



Impact Report

Helping South Worcestershire love later life through crucial support services and activities.

2022



Our impact throughout 2021/2022

7,419 People given information and supported across South Worcestershire

2,435 Went on to receive long term, ongoing support from us



7,522

Telephone calls received by our expert advice line



825

Benefit checks carried out by our advisors for our clients



£1,066,936

Total benefit amount awarded to our clients. With a total of £70,960 back pay awarded

500



Clients supported with at home services, which includes our Handyperson, Gardening, Homeworking, Home Energy Checks & essential shopping services

"Visiting the Nora Parsons Dementia Meeting Centre felt like a really special occasion. I came away feeling blown away and incredibly moved by the response from your members"



60



People living with dementia supported at our Dementia Meeting Centres and specialist community support service

264

Clients receiving essential basic foot care from us, at home or through one of our foot care clinics



12.6%*

Increase in clients supported across South Worcestershire

22.8%*

Increase in clients receiving long term support from us

47.9%*

Increase in telephone calls received by our expert advice line

8.12%*

Increase in the number of benefit checks carried out by our advisors

*Compared to data collected from the 2020/2021 period



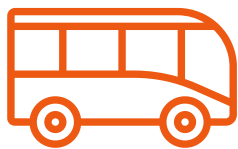
270

Lonely or bereaved older people befriended with regular calls/visits and encouraged with social activities



154

Sessions delivered to clients on a 1-1, face-to-face basis, for computer, tablet and smartphone tuition



40+

Locations visited by our CAMBUS (Coffee & Memory Bus) across Worcestershire (since May 2022)

37.4%*

Increase in lonely or bereaved older people being supported through our befriending and bereavement services

88.1%*

Increase in clients attending our social activities, our day trips and taking part in our Creative Friends project

*Compared to data collected from the 2020 / 2021 period

422



Clients took part in our social activities and clubs. With a further 90 attending on of our day trips

480

Registered volunteers making a difference by giving back their free time to support us and our clients



7

Charity shops and an eBay store, providing funding for our crucial services and activities



"I cannot thank Age UK Worcester & Malvern Hills enough for all the help and support you have given me. The difference it has made to me both financially and emotionally has been immense"



33,638

New people visited our website, viewing over 80,283 pages

879

Client, volunteer or donation enquiries received by online forms



66,972

Facebook Impressions



103,800

Twitter Impressions



2,255

Instagram Impressions



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Registered Charity Number: 1114859
Company Number: 5688674

www.ageukwmh.org

