Groups and Social Activities **313**

Utility Bill Concerns **797**



Support to obtain Aids and adaptations for the home and to access community **407**



Wheelchair loans with delivery and collection service **58**



Access domestic and cleaning Services **360**



Our amazing volunteers donated **17,596** hours of their time



Befriending volunteers provided **10,003** hours of company to isolated older people



Retail volunteers gave **5,603** hours sorting, steaming, displaying and selling goods in our shops



Admin volunteers provided **227** hours of their skills to support the work done by our teams across the district

We have **364** active volunteers generously donating their time and skills in a variety of roles



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



We have **110** members of dedicated staff

with **60%** being over the age of fifty

and **37%** being with the organisation over five years

Our three retail shops are located in Wakefield Centre, Horbury & South Elmsall



Across our 3 shops **49,002** items were sold



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



Age UK WD Website



Age UK WD JustGiving



Age UK WD Social Channels