

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**

7 =

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



Wheelchair loans with delivery and collection service

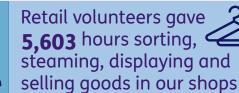


Access domestic and cleaning Services

360

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

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



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 retails 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