



# 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

