



# Annual Report

2024-2025



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# Message from the Chair



It is my privilege, as Chair of Trustees, to present this year's annual report on behalf of Age UK Westminster.

This year has been one of both challenge and progress. As the needs of older people across Westminster continue to grow, so too does the importance of the support we provide. Rising living costs, increasing social isolation, and the ongoing pressures on health and social care services mean that many older residents are facing significant daily challenges. Against this backdrop, our mission has never been more vital.

I am continually inspired by the resilience of the people we support and the dedication of our staff and volunteers.

Their compassion, professionalism and unwavering commitment ensure that we are able to deliver high-quality services that make a real difference—whether through advice and information, practical support, or opportunities for connection and community.

This year, we have continued to strengthen our services and deepen our impact within the local community. We have reached more older people, expanded key programmes, and worked in partnership with local organisations to respond effectively to emerging needs. None of this would be possible without the generosity of our supporters, whose contributions enable us to continue this essential work.

I would also like to take this opportunity to thank my fellow trustees for their guidance and oversight. Their expertise and dedication play a crucial role in ensuring the charity remains strong, well-governed, and focused on its strategic priorities. Looking ahead, we remain committed to building a future where every older person in Westminster can age with dignity, independence, and a sense of belonging.

While challenges remain, I am confident that, together, we can continue to make a meaningful and lasting difference.

On behalf of the Board of Trustees, thank you to everyone who has supported Age UK Westminster over the past year.

**Fiona Healy-Connelly**  
Chair of Trustees

# Message from the CEO



This year has been one of continued demand, adaptation, and impact for Age UK Westminster.

Across our borough, we are seeing increasing numbers of older people facing complex and often overlapping challenges. The rising cost of living, ongoing pressures on health and care services, and the persistent issue of loneliness and isolation have all contributed to a growing need for our support. In response, we have remained focused on delivering high-quality, person-centred services that meet people where they are and respond to what matters most to them.

Over the past year, our dedicated team of staff and volunteers has supported older people across Westminster through a wide range of services. From providing trusted advice and information, to delivering practical support and creating opportunities for social connection, our work continues to make a tangible difference in people's lives every day.

We have also strengthened our partnerships with local organisations, funders, and community groups, recognising that collaboration is essential to addressing the complex challenges facing older people. By working together, we are able to extend our reach, enhance our services, and ensure that support is accessible to those who need it most.

I am particularly proud of how our organisation continues to adapt and innovate in response to changing needs. Whether through developing new initiatives, improving service delivery, or listening closely to the voices of older people, we remain committed to continuous improvement and meaningful impact.

None of this work would be possible without the generosity of our supporters and the commitment of our volunteers. Your support enables us to be there for older people at times when it matters most.

As we look ahead, we are clear about the challenges—but also confident in our ability to meet them. With a strong team, committed partners, and a shared sense of purpose, we will continue working towards a Westminster where every older person feels valued, supported, and connected.

Thank you for being part of that journey.

**Mehfuz Ahmed**

CEO



# About us

Age UK Westminster exists to promote the well-being of older people in the City of Westminster and to help make their lives a fulfilling and enjoyable experience. We focus on services that reduce financial hardship, disadvantage and social isolation for older people in our local community.

## Information & Advice Team

Age UK Westminster is a delivery partner for the "Westminster Advice Services Partnership", focused on the delivery of I&A services for older people in Westminster. We provide drop-in surgeries and appointments at community locations across the borough; outreach into the community, home visits for those who are housebound, and an enquiry line for information and signposting.

## Complex Needs Support Service

We provide Information, Advice, Advocacy & Support to older people and their carers in Westminster on and around a range of complex issues they are facing in their lives. This includes but is not limited to welfare benefits, housing & social care, health care, bereavement, family life and loneliness.

## Cost of Living Advice

This involves supporting clients to maximise their income. The adviser assists clients by carrying out benefit checks and benefit applications. For those on means-tested benefits, low income, referrals are made on their behalf to the Cost-of-living support fund and for charitable grants.

## Befriending

This project provides weekly visits by a volunteer to older people to reduce their social isolation, particularly when they are housebound. A telephone call is available for those who don't want a volunteer visit.

## General & Older Volunteering

This project provides a wide range of volunteer opportunities suitable for all ages, needs and abilities with no upper age limit to who can apply.

## Digital Inclusion

This project helps older local residents make the most of the internet and their electronic devices in later life and help towards preventing loneliness and isolation. Age UK Westminster offers both group sessions and 1:1 support.

## CNWL Digital Inclusion

Funded by CNWL NHS Trust, the KCW Social Isolation project is delivered by Age UK Kensington & Chelsea and Age UK Westminster in partnership. The project provides digital inclusion learning and guidance to adults aged 55+ referred by the bi-borough Older Adults Mental Health team.



# About us

## **Maintenance Cognitive Stimulation Therapy (MCST)**

Face to face sessions available for people living with dementia in Westminster. Group members take part in meaningful and stimulating activities through our weekly 24-session Maintenance Cognitive Stimulation Therapy (MCST) programme proven to help maintain memory and mental function. The groups provide a fun, supportive environment where people can build new relationships.

## **The Heart of Westminster Memory Cafe**

The Heart of Westminster Café is a Memory Café for Westminster which offers a relaxed, informal setting for people with dementia and their family, friends and carers to get together. The Heart of Westminster Café provides a mixture of talks, information and advice, entertainment and activities.

## **Wellbeing & Connections Post Hospital Discharge**

Age UK Westminster's Wellbeing & Connections Service provides vital assistance to older Westminster residents as they return home after a hospital stay or major health event. This free service from our Wellbeing & Connections team supports those aged 60 and over in making the adjustment back to independent living.

## **Exercise at home**

Exercise at Home is a service that offers home-based sessions for individuals who might be housebound, living with chronic conditions, having mobility and balance issues, and find activities of daily living challenging.

## **Fit4Life**

Age UK Westminster's Fit 4 Life project provides a range of activities and fun exercise classes at a range of community venues across the borough, as well as in the comfort of your own home. Classes are suitable for all, from gentle to more vigorous and challenging sessions.

## **Activities**

Offering a diverse array of activities and services to support older people in the local community. Helping older adults live independently, stay active, and remain engaged with their local surroundings.

# Our mission and values



## Our Mission

### Our aims are:

- To encourage choice and opportunity for older people.
- To be a direct service provider of high-quality services for older people.
- To ensure that older people are aware of, and have access to, the benefits to which they are entitled.
- To advocate on behalf of older people.
- To tackle issues such as isolation and loneliness within our local community.
- To promote positive attitudes towards older people and ageing.

Age UK Westminster will promote and support individual rights and choice within our services.

### Users are entitled to:

- Have their cultural, ethnic, religious, sexual, and emotional needs respected.
- Enjoy freedom from threat, injury, insult, and ridicule in every aspect of their life.
- Enjoy their personal independence and personal choices and to receive help in achieving these.
- Users should be known by the name of their choice, be treated with dignity, and be assured that their personal and private matters will be treated in confidence.
- Care for themselves as far as they are able irrespective of how long this may take to accomplish.
- Be involved in decisions concerning the services they receive.
- Be kept informed of any future changes that may affect the services they receive.

# Our trustees

Our board of trustees are an elected group of individuals that has overall responsibility for the management of Age UK Westminster. The board seeks to ensure the best interest of service users in all types of management decisions.



**Fiona Healy-Connolly**  
Chair of Trustees



**Dr Ann Black**  
Vice Chair



**Rasika Meena Kaushik**  
Trustee



**David Durnford-Slater**  
Trustee



**David Kent-Lemon**  
Trustee



**Neil Carthy**  
Treasurer



**Michele Mestrinaro**  
Trustee



**Joel Levack**  
Trustee

# Our impact



22,893

number of client contacts

11,642

volunteer hours donated

£1,138,347.75

financial gains for our clients

15,391

visitors to our website

10

# Our services



# 3,347

contacts made with older people, their families and carers

# 1,303

older people supported by the service

# 318

older people signposted to other services

# 169

home visits

# 273

internal referrals

# 1,735

issues identified

# Information and advice

## Overview

The Information & Advice (I&A) team is dedicated to supporting older residents in Westminster by offering expert guidance and connecting them with a variety of services. Whether through Age UK Westminster or our trusted voluntary sector partners, we ensure individuals receive the assistance they need.

Our mission is to enable older people to live independently, confidently, and enjoyably by addressing their specific needs and challenges.

The team provides support in several key areas, including:

- Applying for welfare benefits
- Managing debt and finances
- Resolving housing issues
- Handling consumer matters, such as energy bills
- Completing forms and paperwork
- Offering advice and referrals to additional services

## Highlights

- Our Complex needs service won an award from Advising Londoners in the Wellbeing category.
- We secured 3-year funding from WCC for our I&A Global majorities project.
- Funding for our I&A Wasp project has been renewed for the next 9 years.
- We recruited an Arabic speaking I&A Trainee adviser for our Global majorities project to reach hard to reach global communities.

£1,138,347.75

gained for older people in Westminster

## Information & advice case studies

Mrs P was referred to our I&A service by her GP because she was struggling financially and couldn't afford to heat her home. Our adviser carried out a benefit check at the first appointment which determined that she was eligible to apply for Attendance allowance (a disability benefit). The Adviser assisted her to apply for the benefit. Mrs P was awarded the higher rate of Attendance Allowance of £110.40 per week with a back payment of £1435.20. The money made it possible for her to pay her heating bills and budget better. She said that **"Am very grateful for the help Age UK Westminster provided, am now able to manage my expenses, the financial strain was affecting my health."**

Mr M was struggling to get in and out of the bath, his sister contacted us to see what help was available. Our Adviser referred Mr M to Westminster Adult social services for a care needs assessment. A walk-in shower was installed after a few months of back and forth, the adviser called ASC regularly to check for updates on Mr M's behalf. Mr M said, **"The walk-in shower has given me a new lease of life, I am now able to take care of my personal hygiene better, I cannot thank Age UK Westminster enough"**.

Mrs B attended one of our community outreach venues for advice regarding her benefits. She was living on a state pension of £128 a week with no other benefits or pensions. Our Adviser carried out a benefit check which determined that she was eligible to apply for pension credit guarantee. She assisted Mrs B to apply for the benefit. Mrs B was awarded Pension credit of £99.10 a week with a back payment of £1585.60. Mrs B said that **"I didn't realise that Age UK Westminster offered this type of support, am now able to buy the food I need and also heat my home, I will tell my friends about the wonderful support Age UK Westminster provides"**.

107

befriending matches



9,360

befriending hours - in person

884

befriending hours - by phone

10,244

befriending volunteer hours

## Befriending

Age UK Westminster is dedicated to tackling social isolation among older residents in Westminster, recognising the significant impact loneliness can have on both mental and physical health. To address this issue, we offer a one-to-one befriending service for older adults who are vulnerable, live alone, or experience social isolation.

This service carefully matches individuals with kind and supportive local volunteers who commit to weekly visits. During these visits, Befrienders provide meaningful social interaction, emotional support, and companionship. They also encourage an active lifestyle by joining them on short walks and helping with light tasks.

For those who prefer or require remote support, we also provide a telephone befriending service. Volunteers make weekly 30-minute phone calls to one or more older adults at risk of loneliness, offering connection and reassurance. Research shows that regular phone conversations can have a positive impact on the mood and well-being of older people.

Through these personalised befriending services, Age UK Westminster is committed to reducing loneliness and fostering a sense of community, improving the overall quality of life for Westminster's older population.

# 13

festive activities

# 15

corporates supported  
the project

# 650+

older people  
benefitted from the  
project

## Christmas project

For more than 20 years, Age UK Westminster has successfully executed the Christmas project in partnership with St Paul's School. This initiative provides companionship and joy to isolated older individuals on Christmas Day, offering a festive meal, a thoughtful gift, and the company of a friendly visitor. Distinguishing itself as the sole organisation in Westminster delivering to older residents at home on Christmas Day, Age UK Westminster plays a crucial role in addressing the challenges posed by the continuing cost of living crisis in 2024.

This year 2024 witnessed an increased demand for financial assistance among older residents grappling with various issues, including benefit checks, charitable grants, food bank referrals, debt, rent arrears, and potential homelessness. Recognising the added strain on older people during the holiday season, Age UK Westminster collaborated with local funders, corporate supporters, and volunteers to extend a helping hand. This involved the provision of Christmas lunches, gifts, and engaging activities throughout December.

Teaming up with St. Paul's School, Age UK Westminster successfully prepared and distributed 300 Christmas lunches on Christmas Day to vulnerable older residents in Westminster. The dedicated team of 50+ volunteers, including school staff, parents, and children, covered delivery areas in SW1V, SW1P, NW8, W2, W9, W10, W11, WC2N, W1F.

465

clients participated in  
activities

311

activities held

4,533

attendances

# Activities

Age UK Westminster offers a diverse array of activities and services to support older people in the local community. As a charity with over 70 years of experience, we are deeply committed to helping older adults live independently, stay active, and remain engaged with their local surroundings.

During the 2024/2025 period, this included:

**Exercise Classes:** We provided a variety of exercise classes designed to help older people maintain their strength, balance, and flexibility, enabling them to stay active and healthy.

**Social Clubs:** Our social activities and events offered older adults the opportunity to make new friends and enjoy a range of enriching pursuits, such as arts and crafts, games, and outings to local attractions.

**Coffee Mornings with Informative Talks:** These allowed our clients to learn something new in the company of like-minded older adults, fostering a sense of community and intellectual stimulation.

Through this diverse array of activities and services, Age UK Westminster is dedicated to supporting the overall well-being of older people in our local community.

## Activities case feedback

"Age UK is such an amazing institution, and specially you and all the people from Westminster side who organize such good and entertaining events. That makes such a difference to the lives of the members who, in the majority, are retired."

"The event has brought us members of Age UK Westminster the spirit of togetherness that we celebrated Black History Month. The entertainment was most joyful everyone having a great time. Beyond the afternoon tea and treats, the singing voice of Sharon was the highlight, everyone dancing and having fun. Thank you very much Steve, Souad and Vesna at Age UK Westminster for their tireless input that the event was so successful."

"I appreciate the way Age UK is helping the aged with both mental and physical activities. Thank you, Age UK."

"Just stopping by to say a Big Thank you for the excellent and exceptional Christmas events you put on for us all at Age U.K. "

"The 'Never for Ever' restaurant in Kentish Town was so much fun together with the other venue 'The Elgin Gastro Pub' in Maida Vale. I had a fantastic time, the food was Amazing !! I enjoyed meeting new people too.

We all appreciate your hard work. You have made my Christmas."

# 290

benefitted from group  
sessions

# 37

1:1 sessions

# 70

group sessions

## Digital inclusion

Age UK Westminster helps residents aged 50+ gain confidence and knowledge in using digital devices like smartphones, tablets, iPads, and laptops.

The service offers both group sessions and one-on-one support, catering to individual learning preferences and needs.

Whether it's connecting online to access local services, shopping online, learning to use Zoom for virtual activities, setting up email and WhatsApp accounts, or staying in touch with loved ones through video calls, Age UK Westminster's Digital Inclusion Service is here to help.

Becoming digitally connected can significantly reduce feelings of isolation and loneliness while enhancing physical and emotional wellbeing.

### Topics covered include:

- Computer basics
- Email and Skype
- Using the internet
- Internet security
- Music and audio
- Smartphones and tablets
- Social networking
- Government services, shopping, and banking online

# Digital inclusion case study

Mr N is currently benefitting from the loan of a Doro 8200 smartphone that we purchased for our digital library using funds from The Percy Bilton Charity. The Doro 8200 is an “easy to use” smartphone designed with older users in mind that has features such as the choice between a regular Android or a more intuitive interface, ClearSound to make conversations clearer for those experiencing age-related hearing loss, an assistance button to send alerts and connect the user to friends and family if they are in need of help – for instance in case of a fall – and TeamViewer, an app which enables the user to invite someone to access and assist them with their phone directly from their own device, preinstalled. The funding from The Percy Bilton Charity enabled us to purchase one of these devices for our digital library for the first time.

Alongside the loan of the phone, we have been able to provide Mr N with one-to-one support to help him learn to use it and six months’ worth of free data to get him online.

In our first support session, we offered Mr N the choice of the loan of the Doro or an iPhone. He chose the Doro as it felt intuitive to use to him whereas he felt “scared” when shown the iPhone. We then went through the set-up of the phone, including adjusting accessibility settings to set the phone up with large icons and a large, bold font. The Doro 8200 has a greater range of accessibility settings than a standard smartphone and the interface is still easy to use when set to large icons.

So far in our one-to-one support sessions, we have explored the phone and searching the internet to find information about a workshop he wished to attend. He was then able to book a slot to attend the workshop via Eventbrite, find the tickets in his newly created email account and use Google Maps to find out how to get there on public transport.

Mr N says that the Doro is “lovely” and makes him “feel at ease and comfortable when using it”. He feels “confident” and “relaxed; not tense and worried that this is new equipment that he can’t manage to use”. He “never knew that something as easy to use as this existed” when it was shown to him. A particular feature that he likes is the tutorials on the use of the phone which he finds “so helpful” as they go through everything “step-by-step” and he can “read, understand and practice” and so “can teach himself”. He says that it is “like having a teacher with you all the time”.

If the phone rings on the bus, he says that he “doesn’t feel embarrassed as with his current phone” and he feels that it is “like a modern phone, equal to Apple”. He says that he is “getting very attached” to the Doro! He says that it is a “good phone to start out on” and “the way the tutorials are done is perfect”. He recommends that we use the Doro with our other digital learners and says that it is the “nicest thing, others really have to try”.

# 43

specialist MCST sessions

# 11

Heart of Westminster  
memory cafes

# 283

attendances at group  
sessions

# 92

clients accessing the  
project

## Dementia support

Age UK Westminster provides a range of activities designed to support memory and cognitive function for people living with dementia.

Through the Maintenance Cognitive Stimulation Therapy (MCST) programme, participants engage in meaningful and stimulating activities proven to help maintain memory and mental abilities. These sessions offer a fun, supportive environment where individuals can connect with others and form new relationships.

### MCST activities include:

- Group discussions
- Word games
- Quizzes
- Physical exercises
- Creative and musical activities

Additionally, the Heart of Westminster Memory Café, run in partnership with The Salvation Army's Regent Hall, offers a relaxed and welcoming space for individuals with dementia, their families, friends, and carers.

At the Memory Café, attendees can enjoy a mix of informative talks, advice and support, entertainment, and engaging activities, fostering a sense of community and connection.

# Dementia support feedback and case study

## Feedback

"I really enjoy coming to the Age UK Westminster sessions at St Marylebone Parish Church. They are stimulating (good brain exercise) and get me out (good physical exercise) both of which are important for elderly people with memory problems, especially if they live alone."

"This has become a 'Family' get together for my wife and I. It has helped us to get out of our isolation. We've had a mix of volunteers assisting Steve. That helped to give us 'different' perspectives. Very friendly, kind volunteers. Keep it all up."

"Very useful exercises to stimulate the brain and memory. Excellent opportunity to interact with other people of a similar age and condition. Really enjoyable and wish to continue to participate."

"It is such a delight to come on Tuesdays to St Marylebone Church. It has changed my life from being dull to full of confidence. It gives us a chance to get out of the house and not die of boredom and doing nothing at home."

## Case study

After a diagnosis of vascular dementia 10 years ago Ms X (76) began to find herself not being invited out with friends and began to find herself increasingly isolated. Ms X worried it was because she could not keep up or contribute to conversations as she used to which only exacerbated her feeling of isolation and depression. Our Maintenance Cognitive Stimulation Therapy (MSCT) programme has given Ms X a place where she can be herself and be with people who share the same issues as her. It has helped Ms X connect to a network of support and make friends. There is no judgement in the group -as she said-, the participants can be themselves, there is lots of laughter and lots of understanding.

31

clients who participated in  
Lunch Club

23

sessions

306

attendances

## Lunch club

Age UK Westminster's lunch club provided a welcoming and supportive space for older residents in the Lancaster Gate ward during 2024-2025. This initiative offered not only a nutritious meal but also an opportunity for social connection and access to vital support services.

Designed for individuals aged 50+ at risk of isolation or loneliness—whether living alone or without nearby family and friends—the lunch club served as a lifeline for those affected by the cost-of-living crisis. Attendees were greeted with warmth and care, enjoying hot meals while receiving information and referrals to additional Age UK Westminster services, such as befriending, dementia support, and benefits advice.

The lunch club also celebrated special occasions and holidays, fostering a sense of community and togetherness. For many, it served as an entry point to the broader range of services offered by Age UK Westminster, raising awareness about ways to enhance independence and overall wellbeing.

This essential service highlighted Age UK Westminster's community-focused approach, addressing immediate needs like food insecurity while proactively combating the long-term impacts of loneliness. By bringing people together and providing practical support, the lunch club embodied the charity's mission of helping older residents lead fulfilling and connected lives.

## Case study

Mrs D attends the Lunch Group as often as she can. She suffers from various health conditions as well as issues with her accommodation. The Lunch Group is a welcome respite from her daily struggles. She very much enjoys the company as she lives alone, takes part in conversation with others and sometimes even sings for us!

Mrs D always tells us how much she appreciates the food, especially the fresh fruit and the vegetables (we serve 3 different types of vegetables with every meal). Due to her mobility and health issues she is limited in what she can carry back home from the shops. Mrs D has also joined the group on a trip to Windsor which she enjoyed very much as a rare trip outside of London. Attending the group has made a big difference in Mrs D's life by supporting her mental health and wellbeing, as well as providing optimal nutrition for her general health.

"I had a terrible night with my insomnia but I always look forward to coming to lunch so I made the effort. Thank you for the vegetables and the banana. It's difficult for me to go out shopping and I miss out on my vegetables because they are heavy for me to carry."

"It was fantastic. I liked the boat trip, the scenery and the nutritious dinner, the venue and the company. It was nice to get out of London."  
(trip to Windsor)

"I still think about the trip to Windsor. It was like a different world." (a few months later)

We have also providing additional support to Diana such as referring to Westminster Connects for a volunteer to help with shopping, referring to I&A for help with housing issues, signposting to the website for FreeWillsMonth and Diana has also received Christmas Lunch as a recipient of the Christmas Lunch Project.

# Ukrainian response team support

During this period, the Ukraine Project supported Ukrainian clients to access Age UK Westminster services, including Community Outreach, Activities, Volunteering, Information & Advice, and Digital Inclusion. The project was expanded in August 2025, increasing delivery from one day to three days per week, including a weekly support session held at the Ukraine Welcome Centre. This extension strengthened service access and improved support for clients with limited English.

## Key Achievements

- Improved access to activities and community engagement: The project facilitated participation in Age UK Westminster activities and Welcome Centre sessions, supporting social connection, wellbeing, and inclusion through accessible, visual-first and group-based approaches.
- Enhanced Information & Advice and digital support: Strong referral pathways and increased delivery of digital sessions, 1:1 support, and home visits improved clients' ability to access Information & Advice, navigate health and social care systems, and build independence.

## Looking Ahead (2025–2026)

- Continue to strengthen volunteer recruitment and training, particularly for language and digital support roles.
- Maintain integrated delivery through the Welcome Centre and community-based sessions, ensuring Ukrainian clients can access activities, advice, and health and social care support more independently.

# 212

number of client contacts

# 32

clients accessing the service

# 80

exercise sessions delivered

# 132

supported walks

## Exercise at home

At Age UK Westminster, we understand the importance of staying fit and active, especially for those who may find it more challenging. Our Exercise at Home sessions are designed to improve mobility, build strength, and help reduce stress levels.

This service provides tailored, home-based exercise sessions for individuals who may be housebound, living with chronic conditions, experiencing mobility or balance issues, or struggling with daily activities.

The Exercise at Home programme continued to support clients during 2024–25, although service delivery evolved in response to funding and staffing changes.

From April 2025, participant numbers began to decline due to the absence of further external funding. In June 2025, following the departure of the Exercise at Home Coordinator, the service was formally reviewed.

A decision was made to discontinue the one-to-one Exercise at Home model for new referrals while maintaining support for existing clients. To ensure continuity of wellbeing support, key elements of the programme, including walking support and basic at-home exercises, have now been integrated into the Befriending Service.

This revised approach allowed clients to continue receiving physical activity encouragement alongside social support, while making best use of resources. As a result of this service change, service data for the latter part of 2024–25 reflects reduced participation within the standalone Exercise at Home service and increased activity delivered through the Befriending Service.

# Post-discharge support service

32

clients accessing

Age UK Westminster's Post-discharge support service provides essential support to older residents in Westminster as they transition back to independent living after a hospital stay or major health event. This free service is available to those aged 60 and over, helping them adjust and regain confidence at home.

Once a referral is received, our team conducts an initial home visit to assess the client's immediate needs. We offer short-term assistance with essential tasks such as light shopping, collecting prescriptions, contacting GPs, and providing a friendly point of contact during the critical first weeks at home.

Following these initial visits, clients are connected to ongoing Age UK Westminster services such as Befriending, Exercise at Home, and Digital Inclusion, as well as to other relevant charities, council services, and community organisations. This holistic approach ensures a smooth transition and promotes long-term independence.

Referrals can be made directly by older adults or through family, friends, health workers, or medical professionals.

The service reflects Age UK Westminster's dedication to empowering older residents to age well. By easing the transition home, we help build a foundation for sustained independence and improved wellbeing.

64

contacts

## Post-discharge support service additional info

- The post-hospital discharge service operated with reduced capacity during part of the reporting period due to the resignation of the Wellbeing and Connections Manager.
- This resulted in a temporary reduction in referrals and limited operational support for the coordinator, impacting overall service activity.
- A coordinator was recruited to deliver the service, ensuring continuity of client support despite reduced management capacity.
- Following the appointment of a new Wellbeing and Connections Manager, the service was re-prioritised and actively promoted to health and social care partners.
- Re-engagement with external partners led to improved referral pathways and a subsequent increase in referrals.
- The coordinator received training in CRM data recording, improving the accuracy and consistency of client data collection and reporting.
- Regular home visits were introduced, enabling improved assessment of client needs and more responsive, person-centred support.
- Clients were supported for up to four weeks post-discharge, including signposting and onward referral both internal and external to appropriate services.
- This service improvements contributed to increased client reach and strengthened the structure and processes underpinning service delivery.
- Variations in data volumes across the reporting period should be considered in the context of staffing changes and service development.

## Case study

An 85-year-old lady was referred to us by her sister as the client's husband had been admitted to hospital. The client is registered blind and relies on her husband for many things, including getting out and about. The client's sister came to stay for a short while from Ireland and wanted to see if there was anything we could do to help as she had to return home.

We called the client who was interested in the service, but feeling a bit 'frazzled' as her husband had recently been discharged and she was busy settling him in. She called back a few days later and we discussed what had been happening and how we could help.

After a few false starts, the client had a number of medical appointments, we eventually got to see her and her husband about a month after the original referral. In that time, a carer from the council had been appointed to assist with the client's shopping concerns.

When we met, the couple explained that they like to be independent and that a few things that would help them would be getting a taxi card and updating their Blue Badge. We discussed our other services (befriending, digital inclusion etc.) but they were not of interest. We made a referral to the Information and Advice team to help with this and let the couple know that they could reach out to me in the future if needed. We agreed that we would call in a month to check in.

When we called, they explained that the husband was feeling much better and that they had been out on some lunch dates to restaurants around their home. I spoke with both of them and both seemed much happier.

They feel they have enough support for now and have our details and the Enquiries line number should they need anything moving forward.

# 190

Age UK Westminster  
volunteers

# 284

corporate volunteers

# 11,642

volunteer hours

# 27

volunteers aged 65+

# £187,319.78

equivalent value of  
volunteer hours\*

# Volunteering

Our volunteers play a vital and irreplaceable role in enhancing the lives of older people in Westminster. With a diverse range of skills, extensive experience, and boundless creativity, our volunteer team achieves remarkable results, delivering invaluable support and services to our community.

We warmly welcome individuals of all ages and backgrounds who are keen to dedicate their time to supporting older people in Westminster. Our volunteer opportunities cover a wide variety of impactful roles, including:

- Exercise at Home Programme
- 1:1 Walking Support
- Marketing and Communications
- MCST Dementia Support
- Telephone Enquiries and Signposting
- Digital Support
- Befriending
- Information and Advice
- Fundraising
- Charity Shop Operations
- Administrative Support
- Client Service Support
- Volunteer Recruitment Assistance
- Translation Services

By harnessing the unique talents and unwavering commitment of our volunteers, Age UK Westminster delivers comprehensive, tailored support to meet the varied needs of the older population in our community. We are deeply grateful for the dedication and contributions of our volunteers, whose efforts have a transformative impact on the lives of those we serve.

\*based on the information supplied in the National TOMS Framework platform. This is a platform which is used to measure social value.

# Volunteering feedback and case study

## Feedback

"I enjoy talking to my client, exploring the local area, and trying new activities with him, and I believe I am making a difference in his life."

"The Volunteer Awards Ceremony at Westminster City Hall made me feel more like part of the Age UK volunteer team."

"Having a good laugh together, learning about other cultures, and hopefully being a support to someone less fortunate than oneself."

## Case study

Sophia is one of our long-standing Telephone Enquiries and Signposting Volunteers, who started her role with us over 3 years ago. Having Sophia as part of our Information & Advice volunteer team has been invaluable. Besides providing general information to our service users, Sophia also often interprets information to many Urdu-speaking callers with limited English who would have struggled to access services because of a language barrier.

Sophia says, "I find my work rewarding! Being able to assist people who struggle to access services offered by the Westminster council."

# Future plans

Looking ahead, Age UK Westminster is committed to building on its strong foundations to deliver greater impact for older people across the borough. As we navigate an evolving funding landscape and increasing demand for services, our focus will be on sustainable growth, innovation, and strengthening our role as a trusted local partner.

## Strengthening and expanding our services

We will continue to invest in our existing services to ensure they remain high-quality, responsive, and impactful. Alongside this, we will actively seek new funding opportunities to expand provision in areas that are currently underfunded or where demand is increasing.

## Building stronger partnerships and profile

We will continue to build on our strong track record of partnership working, deepening relationships with commissioners, local organisations, and the wider Age UK network. Strengthening collaboration, particularly with organisations representing global majority communities will help ensure our services are inclusive, relevant, and accessible.

At the same time, we aim to enhance our visibility and reputation as a trusted delivery partner and expert voice on issues affecting older people in Westminster.

## Embedding community voice and co-production

Central to our future approach is a continued commitment to co-production. We will actively involve older people and local communities in shaping our services, ensuring their voices are at the heart of everything we do.

## Our immediate priorities

Over the next year, we will focus on three key priorities:

- Developing a framework to support faster, more effective decision-making
- Investing in and improving our current services
- Identifying and securing higher-value funding support

# Funding

Age UK Westminster is funded through a variety of sources, including grants, donations, and income generated from our own fundraising activities.

## Donations

We also rely heavily on donations from individuals and organisations. These donations come from a variety of sources, including members of the public who want to support the charity's work, local businesses, and philanthropic organisations. Donations are typically used to support specific projects or initiatives, such as funding our dementia support program or digital inclusion services.

## Grants

One of the biggest sources of funding for Age UK Westminster comes from grants. We receive funding from both local and national grant givers, which helps to support our core programs and services. This grant funding is often provided on a yearly basis and is subject to certain conditions and requirements.

## Fundraising Activities

In addition to grants and donations, we also generate income through our own fundraising activities. This can include events, online campaigns, and other initiatives. The funds raised through these activities are used to support the charity's ongoing work and to help expand our programs and services.

We are deeply grateful for the support of all our funders, whose generosity enables us to continue providing vital services and support to older adults in our community.

**£7,580.04**

in donations

**£744,388.54**

trusts and  
grants funding

**15**

new funders secured

# Fundraising stories

## London Marathon 2025

We are incredibly grateful to supporters like Brendan Linnane, who took on the challenge of the London Marathon in support of Age UK Westminster.

By committing to this iconic endurance event, Brendan demonstrated remarkable dedication and resilience, turning a personal challenge into an opportunity to make a meaningful difference. Months of training, determination, and perseverance culminated in race day, where he joined thousands of runners raising funds for causes close to their hearts.

Through his efforts, Brendan has helped raise vital funds to support older people across Westminster. His fundraising directly contributes to our essential services, from tackling loneliness and isolation to providing practical support and advice for those who need it most.

Brendan's achievement is a powerful reminder of the impact one individual can have. We are proud to have had him represent Age UK Westminster and extend our heartfelt thanks for his commitment, generosity, and support.

**Thank you  
Bren**



**£2,295**  
raised



# Funders

We couldn't be there for older people in Westminster without the much-needed support we receive from the following funders:

- Active Westminster Grant
- Age UK/Julia Rausing Trust
- Age UK/Omaze Grant
- Age UK Warm Homes Programme Grant
- Arnold Clark Community Fund
- Big Give Xmas Challenge
- Buckles Solicitors LLP
- Carpenters Company
- CNWL Isolation & Loneliness Digital Support Grant
- French Huguenots Charity
- GIC London
- Go Far Fund
- Good Things Foundation
- Grosvenor Estate
- Groundworks Walking Grant
- Hobson Charity
- Howard de Walden
- Hyde Park Place Estate Charity
- Julia Rausing Trust
- McLay Dementia Trust
- Neighbourly/Sainsburys Grant
- Paddington Charities
- Pimco Foundation
- Portman Foundation
- Strand Parishes Trust
- The William Allen Young Charitable Trust
- WASP
- Westminster City Council



# Organisations and corporates

These companies and organisations provided vital support to Age UK Westminster

- A2 Dominion
- Bain & Co
- Benjamin Franklin House
- British Land
- British Museum
- CREATE
- Dance West
- Effectable
- EQT
- GIC Singapore
- Goodera
- Gordon Hospital
- Hilton London Metropole
- Hotel 63
- Howard de Walden
- James Hambro
- Kindness Studio
- Learning Unlimited
- Marble Arch BID
- Newton Impact
- Park Lane Hilton
- Pubmatic
- Regent Hall - Salvation Army
- Royal Opera House
- Royal Palaces
- Royal Parks
- Social Box
- St Marylebone Parish Church
- TikTok
- Urban Leisure
- W Hotel

# Volunteer awards ceremony 2025



# Activities highlights





**Visit our website**

