

AGE UK WILTSHIRE

JANUARY 2025

News and Views

CEO Message - Sarah Cardy

As we welcome 2025, I want to share with you a look back on 2024 and the achievements of Age UK Wiltshire and Age UK Southampton. We would also like to thank our partners for the support we receive.

Together, we've achieved significant milestones:

- Our Information and Advice team of staff and volunteers have secured **£2.8m in new income for clients**, helping older people lead more comfortable and active lives.
- Our three new **Charity Shops with Information Points** have extended our reach and are providing more access points for information.
- Expanding our **services and activities** is helping address the evolving needs of our communities.
- Our **Wellbeing Checks with Meals** service continues to grow, offering nourishment and vital connection.

Behind these achievements are the lives we've improved—older people and families whose futures are brighter because of our collective efforts.



As we step into 2025, I look forward to continuing our work together to make an even greater impact. Thank you for your support, it is invaluable to us.

Wishing you a Happy and prosperous New Year!

Sarah Cardy

CEO, Age UK Wiltshire and Age UK Southampton

Newsletter Highlights

[CEO Message](#)[2024 Review](#)[Organisation News and Updates](#)[Join our Team - Vacancies](#)[Wellbeing Checks with Meals Expansion](#)[Volunteer with us](#) [Find us on Instagram](#) [Facebook page - Wiltshire](#) [Facebook page - Southampton](#) [Facebook page - Charity Shops & Information Points](#) [Visit our website](#)

2024 REVIEW

Information and Advice

- £2.85 million worth of benefits gained –people in Wiltshire, Swindon and Southampton are over £54,000 a week better off
- 3,138 clients
- 14,442 contacts with or on behalf of clients
- 7,794 enquiries
- Over 3,500 hours contributed by 31 amazing volunteers
- Supported 420 people to complete Attendance Allowance or Disability Living Allowance forms, often visiting them at home



Fitness & Friendship Clubs

- 22 clubs across the Wiltshire area
- 5 brand new clubs opened in 2024
- 487 people attended a club in 2024, most of them over 70
- 46 amazing volunteers help support the clubs



Welfare Checks with Meals

- A total of 68,858 meals for the year!
- An average of 1,339 healthy, hot meals a week
- 12 cars out a day, 364 days a year



Charity Shops with Information Points

- 3 new locations opened in 2024 in Devizes, Bradford-on-Avon and Marlborough, bringing our total shops to 4 including Salisbury



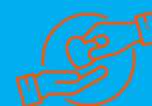
Royal Wootton Bassett Monday Friendship Club

- 52 people attended the club at least once
- 1 successful coach trip to Exeter Christmas Market



Donations

- Over £26,000 worth of donations from individuals and businesses in the community gratefully received



2024 REVIEW

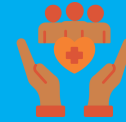
Self-help and Support

- The Age UK Wiltshire and Southampton websites received over 53,400 visits



Living Well

- 218 home visits completed
- 460 people supported in total
- 1,717 contacts with or on behalf of clients



Supportive Independence - Falls Prevention Swindon

- 101 people supported
- 694 contacts with or on behalf of clients
- 110 home visits



Melksham Community Support

- 105 people supported
- 157 home visits completed
- 834 contacts with or on behalf of clients
- 4 amazing volunteers to help provide this service



Gardening

- 33 clients received support with basic gardening maintenance



Telephone Befriending

- 90 clients received regular companionship from one of our 16 telephone befriending volunteers



News and Updates

CHRISTMAS FESTIVITIES

As we recover from and look back on a busy festive season, we are filled with gratitude that we were given the opportunity to be a part of so many wonderful community events and celebrations! We'd love to share a few of our highlights:

- We were deeply moved by the generosity of one incredible donor who gave a hamper to us with the aim of sharing it with an older member of our community.
- We celebrated the winning of the Club Cup Challenge with our Devizes Fitness & Friendship Club at a lovely Christmas lunch. This event was catered by our Wellbeing Checks with Meals service—a true team effort that made for a warm, festive gathering of friends!
- Thanks to Morrisons, our Padwell Road Day Centre, Chippenham Fitness & Friendship Club members and volunteers were treated to Christmas lunches as part of Age UK's 'Together We're Not Alone' campaign.
- Age UK Southampton also hosted a festive Christmas celebration at the Padwell Road Day Centre on 17th December. The event brought together 16 members of the Day Centre for a traditional Christmas lunch. The afternoon continued with lively entertainment by Eddie, a regular entertainer at the centre, ensuring everyone was in high spirits. Adding to the festive fun, Barry, one of the centre's own members, played Santa and distributed gifts generously donated by Hampshire Constabulary and SD Solutions.



NEW FACEBOOK PAGES

We now have three pages on Facebook, each spotlighting a different area of our service. Our original page was unexpectedly removed, which we decided to look upon as an opportunity to rework our Facebook offering. We'd love to connect with you again to join and build up our amazing online community!

[Age UK Wiltshire - Let's change how we age](#)

For updates about our services, partnership work, and all of the ways that we're aiming to make a difference to older individuals in our Wiltshire communities.

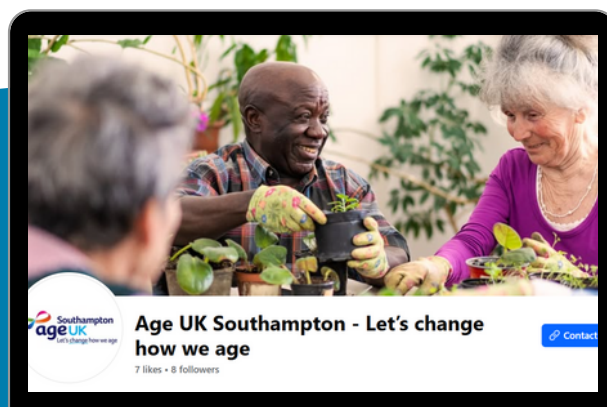
[Age UK Southampton - Let's change how we age](#)

In 2023 we joined forces with Age UK Southampton. Follow this page to hear about our Padwell Road Day Centre, Information & Advice offering, and our Wellbeing Checks with Meals service, which has now expanded to Southampton.

[Age UK Wiltshire Charity Shops & Information Points - sustainable shopping](#)

This page is dedicated to our retail presence in Wiltshire with charity shops that also serve as information points.

Please follow our new pages to stay connected and help us rebuild our online community - thanks for your support!



News and Updates

DEVIZES SHOP OPENING

On 27th November 2024, we celebrated the opening of our new Charity Shop and Information Point at no. 8, The Brittox, Devizes with a ribbon cutting, making the Devizes shop our fourth Charity Shop and Information Point!

Our charity shops in Devizes, Marlborough, Salisbury and Bradford-on-Avon are accepting your donations of clean second-hand clothing and quality homeware. If you're decluttering or having a New Year sort-out, your donations help us to improve the lives of older people in the community, and every donation is gratefully received.



Join our team!

Age UK Wiltshire has around 60 members of staff, mostly part-time. We help over 1500 local older people every year, offering activities, events, social contact and information.

It's a great place to work if you really want to make a difference in people's lives. Our website is regularly updated with all of our [latest vacancies](#).



Wellbeing Checks with Meals: Supporting Independence for Southampton's Older Residents

Our **Wellbeing Checks with Meals** service is now expanding to be able to support older people in **Southampton**, helping them remain independent and safe in their own homes.

We deliver hot, nutritious meals, whilst also checking in on you or your family member's wellbeing, providing not just a delicious lunch but also peace of mind.

With over 100 menu options, including special diets like low sugar, gluten-free, and texture-modified meals, we cater for all nutritional needs. Delivered by our friendly, trained team, who are always happy to help, our service helps older people stay independent at home.

For more information, please contact the team at wellbeingcheckswithmeals@ageuksouthampton.org.uk or call 02380 019540. You can also visit the [Age UK Southampton website](#) to see a menu.



"Thank you again for everything you do, your drivers are amazing, and it is because of you that mum can stay in her own home. It is such a gift for us, so thank you."

VOLUNTEER WITH US!

We rely on volunteers to support the services we deliver. We welcome applications and support from all parts of the community and will work with people to ensure that they get the best experience possible from working with us.



If you are ready to volunteer with us then the first step is to read about our volunteer roles on [our website](#) and complete our application form. This is how we first get to know you and understand what you want to get out of volunteering.